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# Xanadu Release Notes

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# Xanadu release notes

The ServiceNow® Xanadu 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.

## Xanadu highlights

**AI purpose-built for every industry**
Leverage Now Assist automation that is purpose-built for the unique needs of Retail Operations, Telecommunications, Technology, Public Sector, and Banking.

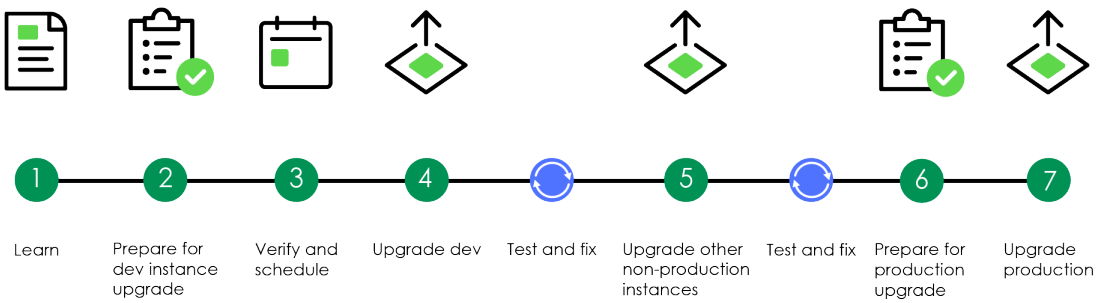
**Service and operational resiliency**
Improve responsiveness with dynamic alert tagging. Deliver operational insights to service delivery teams so they can better manage their work with Event Management and Service Reliability Management.



**Making AI actionable**
Now Assist makes it simple to take action with new analytics generation, custom AI skills development, reply recommendations, and native integration with MS 365 and Slack, all built on a single platform.

## 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

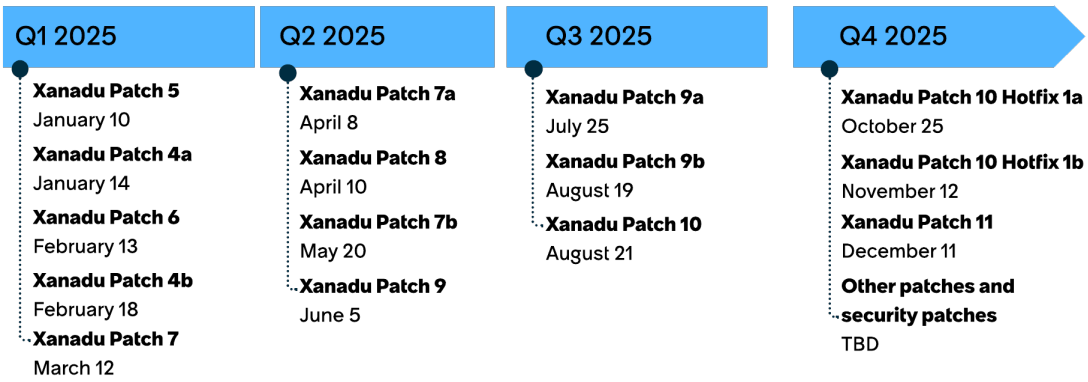
To use the release notes in your upgrade process, choose the upgrade phase that you're ready to start with. It's recommended you complete the phases in the order listed. For a guide to the redesigned release notes experience, see Using the release notes.

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

## Release timeline

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




## 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.

How to use release notes

## 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 Xanadu 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**

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

To check out the release notes tools available for your upgrade scenario, choose your upgrade path to Xanadu.

- Release notes for upgrading from Washington DC
- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Xanadu patch and hotfix release notes

### Choose your upgrade path to Xanadu


- Release notes for upgrading from Washington DC
- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Xanadu patch and hotfix release notes

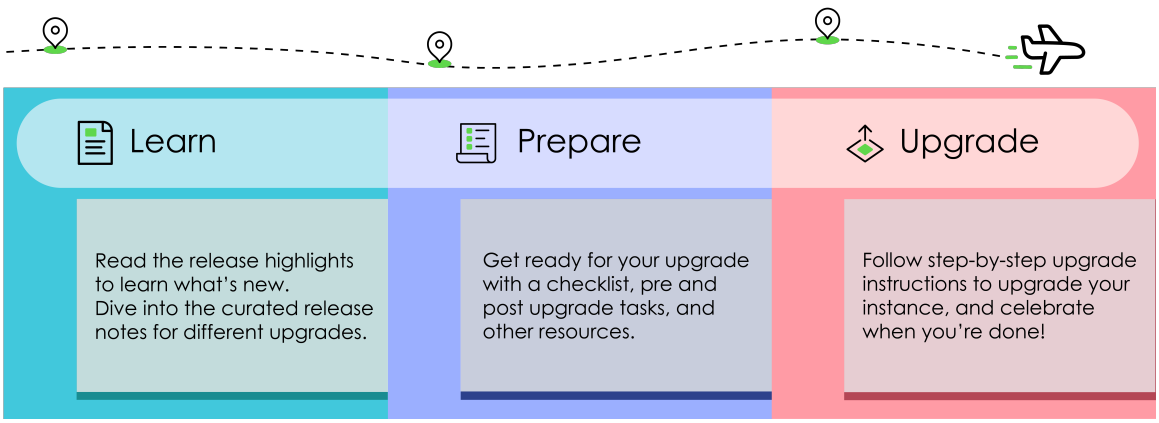

## Using the release notes

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

### Navigating the release notes

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

**Using the release notes**




### Release notes directory

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

| Section | Content |
| --- | --- |
| Learn about the Xanadu release | Review the release highlights to learn about new features and enhancements, and use curated release notes that correspond to your upgrade path. |

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| Section | Content |
|---|---|
| | • Release notes for upgrading from Washington DC<br>• Release notes for upgrading from Vancouver<br>• Release notes for upgrading from Utah<br><br>Each curated release notes package includes tools to help inform the next steps in your upgrade, including:<br>• Xanadu highlights<br>• Features and changes by product, which are pre-combined for cross-family upgrades<br>• Changes to plugins<br>• Personalized PRB release notes<br>• Available patches and hotfixes<br>• Browser support<br>• 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.<br>• ServiceNow upgrades<br>• Pre- and post-upgrade tasks for various products<br>• Upgrade planning checklist<br>• Upgrade tools and resources<br>• Upgrades and the ServiceNow Store |
| ServiceNow upgrades | Our upgrade guide includes testing guidance, information on how to schedule your upgrades, and more.<br>• Phase 1 - Read the release notes and plan your upgrade<br>• Phase 2 - Prepare for the development instance upgrade<br>• Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support<br>• Phase 4 - Upgrade and validate the development instance<br>• Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance<br>• Phase 6 - Prepare to upgrade the production instance<br>• Phase 7 - Upgrade the production instance |

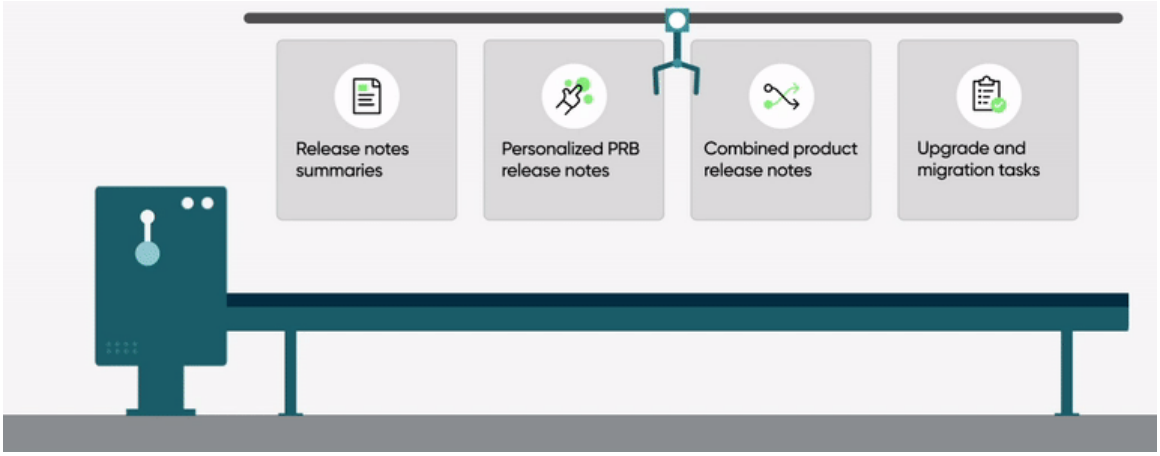
## Release notes tour

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.

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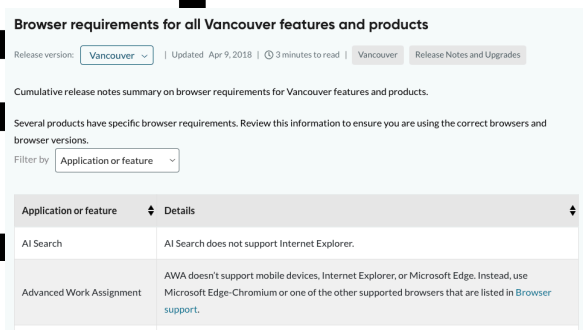
# Build your own release notes

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.




## Release notes summaries

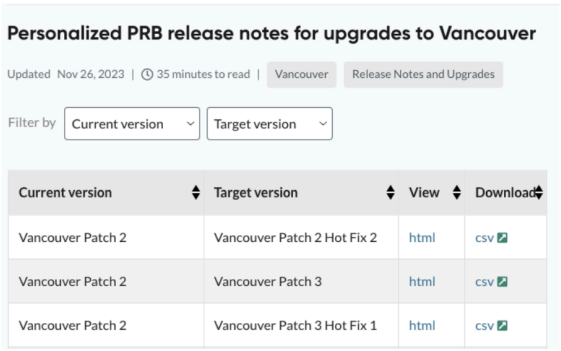
Get a[illegible]imps[illegible]of release notes based on what products you have [illegible]nd wha[illegible]nformation you need. Release notes summaries enabl[illegible]elect the information category you're looking for and specif[illegible]which products you have. Then, your release notes are com[illegible]led into a single, easy-to-read summary. Browse product highli[illegible]ts, new and changed features, important upg[illegible]e infor[illegible]ation, and more for N-1 to N upgrades.




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## Personalized PRB release notes

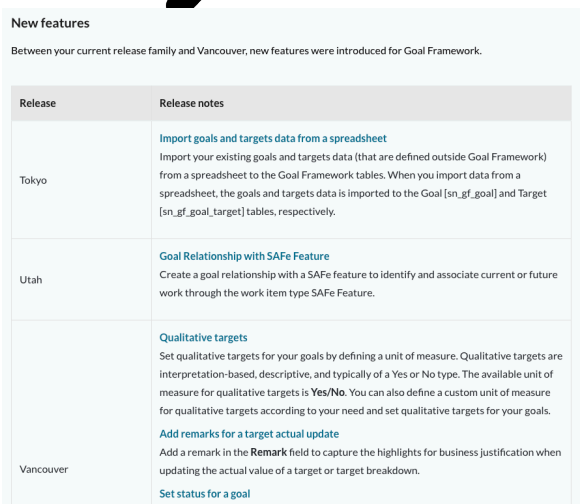
With personalized PRB release notes, collect a list of fixes to fit your specific upgrade scenario. Choosing your current release version and your targeted release version generates a list of all the fixes included in your upgrade. View this list in a table, or download a spreadsheet to sort and review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




## Combined product release notes

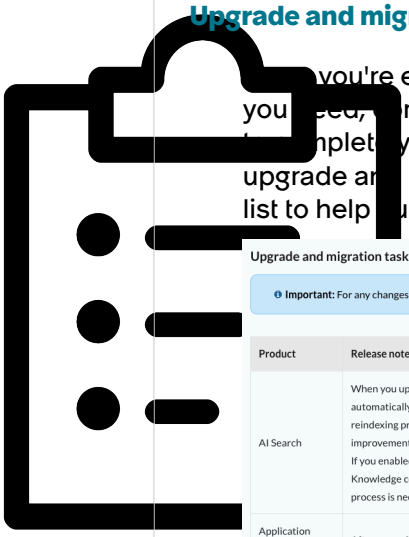
If your upgrade involves skipping one or more family releases, combined product release notes ensure you have all the information you need to prepare for your upgrade. From a list of available products, you can filter changes and features for your specific applications across the relevant releases, and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

- Combined product release notes for upgrades from Washington DC to Xanadu
- Combined product release notes for upgrades from Vancouver to Xanadu

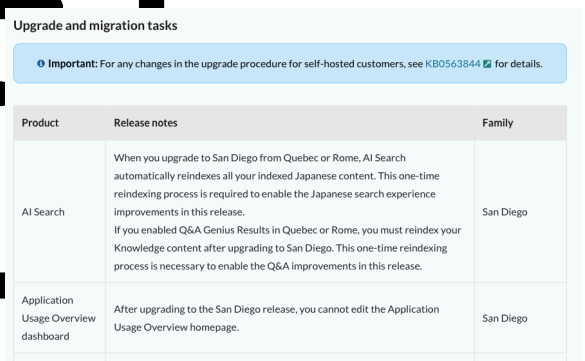



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### Upgrade and migration tasks



...you're equipped with the product and PRB information you ...eed, ...mpile a list of upgrade and migration tasks required ...mplet... your journey. View the necessary pre- and post-upgrade ar... migration tasks for your products and build a to-do list to help ...uide your upgrade process.



Upgrade and migration tasks

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

| Product | Release notes | Family |
|---|---|---|
| AI Search | When you upgrade to San Diego from Quebec or Rome, AI Search automatically reindexes all your indexed Japanese content. This one-time reindexing process is required to enable the Japanese search experience improvements in this release.<br>If you enabled Q&A Genius Results in Quebec or Rome, you must reindex your Knowledge content after upgrading to San Diego. This one-time reindexing process is necessary to enable the Q&A improvements in this release. | San Diego |
| Application Usage Overview dashboard | After upgrading to the San Diego release, you cannot edit the Application Usage Overview homepage. | San Diego |

## 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 Washington DC
- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah

# Xanadu General Availability release highlights

High-level overview of products and features in the ServiceNow AI Platform Xanadu General Availability (GA) release.

## Overview of the Xanadu General Availability (GA) release

## ServiceNow AI Platform

### Now Assist

- Data visualization generation: Enable users of any skill level to easily create analytics visualizations. Provides dynamically updated analytics for better decision-making and continuous data exploration.
- Chat and email reply generation: Auto-generate context-aware reply suggestions to help agents respond faster. Responses can be easily refined as needed.
- Custom skills development: Create GenAI skills with custom prompts, connecting to platform data for better accuracy. Users can choose models and deployment options.
- Microsoft Copilot integration: Combine two generative AI assistants into one experience, providing personalized solutions within the platform.
- Slack integration: Allow users to get answers and take actions directly from Slack, offering personalized, self-service solutions.

### Core Technology

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- RaptorDB: Improves transaction times by up to 53%[1], runs reports, analytics, and list views up to 27 times[2] faster, and unlocks up to a 3 times[2] increase in transactional throughput so you can support more users and more workflows on your ServiceNow instance.
- Integrated Development Environment (IDE): Empower Visual Studio developers to build scoped applications with source code directly on the platform. Compile, execute code, and integrate seamlessly with familiar Git providers.

[1]RaptorDB Professional vs MariaDB for a Global Hotel & Resort Company

[2]ServiceNow Benchmark on RaptorDB Professional vs MariaDB

### Platform Security

- Data Privacy: Identify sensitive information in journal fields within modern UI applications. Use enhanced real-time discovery to apply existing rules for data anonymization and processing of inbound emails. Focus on specific fields containing Personally Identifiable Information (PII) instead of scanning entire tables.
- Access Controls: Establish detailed access controls on the platform using a combination of 'allow' and 'deny unless' Access Control lists. Implement new decision types that deny access to resources unless all specified conditions are met.
- Access Analyzer: Preview how changes to a user's roles or group memberships affect access to resources. Verify the effectiveness of modifications to minimize the risk of unintended access. Apply adjustments to group and role memberships after confirming the intended access assignments.
- Security Center
  - Security Posture Dashboards: View in a single place all critical security KPIs across all instances.
  - Security Event Notifications: Create policies without creating code that trigger notifications when users or system accounts take action in the ServiceNow AI Platform.
  - Security Banner Announcements: Trigger new banners in instances that are visible to System Admins and inform them of new, urgent security threats with additional detail.

## Technology Workflows

### IT Service Management

- Digital End-User Experience: Proactively alert end-users to device or application health, deflect incidents, and keep them focused on core tasks. Create reports with out-of-the-box insights on the health of key devices and applications. Embed Virtual Agent with Now Assist directly in the desktop client for streamlined support.
- Service Operations Workspace: Speed up incident resolutions with contextual recommendations and AI Search directly in the side panel. Reset passwords faster with tailored assistance based on the end-user scenario. Automate migration to Service Operations Workspace with only a few clicks.
- Digital Product Release: Accelerate migration from legacy Release Management with simplified utilities. Gain additional flexibility to manage product releases based on defined timelines or completion objectives. Simplify release and

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product management, as well as reporting, by defining parent and child relationships.

- Now Assist for IT Service Management: Quickly summarize change requests and related data. Seamlessly integrate Now Assist and Copilot to increase agent and employee productivity. Generate more accurate knowledge content by automatically drawing on information from multiple incidents powered by Now Assist.

### IT Operations Management

- Service Reliability Management: Track and alert on business-critical services to improve uptime and reliability. Enable teams to take ownership of their services and increase innovation. Correlate alerts automatically with service level objectives (SLOs).
- Automated alert context: Add business context to alerts using fields and tags. Enable correlation without a fully mature CMDB. Use an intuitive UX to group alerts by common fields or tags, including exact match, fuzzy match, or patterns. Escalate alerts to incidents easily and set up email notifications for alert groups.
- Discovery Admin Workspace: Opt in to a new content service to enhance discovery capabilities. Improve visualizations of discovery processes. Jump from discovered applications to a unified map for a complete view of your technology.
- Manage ACME certificates alongside other certificates. Automate DNS challenges, renewals, and revocations—set up once and let workflows take over. Create custom webhooks and configure low-code scripts.
- Link view on Express List: Use map visualization to understand the impact of alerts based on alert tags. View relationships between alerts and technology elements, with or without a mature CMDB. Compatible with Vancouver family release and activated view through Link View application.
- Now Assist for IT Operations Management
  - Alert analysis and incident population: Group alerts by tags, alert text, or CMDB relationships, and explain these groupings to operators. Simplify alerts using clear language from AI. Add technical context to help speed up resolution of alerts and incidents.

### Configuration Management Database (CMDB)

- Service Graph Connectors for AWS, Azure, and Google Cloud Platform (GCP): Integrate major cloud providers into the CMDB using certified connectors. Support various platform outcomes, including visibility, software asset management, high-level architecture (HLA), and service operations. Benefit from iterative updates that enhance functionality with each store release to keep up with changing cloud offerings.
- Cloud Service Catalog support for Google Cloud Platform (GCP): Use Cloud Service templates to request Google Cloud resources quickly. Set up your Cloud Service Catalog in minutes with CSC Guided Setup. Integrate GCP easily. Manage services and instances from a dashboard to optimize resource allocation and control costs while minimizing sprawl.

### Software Asset Management

- Software inventory analytics: Examine and address issues pertaining to discovery, normalization, end-of-life, and version sprawl using integrated workflow. Increase visibility with day 0 insights into software deployments, normalization, lifecycle,

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and application sprawl. Anticipate risk with workflows to remediate end-of-life software.

- SAP Digital Access license management: Create entitlements using new license metric for digital access. Gather document types and counts from various clients/systems for compliance view in ServiceNow. Show digital access over/under utilization and compliance with reconciliation process.

**Cloud Cost Management**

- Spend management for AI services: Gain insights into your AI service expenditures, including comparative analysis of major AI platforms to ensure each dollar contributes to strategic business value. Utilize budgets and alerting mechanisms to assess AI spending and align it with business needs. Streamline cost management processes to address data quality limitations from AI service providers.

**Hardware Asset Management**

- Device as a Service (DaaS): Use the command center view of DaaS inventory to fulfill orders and manage return merchandise authorizations (RMAs). Pick, pack, and ship incoming requests through the order fulfillment workflow. Address RMA requests to repair or replace customer assets using the RMA response workflow.
- Zero touch request: Save time and reduce logistical overhead with automated asset requests. Integrate with external providers to streamline asset fulfillment without local IT support. Ship assets directly from external vendors to employees.

**Hardware Asset Management**

- Inventory repair: Initiate, execute, and track asset repairs in repair deposits and warehouses. Troubleshoot to identify and resolve asset defects. Validate repaired assets to help ensure operational readiness or move them for disposal.
- Inventory picking with indoor maps: Retrieve stock from inventory for fulfillment via interactive pick task function. Leverage floor mapping and location info to provide directions to assets. Scan to select assets and utilize mobile UI with indoor maps to streamline user experience and improve accuracy.

**Enterprise Asset Management**

- Asset calibration: Automate calibration scheduling and tracking to minimize the risk of missed calibrations. Ensure all assets are calibrated according to industry standards and regulations with traceability. Use a guided experience with mobile compatibility to perform and document calibration events.
- Configurable workspaces: Manage specific asset classes such as industrial, medical, and facility with tailored workspaces for functional departments. Provide a holistic view of assets managed and help ensure that users only see relevant data to their asset class. Improve productivity by providing users with workspaces designed specifically for their functional area.

**Security Operations**

- Now Assist for Security Operations: Summarize security incidents (with context on threat and impact) for faster incident comprehension at any stage of the security incident. Generate resolution notes for faster incident closure. Understand incidents with on-demand incident lifecycle-driven contextualization.
- Security Response

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- Native Sidebar chat: Facilitates seamless transition between shifts through detailed communication of critical information, tasks, and updates. Enhances operational continuity, reduces errors, and improves overall efficiency in the workplace.
- Security Incident Response Health dashboard: Obtain detailed information on alert sensors and their operational performance. Gain visibility into customization. Identify and highlight any issues or errors within the environment.

**Strategic Portfolio Management**

- Now Assist for Strategic Portfolio Management
  - Multi-feedback summarization: Enhance decision making with actionable insights, enabling product managers to make better informed decisions. Boost efficiency by streamlining the feedback process, allowing for effective product development cycles. Quickly synthesize multiple feedback items into a concise summary, reducing the time needed for manual analysis and work item creation.
  - Document summarization: Quickly summarize, shorten or elaborate text, making information across teams more accessible and manageable. Improved productivity allowing teams to focus on strategic tasks by reducing the manual effort required for document handling.
- Scenario Planning: Create multiple plan alternatives for trade-off analysis and strategic alignment. Accelerate planning with side-by-side scenario comparisons that highlight key differences and strategic impacts. Streamline the approval process by storing and sharing approved scenarios with clear decision rationales to improve efficiency and communication.
- Export roadmap to PPT: Enhance presentation with detailed and customizable exports. Visualize progress tracking enabled roadmaps on the presentations. Streamline stakeholder communication with clear, up-to-date timelines.

**Collaborative Work Management**

- My Work: Centralize tasks from CWM, projects, demands, RIDAC, and stories in one view to streamline work management. Quickly assess the status and volume of work to optimize time management. Identify high priority and overdue tasks, or filter by task type or date range.

**Enterprise Architecture**

- Enterprise Modeling & Visualization: Intuitive one-click current state modeling with ServiceNow data. Support for standards such as ArchiMate shapes. Visualize and assess the impact of proposed changes and identify potential risks before implementing strategies or projects.
- Consolidated Technology Portfolio Management: Set and share standards with TRM category catalog for easy access. Request new product approvals from Enterprise Architecture Workspace. Advise organizations on approved software and hardware product standards.
- Enhanced Digital Integration Management: Create duplicate integrations with different applications. Reference subscriber and provider company information when creating new integrations. View and analyze past audit records in activity log.

**Operational Technology Management**

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- Task-oriented landing page: Deliver a better experience with personalized landing pages based on persona and use cases. Increase OT engineer efficiency gains with easy to navigate user experience and task overviews that breakdown task type, status, and urgency level.
- Operational Technology Vulnerability Response (OTVR) solution management: Simplify workload by accessing authoritative OT recommendations directly from the vendor. Manage complex mixed-vendor ecosystems through a unified display by consolidating recommendations from multiple OEMs in one trusted source. Significantly reduce effort required to determine best action for OT vulnerabilities.
- OT request management: Enable users to access OT products and service catalog to create and fulfill complex, multi-step OT requests. Provide secure 3rd party remote access request so service providers and vendors can assist with OT management. Increase visibility of OT landscape with centralized platform to track, monitor, and manage OT requests.

**Risk and Resilience products**

- Business Continuity Management
  - BIA and plan enhancements, task automation, nested related plans: Enhanced tracking of RTOs, RPOs, recovery tiers, tasks and dependencies for improved continuity awareness. Speed ITDR plan execution and automate updates of plan dependencies from the CMDB. Minimize impact of a crisis event with greater visibility into task execution and asset recovery order across multiple levels of nested recovery plans.
- Integrated Risk Management
  - AI-powered recommendations to map incoming regulatory changes: AI/ML-powered recommendations identify the closest match between internal documents or citations and incoming alerts. Explore additional context and insights on recommended citations. Associate only those alerts that are relevant for your organization Regulatory Change Management.
  - Cyber Risk Institute Accelerator powered by Smart Assessment Engine: Import CRI Profile containing related authority documents, citations and control objectives based on NIST CSF. Streamline the risk management process with automated tiering and selection of CRI assessment to be performed using the smart assessment engine. Enjoy automated control creation based on tier and a compliance score calculated from responses to the CRI assessment, rolling up to the entity level.
  - Cybersecurity Executive Dashboard: Obtain a single pane of glass with security, risk, third party, compliance, business continuity, and audit metrics. Operational dashboard to track the Quarterly goals to improve security and risk posture. Peer benchmarking of security and risk metrics to report wins & support budget planning.
  - Personal Data Rights, visual data lineage: Efficiently collect, process, and respond to Data Subject Access Requests (DSARs) with ServiceNow Personal Data Rights. Capture and visualize data lineage spanning processing activities, business processes, applications, vendors, and more. Centralize and organize regulatory requirements and correspondence by regulatory agency, and automate breach notification based on regulator specifications.
- Third-party Risk Management
  - New third-party element sub-hierarchy, visualization features: Leverage new flexible, user-defined third-party element sub-hierarchy for more granular risk assessments. Examine or aggregate risk scores across individual engagement

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elements –people, facilities, products, etc. – to make better informed decisions. Map risk at the element level to visualize risk concentration; understand potential geo-political, weather, ESG, or other global impacts to your third parties.

- New Risk Intelligence framework, enhanced IRQ scoring logic: Ingest broader Risk Intelligence content types – ex. sanction screening – for use within TPRM workspace. Leverage new Risk Intelligence framework to easily manage providers, normalize scores, order reports within the workspace for increased insights. Streamline workflow, reduce vendor fatigue with more complex IRQ logic, scoring criteria to trigger assessments.

### Environmental, Social, and Governance

- Scope 3 dashboard: Track your organization's GHG emissions for scope 1, 2, and 3. Define your own categories and representation of data. Utilize automated metric definitions.
- Metrics enhancements: Define custom labels in formula builder and view labels while constructing formulas. Collect data in custom fiscal calendars. Run metrics on demand.
- Content and integrations: Introduce additional emissions factors including emissions activity source into the content accelerator. Update the emissions factors to the most recent version. Add content for CDP, ISSB, and IFRS.

## Employee Workflows

### HR Service Delivery

- Guided Decision Trees: Create decision trees with questions, navigation paths, and guidance for agents. Speed up time to resolution by providing guidance throughout the triage process for complex employee inquiries.
- Employee Journey Management: Create out of the box analytics dashboards with critical metrics and personas. Enable journey admins to create actionable analytics that drive journeys forward.
- Content engagement for Employee Center: Create configurable interactions for news article content including reactions, comments, replies, and views. Enable users to flag content for review and provide feedback. Build re-usable templates for consistent and effective news publishing.
- Guided Self-Service: Guide users to the correct article or catalog item through a visual Q&A experience. Create use cases easily, with pre-built activities and templates for self-service help. Streamline the ability to author non-technical documents.

### Talent Development

- Leader Hub: Visualize data of overall employee engagement with various talent development activities. Understand the organization's skill competency status. Explore individual skills and competencies with skills information and statistics.
- Gigs & Projects: Create configurable opportunities for gigs, projects, volunteer roles, and custom job types. Enable employees to proactively search for opportunities of interest and receive system generated recommendations. Allow managers to quickly review an employee's interest and fit for a posted position.
- Now Assist - Proactive Prompts: Engage employees and managers with the relevant reminders to take action on pending activities, approvals, and more.

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Create conversational experiences for employees that support proactive behavior. Leverage the power of AI to assist employees in keeping up with important to-dos and milestones.

### Workplace Service Delivery

- Workplace Services Kiosk: Enable visitors to autonomously register, check-in, and check-out of the workplace. Provide flexibility for workplace admins to configure check-in flows using passcode, phone number, visitor name, or email address.
- Multi-building scenario planning: Create and visualize scenario plans across multiple buildings. Facilitate granular allocation changes by accessing floor plans and stack plans of multiple buildings within the same scenario. Move departments, teams, and individuals from one building to another.

### Health and Safety

- Health and Safety Case Management: Submit Health and Safety inquiries directly within Employee Center on any device. Enable safety teams to kick off the return to work process from an injury case to track medical clearance information and accommodations. Organize the return to work process cross departments with HRSD journey integrations to successfully coordinate an employee's return to work.
- Health and Safety Offline Inspections: Automatically assign scheduled Health and Safety inspections to employees. Enable employees to take Health and Safety inspections when there is no connectivity or Wi-Fi. Proactively identify hazards and reduce risk of employee incident or injuries.

### Legal Service Delivery

- AI-powered request categorization and routing: Use machine learning to automatically categorize general legal requests. Automatically route requests to legal staff based on availability, capacity, and skills with Advanced Work Assignment.
- Microsoft Outlook integration: Enable fulfillers to create legal requests and pre-populate information directly from Outlook emails. Add emails and attachments to requests with drag and drop. Find legal requests related to emails or search for other requests directly in Outlook.
- Contract Management Pro for Sales and Order Management: Leverage one simplified experience to seamlessly integrate the contract workflow into the sales and order management workflow. Seamlessly handle the workflow for configuring, pricing, and quoting with Sales and Order Management. Provide contract creation and review capabilities with Contract Management Pro.
- Microsoft Word add-in for signature blocks: Leverage a Word add-in to create and customize signature blocks within contract templates. Add tags to signature blocks such as external vs internal signer, name, title, and date. Enable contract requesters and fulfillers to add additional signers to contracts directly within the document.
- Internal review framework: Initiate contract reviews from internal reviewers. Enable internal reviewers to accept or reject tasks and add comments to redlines. Track multiple reviews and their respective deadlines across multiple documents and reviewers.

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## Hyperautomation and Low Code

### App Engine

- Now Assist for Creator
  - Data visualization generation: Create analytics visualizations through text, without needing to be an expert. Explore and refine analytics queries with ease for new business insight. Quickly create a data visualization from any KPI in Performance Analytics.
  - Playbook generation enhancements: Generate previews for quick review and prototyping to build better playbooks. Re-prompt using simple text to ideate for ideal playbook creation. Automate using GenAI recommendations for activity placeholders.

### Automation Engine

- Enhanced security in Integration Hub: Use personal authentication to reduce the need for super user/admin log in credentials to access third-party systems. Store OAuth tokens on MID Server and mTLS certificates in CyberArk. Unlock additional use cases in industries with stringent security requirements, such as in banking and healthcare.
- Queue efficiency tracker: Determine cost and time savings at the work-item level of an automation. Improve business processes, resource allocation, and reporting with granular automation value metrics.
- Sample automations: Jumpstart your automation journey with a library of pre-built sample automations.

## Customer Workflows

### Customer Service Management

- Rich messaging in Service Catalog: Complete request intake during chat, eliminating pop-ups and lengthy Q&As. Direct customers to service catalogs that trigger optimal process to resolution. Make service catalogs accessible on non-ServiceNow portals and native mobile apps (with Engagement Messenger).
- Service model foundation - Inter-organization support: Streamline communication for service organizations and improve visibility. Reduce back and forth communication by providing key context alongside cases for service organizations. Define support structures for service organizations through hierarchies or relationship criteria.
- Email enhancements for CSM Workspace: Enable agents to quickly and effectively respond to emails. Make it easier for agents to learn CSM Workspace based on similar UX (e.g. Gmail). Consolidate locations for common actions (e.g. discards, drafts) and increase real estate for composition.

### Now Assist for Customer Service Management

- Email reply recommendations: Enable agents to quickly and effectively respond to customer emails while reducing manual errors. Personalize email replies to match customer tone and sentiment.
- Chat reply recommendations: Enable agents to respond to the customer quickly and effectively during chat interactions. Personalize chat responses to match customer tone and sentiment.

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- Prompt configurability: Receive more comprehensive summaries, enabling agents to respond more accurately and quicker. Improve agent productivity with more complete and contextual summaries.
- Sidebar summarization: Summarize Sidebar conversations and make them easily shareable to the case.

### Sales and Order Management

- Lead Management: Create or import leads, manage the end-to-end lead cycle, use Kanban view to change status via drag and drop. Launch needs analysis questionnaire to identify relevant product offers. Manage lead activities and view priority activities needing attention, like incoming email or upcoming tasks. Quickly create opportunities and map to accounts/contacts or consumers.
- Contract Management for Sales and Order Management: Automate creation of legal sales contracts from quotes to reduce manual steps and errors. Generate document with quote header, line details, terms, conditions and signatories. Configurable workflows ensure company-defined approval matrices are followed. Tailor contracts based on customer and products purchased to improve customer satisfaction.
- Quote Management Sales Agreements: Quickly convert quotes to sales agreements to accelerate revenue and improve operational efficiency. Create sales agreements in ServiceNow or sync externally created agreements for a consistent, unified view. Enforce agreements while creating orders by filtering catalogs and applying agreement-based prices.
- Opportunity Management integration with Field Service Management: Allows technicians to create opportunities during field engagements leveraging previously captured information. Upsell or cross-sell additional products and services during field service visits.
- Product Catalog Management enhancements: Associate product specifications to any level of product offer hierarchy to improve technical catalog mapping. Use eligibility rules to dynamically filter catalogs, categories, and product offers, increasing customer satisfaction, accuracy, and agent efficiency. Set default configurations and pre-populate values in configurator..

### Field Service Management (FSM)

- Now Assist for Field Service Management
  - Knowledge article generation: Generate draft knowledge articles based on task finalization. Share useful information with technicians from solutions implemented to address customer issues. Reduce the need for extensive research and information gathering to shorten repair times.
  - Prompt configuration: Edit input configurations and output formats to customize out-of-the-box skills. Test generated responses to help ensure accuracy and relevancy. Customize Now Assist skill availability.
  - Sidebar chat summarization: Minimize time spent searching and sifting through conversation histories with concise summaries. Acquire necessary information quickly to efficiently schedule and prepare tasks for completion.
  - Extended work order task summary: Equip technicians with essential work order task details to expedite task completion. Fine-tune prompt through configuration to improve accuracy of work order task summary. Generate a concise work order task summary, inclusive of affected products, on one screen.

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- Opportunity management with field service: Generate opportunities in the field with intuitive data capture, multimedia support, and real-time sync. View, search, and filter self-created opportunities with ease to track progression and maturation. Position technicians as trusted advisers to increase the conversion rate of opportunities into revenue.
- Collaborative mobile sidebar: Communicate with relevant parties natively in the Mobile Agent app. Seamlessly engage experts for issue resolution within the context of a task. Preserve task-related conversations for ongoing process enhancement.
- Temporary technician territory relocation: Designate destination territory, location assignment, and timeline enforcement for temporary placements. Match resource availability to task execution when addressing unscheduled work.
- Dispatcher Workspace scheduling options: Visualize and select work blocks in identification of the best technician available according to schedule. Schedule work order tasks from map view as opposed to hybrid mode.
- Multiple work configurations: Define distinct processes based on work type to execute tasks more accurately. Configure business rules, service level agreements, and questionnaires to improve data collection. Centralize enterprise processes within a single instance to avoid workflow consolidation.

## Industry Products

### Financial Services Operations (FSO) for Banking

- Now Assist for Financial Services Operations
  - Dispute summarization: Improve customer satisfaction with faster, informed communication. Boost agent productivity by automating tedious work, like digging through voluminous case details. Promote collaboration and seamless hand-offs amongst agents by automatically providing role-specific case details.
- Verifi integration: Bolster customer trust by handling disputes quickly, with timely merchant communications. Save money on operational costs with real-time notifications to merchants for pre-dispute resolutions. Consolidate systems with the flexibility to resolve Visa and non-Visa dispute cases on a single platform.
- Dispute rules content pack for Visa: Leverage proactive dispute resolution and the automated assignment of reason codes to drive faster resolutions. Decrease dispute costs with optimized processes that determine chargeback eligibility immediately, ahead of the submission network. Reduce IT costs on Visa rules updates with pre-configured integration and built-in ongoing rules maintenance.
- Dispute rules content pack for Mastercard: Leverage proactive dispute resolution and the automated assignment of reason codes to drive faster resolutions. Decrease dispute costs with optimized processes that determine chargeback eligibility immediately, ahead of the submission network. Reduce IT costs on Mastercard rules updates with pre-configured integration and built-in ongoing rules maintenance.
- Cardholder dispute portal: Improve customer experience through reduced back and forth with agents and self-service visibility on dispute status. Reduce contact center volumes by allowing customers to initiate a dispute through self-service, requiring sufficient details for the case agent. Minimize total time to resolve disputes by capturing all the relevant case details from the customer at the start.
- Dispute content pack for US regulations: Support timely resolutions of high priority disputes through automated prioritization, tracking, and reporting. Maintain compliance and provide customers with dispute status visibility

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through email templates, complete with in-process triggers aligned to regulation requirements. Help avoid fines and penalties by providing dispute agents with a convenient method to refund fees, interest, and issue provisional credits.

### Financial Services Operations for Insurance

- Now Assist for Financial Services Operations
  - Claim summarization: Provide users with crucial case context through straightforward and concise claim summaries. Boost customer satisfaction with better informed agents, minimizing the need to ask repeat questions to customers. Promote transparency and consistency across personas by easily inserting a synthesis of claim work and history directly into the claim file.
  - Email reply recommendations: Enable users to quickly and effectively respond to customer emails while reducing manual errors. Personalize email replies to match customer tone and sentiment. Respond to customers faster, reducing time to resolve.
  - Chat reply recommendations: Enable users to respond to customers quickly and effectively during chat interactions. Personalize chat responses to match customer tone and sentiment. Provide users with recommendations to help them effectively position offers at the right time.
  - Prompt configurability: Receive better summaries, enabling users to know how and when best to act. Handle cases more effectively with more empathy and confidence. Improve user productivity with more complete summaries with full context.
- Life claims foundation: Relieve employees of time-consuming tasks with automation and task orchestration capabilities for the end-to-end life claims process. Avoid confusion and allow for quicker processing with multiple policies and beneficiaries supported from a single claim file. Increase speed to market with a robust foundation and data model that allows customers to easily expand use cases.

### Manufacturing Commercial Operations

- Service Bridge enhancements: Streamline Service Catalog management across internal and provider requests. Enable real-time access to provider data during service request submissions. Facilitate seamless task-to-task integration between provider and consumer instances. Support version mismatches to allow providers to update while maintaining consumer compatibility.
- Configure Price Quote enhancements: Automate creation of legal sales contracts from quotes to reduce manual steps and errors. Generate comprehensive contract documents including quote details, terms, and signatories. Enable single-click conversion of quotes to sales agreements for faster revenue realization. Enforce agreement terms during order creation with filtered catalogs and agreement-based pricing. Enhance product catalog management with improved technical mapping and eligibility rules.
- Lead and Opportunity Management: Manage the complete lead lifecycle with Kanban view and needs analysis questionnaires. Quickly convert qualified leads to opportunities and map to accounts or contacts. Enable field service technicians to create sales opportunities during customer visits. Foster better customer relationships by identifying and capturing additional needs on-site. Improve upsell and cross-sell capabilities during field service engagements.

### Technology

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- Now Assist for Telecom, Media, and Technology
  - Customer Service Problem Management: Self-service summaries make handoffs easier and provide both agents and customers real-time status updates as problems get resolved. Quickly and easily interpret test results in plain language and automate test results, diagnosing issues faster, and speeding up resolution. Save time with clear, concise resolution summaries that speed up case wrap-up, keep customers informed, and serve as future reference for agents.

### Technology Provider Service Management

- Account Life cycle Events: Understand engagement details such as success initiatives, touchpoints, and risks in a single workspace. Enable customer success managers with automated, easy-to-trigger workflows without requiring technical knowledge. Increase customer lifetime value by ensuring product adoption, achieving business objectives, and measuring tangible success results.
- Customer Service Problem Management: Implement a structured approach to identify and resolve issues efficiently with diagnostic framework. Optimize service management by navigating through four core stages: Service Verification, Service Diagnostics, Resolution, and Test & Closure. Utilize a defined diagnostic framework to effectively handle service issues.
- Service Bridge - Mismatched version support and configuration revisions: Improve scalability for providers and enhance customer support by accommodating different versions of Service Bridge. Enable providers to develop and deliver new capabilities to customers on recent application versions. Enhance deployment and support of Service Bridge entitlements with configuration revisions.
- Service Bridge - Consumer pre-flows: Enable consumers to initiate a flow before synchronizing Remote Record Producer requests with providers.

### Sales and Order Management for Technology Providers

- Service Bridge - Order Management support: Providers can publish product and service offerings to Service Bridge connected customers as remote record producers. Order and manage product offerings published as RRPs on the customer instance. Facilitate new, disconnect, suspend, and resume product and service orders
- Order Management: Enable customers to easily request a service move via the channel of their choice. Streamline the process to validate and confirm the change order is feasible. Seamlessly disconnect and reconnect services to ensure smooth transitions between locations.

### Telecommunications

- Now Assist for Telecom, Media, and Technology (TMT)
  - Customer Service Problem Management: Self-service summaries make handoffs easier and provide both agents and customers real-time status updates as problems get resolved. Quickly and easily interpret test results in plain language and automate test results, diagnosing issues faster, and speeding up resolution. Save time with clear, concise resolution summaries that speed up case wrap-up, keep customers informed, and serve as future reference for agents.

### Telecommunications Service Management

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- Account Life cycle Events - Customer Success: Understand engagement details such as success initiatives, touchpoints, and risks in a single workspace. Empower customer success managers with automated, easy-to-trigger workflows, requiring no technical knowledge. Increase customer lifetime value by ensuring product adoption, achieving business objectives, and measuring tangible success results.
- Customer Service Problem Management: Implement a structured approach to identify and resolve issues efficiently with diagnostic framework. Optimize service management by navigating through four core stages: Service Verification, Service Diagnostics, Resolution, and Test & Closure. Utilize a dedicated case type based on the TM Forum-defined framework.
- Service Bridge - Mismatched Version Support and Configuration Revisions: Improve scalability for providers and enhance customer support by accommodating different versions of Service Bridge. Enable providers to develop and deliver new capabilities to customers on recent application versions. Improve deployment and support of Service Bridge entitlements with configuration revisions.
- Service Bridge - Consumer Pre-flows: Enable consumers to initiate a flow before synchronizing Remote Record Producer requests with providers.

### Telecommunications Network Inventory

- Enhanced Circuit Visualization: View current and historical designs of connections for informed decision- making during network upgrades. Display and manage redundancy paths of connections and deliver reliable networks. Assign card, slot, and port for connection elements and maintain accurate circuit data. Easily identify route topology connection points.
- Enhanced Planned Revision: Display logical connection details and connection elements in a single circuit overview page for accurate planning. Validate revised designs against the original design for a clear understanding of changes. Keep one year record of circuit design changes for historical reference and troubleshooting.
- Enhanced Rack Management User Interface: Add, move, or remove rack equipment with ease and increased flexibility and scalability to maintain rack inventory. Reserve rack units for future implementation or un-reserve when not required. View rack edits side-by-side to the current rack layout prior to saving edits and increase inventory accuracy. Display rack power and weight KPIs and monitor rack limitation.

### Sales and Order Management for Telecommunications

- Service Bridge - Order Management Support: Providers can publish product and service offerings to Service Bridge connected customers as remote record producers. Customers gain easy access to order and manage product offerings published as RRPs on the customer instance. Facilitates new, disconnect, suspend, and resume product and service orders.
- Order Management - Change orders for location changes: Empower customers to easily request a service move via the channel of their choice. Streamline the process to validate and confirm the change order is feasible. Seamlessly disconnect and reconnect services to ensure smooth transitions between locations.

### Government

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- Information Request playbook enhancements: Process record requests efficiently with out of the box document redaction embedded directly into workflows. Reduce administrative burden with easy document search, text masking, change previews and version control. Securely obscure the sensitive and classified information in public records.
- Now Assist for Public Sector Digital Services (PSDS)
  - Case summarization: Provide a summary of prior actions and recommended next steps for a seamless workflow. Speed up resolution times by reducing the effort needed for agents to begin their tasks.
- Retail Data Model: Reduce time to value with retail specific attributes within OOTB retail fields. Improve admin experience by including important retail attributes during configuration. Increase operational efficiency by providing foundational data required for retail cases and future automation.
- Retail Base Case: Reduce time to value with a retail case type for OOTB usage and to reduce customization needs. Improve agent experience by displaying key retail content for store support use cases. Improve store worker experience by tailoring default case submission forms to store use cases.

### Retail Operations & Retail Service Management

- Retail Data Model: Reduce time to value with retail specific attributes within OOTB retail fields. Improve admin experience by including important retail attributes during configuration. Increase operational efficiency by providing foundational data required for retail cases and future automation.
- Retail Base Case: Reduce time to value with a retail case type for OOTB usage and to reduce customization needs. Improve agent experience by displaying key retail content for store support use cases. Improve store worker experience by tailoring default case submission forms to store use cases.

## Finance & Supply Chain Workflows

### Source-to-Pay Operations

- Now Assist for Sourcing and Procurement Operations: Guide requesters using natural language to easily find and order the right products and services from the best suppliers. Create better procurement intake experience at scale without relying on experts or manual processes. Reduce costs, errors, and cycle times by automating the intake and fulfillment of requests.
- Sourcing & Procurement Operations + Contract Management Pro: Streamlines contracting requests and creates an efficient end-to-end process. Reduces manual work and keeps teams focused on productive activities. Reduces risks by integrating compliance and risk mitigation into a collaborative contract lifecycle.

## ServiceNow Impact

### SeviceNow Impact

- Impact adoption accelerators:
  - Jumpstart Your Common Service Data Model (CSDM)
  - Jumpstart Your Event Management
  - Jumpstart Your Process Mining
  - Jumpstart Your Issue Auto Resolution

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  - Jumpstart Your Document Intelligence
  - Extend Your Employee Center to Pro
- Impact assessment accelerators:
  - Integrated Risk Management
  - Software Asset Management
  - CSDM – Technical Services
  - CSDM – Business Services
  - UX Taxonomy Review & Design
- AI recommendation engine enhancements: Receive relevant recommendations quickly, triggered by similar or related Impact initiatives completed. See the reasons behind each recommendation on the "All Recommendations" page that features an updated UI and richer contextual detail.
- Health assessment dashboard enhancements – automated insights: Act swiftly on detailed findings quickly after completing a health scan. Mitigate conflicting actions effectively. Begin work more quickly with streamlined prioritization process.
- Value blueprint enhancements: Generate a new value blueprint to replace one that is out of date. Build automated value blueprints for multiple instances. Automate data collection for App Engine and Enterprise Architecture (formerly APM) products.

### Upgrading to the Xanadu release

Upgrade to the ServiceNow AI Platform Xanadu release today. Take advantage of these ServiceNow resources to help you stay current.

Get your Xanadu release upgrade kit: Find everything you need to get started on your upgrade, including a summary of new features, demos, key resources, and more.

ServiceNow Releases and Upgrades community: Ask questions and get answers from ServiceNow experts and peers, get access to the latest best practices and resources, and register for releases and upgrades community events for additional support.

## Learn about the Xanadu release

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

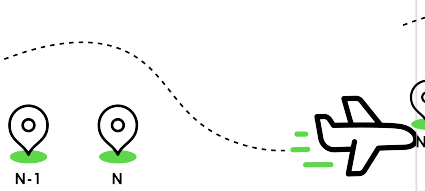
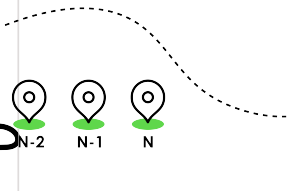
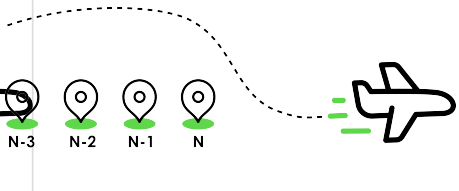
### Release dates

- Early availability: August 1, 2024
- General availability: Targeted for late Q3 2024

### Release notes for upgrades

Before you upgrade, review release notes from your current version to the Xanadu 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.

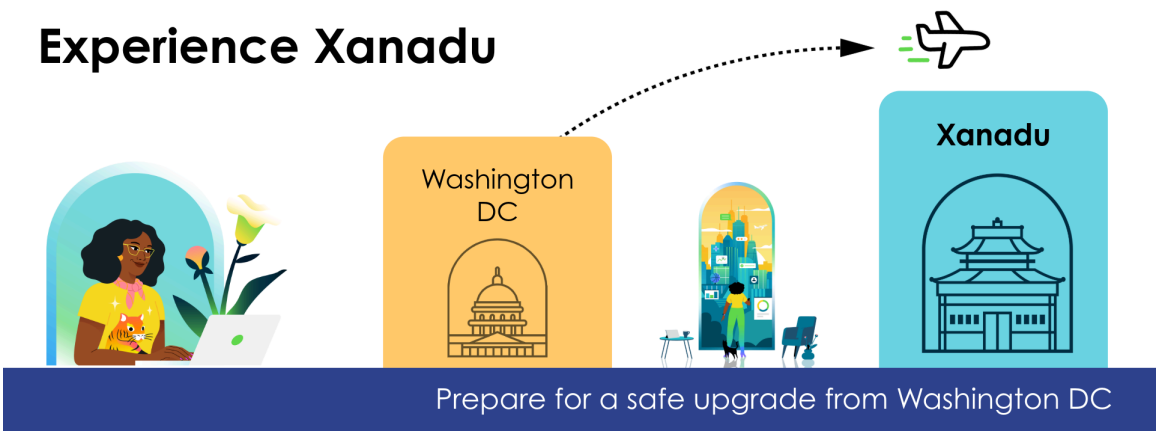
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| Upgrade from Washington DC | Upgrade from Vancouver | Upgrade from Utah |
|---|---|---|
|  |  |  |
| Release notes for upgrading from Washington DC to the Xanadu release | Release notes for upgrading from Vancouver to the Xanadu release | Release notes for upgrading from Utah to the Xanadu release |

## Release notes for upgrading from Washington DC

When you upgrade from the Washington DC 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 Washington DC to Xanadu




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

## Combined product release notes for upgrades from Washington DC to Xanadu

To help you upgrade from Washington DC to Xanadu, 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 Washington DC to Xanadu

The table below has a list of all products available between Washington DC and Xanadu. 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 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 |
| Agent Workspace for HR Case Management | Link |
| Agile Development 2.0 | Link |
| AI Agent Advisor | Link |
| AI Control Tower | Link |
| AI Desktop Actions | Link |
| AIOps LEAP | Link |

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| Product | Combined release notes |
| --- | --- |
| AI Risk and Compliance | Link |
| AI Search | Link |
| Alumni Center | Link |
| Analytics, Intelligence, and Reporting | Link |
| API | Link |
| App Engine Management Center | Link |
| App Engine Studio | Link |
| Applicant Center | Link |
| Application Manager | Link |
| Application Portfolio Management | Link |
| Application Vulnerability Response | Link |
| Assessments and Surveys | Link |
| Asset Audit Response | Link |
| Audit Management | Link |
| Authentication | Link |
| Automated Test Framework | Link |
| Automation Discovery | Link |
| Benchmarks | Link |
| Build Agent | Link |
| Business Continuity Management | Link |

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| Product | Combined release notes |
| --- | --- |
| 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 |
| Change Management | Link |
| Classic Workflow | Link |
| Clone Admin Console | Link |
| Cloud Account Management | Link |
| Cloud Cost Management | Link |
| Cloud Cost Management 10.0 | Link |
| Cloud Cost Management 8.0.0 | Link |
| Cloud Cost Management 9.0 | Link |
| Cloud Exposure View | Link |

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| Product | Combined release notes |
| --- | --- |
| Coaching | Link |
| Code Signing | Link |
| Collaborative Work Management | Link |
| Common Core | Link |
| Common Governance, Risk, and Compliance feature | Link |
| Compliance Case Management | Link |
| Configurable Workspace | Link |
| Configuration Compliance | Link |
| Configuration Management Database (CMDB) | Link |
| Container Vulnerability Response | Link |
| Content Management System | Link |
| Continual Improvement Management | Link |
| Continuous Authorization and Monitoring | Link |
| Contract Management Pro | Link |
| Contract Management Pro for Legal Service Delivery | Link |
| Conversation Improvement Themes | Link |
| Conversation Insights | Link |
| Core Business Suite | Link |
| Core ServiceNow AI Platform | Link |
| CPQ | Link |

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| Product | Combined release notes |
| --- | --- |
| CPQ Configurator | Link |
| Creator Studio | 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 Discovery | 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 | Link |
| Decision Builder in Workflow Studio | Link |
| Decision tables in Workflow Studio | Link |
| Delegated Development | Link |
| Developer Sandboxes | Link |

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| Product | Combined release notes |
| --- | --- |
| DevOps Change Velocity | Link |
| Digital End-User Experience | Link |
| Digital Portfolio Management | Link |
| Digital Portfolio Management (DPM) | 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 |
| Document Templates | Link |
| Domain Separation | Link |
| Dynamic Translation | Link |
| Employee Center | Link |
| Employee Center Pro | Link |
| Employee Relations | Link |
| Employee Slate | Link |
| EMR Help | Link |
| Encryption | Link |
| Encryption Key Management | Link |

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| Product | Combined release notes |
| --- | --- |
| 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 |
| 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 |
| Financial Services Operations Platform Analytics Solutions | 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 |

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| Product | Combined release notes |
| --- | --- |
| Hardware Asset Management | Link |
| Hardware Asset Management 10.0.0 | Link |
| Hardware Asset Management 11.0.0 | Link |
| Healthcare and Life Sciences Service Management Core | Link |
| Healthcare Computerized Maintenance Management System | Link |
| Healthcare Operations Core | Link |
| Health Log Analytics | Link |
| Hermes Messaging Service | Link |
| Hiring | Link |
| HR Multi Instance Integration | Link |
| HR Service Delivery for Healthcare | 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 |
| Identity and Authentication | Link |
| Impact | Link |
| Import and Export | Link |
| Incident Management | Link |
| Individual Life Claims | Link |

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| Product | Combined release notes |
| --- | --- |
| 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 | Link |
| Insurance Claims Core | Link |
| Integration Hub | Link |
| Intelligence for CSM | Link |
| Interview management | Link |
| Investment Funding | Link |
| ITOM AIOps | Link |
| ITOM Cloud Accelerate | Link |
| ITOM Optimization | Link |
| ITOM Visibility | Link |
| IT Service Management | Link |
| ITSM Mobile Agent | Link |
| ITSM Predictive Intelligence Workbench | Link |

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| Product | Combined release notes |
| --- | --- |
| ITSM Success Dashboard | Link |
| Journey designer | Link |
| Key Management | Link |
| Knowledge Center | Link |
| Knowledge Graph | Link |
| Knowledge Management | Link |
| Leader Hub | Link |
| Lead Management | Link |
| Lead-to-Cash Process Management | 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 |
| Legal Virtual Agent Conversations | Link |
| Lifecycle Events | Link |
| Listening Posts | Link |
| Localization Framework | Link |

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| Product | Combined release notes |
| --- | --- |
| Localization Workspace | Link |
| Manager Hub | Link |
| Manufacturing Commercial Operations | Link |
| Mastercard Spoke | Link |
| MCP Server Console | Link |
| Mentoring | Link |
| Microsoft Azure DevOps Integration for Agile Development | Link |
| MID Server | Link |
| Mobile Platform | Link |
| Model Risk Management | Link |
| Natural Language Query | Link |
| Next Experience | Link |
| Next Experience Components | Link |
| Next Experience Developer (NED) Tools | Link |
| Next Experience Developer Tools | Link |
| Notifications | Link |
| Notify | Link |
| Now Assist | Link |
| Now Assist AI agents | Link |
| Now Assist Analytics | Link |

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| Product | Combined release notes |
| --- | --- |
| Now Assist Center | Link |
| Now Assist for App Engine | Link |
| Now Assist for CMDB | Link |
| Now Assist for Collaborative Work Management | Link |
| Now Assist for Collaborative Work Management (CWM) | Link |
| Now Assist for Configuration Management Database (CMDB) | Link |
| Now Assist for Configure, Price, Quote (CPQ) | Link |
| Now Assist for Creator | Link |
| Now Assist for Customer Service Management (CSM) | Link |
| Now Assist for Employee Center Pro | Link |
| Now Assist for Enterprise Architecture (EA) | Link |
| Now Assist for Field Service Management (FSM) | Link |
| Now Assist for Financial Services Operations (FSO) | Link |
| Now Assist for FSM | Link |
| Now Assist for Hardware Asset Management (HAM) | Link |
| Now Assist for HR Service Delivery (HRSD) | Link |
| Now Assist for IT Operations Management (ITOM) | Link |
| Now Assist for IT Service Management (ITSM) | Link |
| Now Assist for Legal Service Delivery (LSD) | Link |
| Now Assist for Manufacturing Commercial Operations (MCO) | Link |

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| Product | Combined release notes |
| --- | --- |
| Now Assist for Operational Sustainability Management Management | Link |
| Now Assist for Operational Technology Service Management (OTSM) | Link |
| Now Assist for Order Management | Link |
| Now Assist for Retail Service Management (RSM) | Link |
| Now Assist for Sales CRM for Telecommunications | Link |
| Now Assist for Sales Force Automation (SFA) | Link |
| Now Assist for Security Incident Response | Link |
| Now Assist for Security Incident Response (SIR) | Link |
| Now Assist for Security Operations | Link |
| Now Assist for Setup | Link |
| Now Assist for Software Asset Management (SAM) | Link |
| Now Assist for Source-to-Pay Operations | Link |
| Now Assist for Strategic Portfolio Management (SPM) | Link |
| Now Assist for Telecommunications, Media and Technology (TMT) | Link |
| Now Assist for Third-party Risk Management (TPRM) | Link |
| Now Assist for Vault | Link |
| Now Assist for Vulnerability Response | Link |
| Now Assist for Workplace Service Delivery (WSD) | Link |
| Now Assist for Zero Copy Connector | Link |
| Now Assist in AI Search | Link |

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| Product | Combined release notes |
| --- | --- |
| 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 Assist Skill Kit | Link |
| Now Mobile | Link |
| On-Call Scheduling | Link |
| Operational Resilience | Link |
| Operational Sustainability Management | Link |
| Operational Sustainability Management (formerly Environmental, Social, and Governance) | Link |
| Operational Technology Change Management | Link |
| Operational Technology Incident Management | Link |
| Operational Technology Knowledge Management | Link |
| Operational Technology Manager | Link |
| Operational Technology (OT) Manager Foundation | Link |
| Operational Technology Request Management | Link |
| Operational Technology Vulnerability Response | Link |
| Opportunity Management | Link |
| Opportunity Marketplace | Link |

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| Product | Combined release notes |
| --- | --- |
| Order Management | Link |
| Partner Relationship Management | Link |
| Password Reset | Link |
| Patient Support Services | Link |
| Performance Analytics | Link |
| Performance AnalyticsITSM dashboards | Link |
| Performance Analyzer | Link |
| Platform Analytics experience | Link |
| Playbook | Link |
| Playbooks in Workflow Studio | Link |
| Policy and Compliance Management | Link |
| Portfolio Planning | Link |
| Predictive Intelligence | Link |
| Predictive intelligence for Legal Service Delivery | Link |
| Pre-Visit Management | Link |
| Privacy Management | Link |
| Proactive Engagement | Link |
| Proactive Service Experience Workflows | Link |
| Problem Management | Link |
| Process Mining | Link |

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| Product | Combined release notes |
| --- | --- |
| 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 |
| Redox Inbound Integration | Link |
| Regulatory Change Management | Link |
| Release Management | Link |
| ReleaseOps | Link |
| Request Management | Link |
| Resource Management Workspace | Link |
| Retail | Link |
| Retail applications | Link |
| Retail Core | Link |

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| Product | Combined release notes |
| --- | --- |
| Retail Operations | Link |
| Retail Task Management Core | Link |
| Return Merchandise Authorization | Link |
| Robotic Process Automation (RPA) Hub | Link |
| RPA Hub | Link |
| Sales Agreement Management | Link |
| Sales CRM for Telecommunications | Link |
| Sales Forecasting | Link |
| Sales Territory Management | Link |
| Scaled Agile Framework (SAFe) | Link |
| Security Center | Link |
| Security Incident Response | Link |
| Security Posture Control | Link |
| Self-Service and Omnichannel engagement for CSM | Link |
| Service Builder | 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 for Microsoft Defender for IoT (On-premises Management Console) | Link |
| Service Graph Connector Integration for Claroty CTD | Link |
| Service Level Management | 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 SDK | Link |
| ServiceNow Studio | Link |
| ServiceNow Vault | Link |
| Service Observability | Link |
| Service Operations Workspace for IT Service Management | Link |
| Service Operations Workspace for ITSM | Link |
| Service Portal | Link |
| Service Portfolio Management | Link |
| Service Reliability Management | Link |
| Sidebar | Link |
| Site Reliability Operations | Link |

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| Product | Combined release notes |
| --- | --- |
| Skills Foundation | Link |
| Skills Intelligence | Link |
| Skills Management | Link |
| Smart Assessment Engine | Link |
| Software Asset Management | Link |
| Source-to-Pay Operations Integrations | Link |
| Sourcing and Procurement Operations | Link |
| SQL API | Link |
| Strategic Planning | Link |
| Strategic Portfolio Management for Telecom | Link |
| Stream Connect dashboard | Link |
| Subscription Management | Link |
| Supplier Lifecycle Operations | Link |
| Synthetic monitoring | Link |
| System Clone | Link |
| System Update Sets | Link |
| Table Builder | Link |
| Table Builder for App Engine | Link |
| Talent Development Core | Link |
| Talent Feedback | Link |

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| Product | Combined release notes |
| --- | --- |
| Talent profile | Link |
| Task Intelligence for ITSM | Link |
| Telecommunications Customer 360 | Link |
| Telecommunications Network Inventory | Link |
| Telecommunications Service Operations Management (TSOM) | Link |
| Theme Builder | Link |
| Third-party Risk Management | Link |
| Threat Intelligence Security Center | Link |
| UI Builder | Link |
| UI Component CLI Extension | Link |
| Unified Security Exposure Management | Link |
| Universal Request | Link |
| Upgrade Center | Link |
| Upgrade Console | Link |
| Usage Insights | Link |
| User Experience Analytics | Link |
| Vendor Management Workspace | Link |
| Verifi Spoke | Link |
| Virtual Agent | Link |
| Visa Spoke | Link |

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| Product | Combined release notes |
| --- | --- |
| Vulnerability Response | Link |
| Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) | Link |
| Vulnerability Response integrations | Link |
| Vulnerability Response Integration with Claroty CTD | Link |
| Vulnerability Response Integration with Microsoft Defender for IoT (Azure) | Link |
| Walk-up Experience | Link |
| Workflow Studio | Link |
| Workforce Optimization for CSM | Link |
| Workforce Optimization for Customer Service | Link |
| Workforce Optimization for Customer Service CSM | Link |
| Workforce Optimization for HR | Link |
| Workforce Optimization for ITSM | Link |
| Workspace | Link |
| Zero Copy Connector for ERP | Link |
| Zero Copy Connector Hub | 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.

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## New products in Xanadu

The Xanadu release includes new products.

**Employee Service Management**

- HR Service Delivery for Healthcare release notes
- Journey designer release notes
- Leader Hub release notes
- Skills Intelligence release notes

**Field Service Management**

Now Assist for Field Service Management (FSM) release notes

**Financial Services Operations**

- Dispute Content Pack for US Regulations release notes
- Dispute Rules Content Pack for Mastercard release notes
- Individual Life Claims release notes
- Now Assist for Financial Services Operations (FSO) release notes
- Verifi Spoke release notes

**Governance, Risk, and Compliance**

Smart Assessment Engine release notes

**IT Operations Management**

Service Reliability Management release notes

**IT Service Management**

Proactive Engagement release notes

**Hyperautomation and Low Code**

ServiceNow IDE release notes

**Operational Technology**

- Operational Technology Request Management release notes
- Vulnerability Response Integration with Microsoft Defender for IoT (Azure) release notes

**Retail Operations**

Retail Operations release notes

**Sales Customer Relationship Management**

- Lead Management release notes
- Sales Agreement Management release notes

**Security Operations**

Threat Intelligence Security Center release notes

**Telecommunications, Media, and Technology**

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- Field Service Management for Telecommunication release notes
- Now Assist for Telecommunications, Media and Technology (TMT) release notes

## Updated features and products

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

### API release notes

ServiceNow® APIs let you build custom applications and experiences. APIs were enhanced and updated in the Xanadu release.

## API highlights for the Xanadu release

- Use server-side JavaScript APIs in scripts to change the application functionality.
- Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes.
- Use inbound REST APIs to interact with various ServiceNow functionalities within your application.

See API implementation and reference for more information.

## New in the Xanadu release

**New scoped classes and additional methods to existing scoped classes in Xanadu**

| Class | Methods |
|---|---|
| CMDBQBScopedScriptableAPI - Scoped | • createReport()<br>• deleteQuery()<br>• getSavedQueryExecutionDetails()<br>• saveQuery()<br>• updateQuery() |
| HistoryWalker - Scoped, Global | walkTo(checkpoint) |
| NumberFormatter - Scoped, Global | • parseWithLocale()<br>• parseWithSeparators() |
| PDAutomationProvider - Scoped, Global | • activateProcess()<br>• deactivateProcess()<br>• duplicateProcess() |
| PDFGenerationAPI - Scoped, Global | redact() |

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### New scoped classes and additional methods to existing scoped classes in Xanadu (continued)

| Class | Methods |
|---|---|
| PersonalAuthAPI - Scoped | • PersonalAuthAPI()<br>• getInitiatorURL()<br>• isTokenValid()<br>• revokeToken() |
| PlaybookExperience - Scoped | restartPlaybook() |

### New global classes and additional methods to existing global classes in Xanadu

| Class | Methods |
|---|---|
| CMDBQueryBuilderAPI - Global | • createReport()<br>• deleteQuery()<br>• saveQuery()<br>• updateQuery() |
| DynamicSchemaAPI - Global | • clearDynamicCategoryCache()<br>• clearDynamicChoiceSetCache()<br>• clearDynamicAttributeGroupCache()<br>• clearDynamicAttributeGroupCacheItem()<br>• clearDynamicCategoryCacheItem()<br>• clearDynamicChoiceSetItem()<br>• get() |
| GlideAggregate - Global | • getDynamicAttributeValue() - two signatures<br>• getDynamicAttributeDisplayValue() - two signatures |
| GlideDate - Global | parseDate() |
| GlideDynamicAttributeStore - Global | • clear()<br>• getDisplayValue()<br>• getValue()<br>• setDisplayValue()<br>• setDynamicAttributeDisplayValue()<br>• setDynamicAttributeValue()<br>• setDynamicAttributeValues() |

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### New global classes and additional methods to existing global classes in Xanadu (continued)

| Class | Methods |
|---|---|
| | • setValue()<br>• toString() |
| GlideElementDynamicAttributeStore - Global | • getDynamicAttribute()<br>• getDynamicAttributeDisplayValue()<br>• getDynamicAttributeValue()<br>• setDynamicAttributeValue()<br>• setDynamicAttributeValues()<br>• setDynamicAttributeDisplayValue()<br>• setDynamicAttributeDisplayValues() |
| GlideRecord - Global | • getDynamicAttribute() - two signatures<br>• getDynamicAttributeValue() - two signatures<br>• getDynamicAttributeDisplayValue() - two signatures<br>• setDynamicAttributeValue() - two signatures<br>• setDynamicAttributeDisplayValue() - two signatures<br>• setDynamicAttributeValues() |
| HistoryWalker - Scoped, Global | walkTo(checkpoint) |
| NumberFormatter - Scoped, Global | • parseWithLocale()<br>• parseWithSeparators() |
| PDFGenerationAPI - Scoped, Global | redact() |

### New client mobile APIs and additional methods to existing client mobile APIs in Xanadu

| Class | Methods |
|---|---|
| m_form - Client | • addErrorMessage()<br>• addInfoMessage()<br>• getValue()<br>• setAffectedInputs()<br>• setValue() |

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### New client mobile APIs and additional methods to existing client mobile APIs in Xanadu (continued)

| Class | Methods |
| --- | --- |
| MobileScriptIncludeCaller - Client | • MobileScriptIncludeCaller()<br>• addParam()<br>• call() |

### New REST APIs in Xanadu

| Class | Methods |
| --- | --- |
| Cloud Services Catalog API | • GET /now/cmp_catalog_api/itemsbyciclass<br>• GET /now/cmp_catalog_api/itemsbyrb<br>• GET /now/cmp_catalog_api/services<br>• GET /now/cmp_catalog_api/stacks<br>• GET /now/cmp_catalog_api/status<br>• POST /now/cmp_catalog_api/submitoprequest<br>• POST /now/cmp_catalog_api/submitrequest |
| Proactive Engagement API | CREATE /api/sn_pren/self_remediation/experience_issue/create |

### New client classes and additional methods to existing client classes in the ServiceNow store

| Application | App version | Class | Methods |
| --- | --- | --- | --- |
| | | openFrameAPI - Client | getAWAAgentPresence() |

### New scoped classes and additional methods to existing scoped classes in the ServiceNow store

| Application | App version | Class | Methods |
| --- | --- | --- | --- |
| | | sb - Scoped, Global | • archive()<br>• checkout()<br>• publish()<br>• retire() |

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### New global classes and additional methods to existing global classes in the ServiceNow store

| Application | App version | Class | Methods |
|---|---|---|---|
| | | sb - Scoped, Global | • archive()<br>• checkout()<br>• publish()<br>• retire() |

### New REST APIs in the ServiceNow store

| Application | App version | Class | Methods |
|---|---|---|---|
| Accounts Payable Invoice Processing | V9.03 | AP Invoice API | • POST sn_spend_intg/ap_invoice/cxml<br>• POST sn_spend_intg/ap_invoice/json |
| Telecommunication Open APIs | V3.0.0 | Appointment Open API | • GET /sn_tmf_api/appointment/appointment<br>• GET /sn_tmf_api/appointment/appointment/{id}<br>• GET /sn_tmf_api/appointment/searchTimeSlot<br>• DELETE /sn_tmf_api/appointment/appointment/{id}<br>• PATCH /sn_tmf_api/appointment/appointment/{id}<br>• POST /sn_tmf_api/appointment/appointment |
| Proactive Engagement | V1.0 | Proactive Engagement API | CREATE /sn_pren/self_remediation/experience_issue/create |
| Telecommunication Open APIs | V2.1.0 | Product Catalog Open API | • DELETE /sn_tmf_api/catalogmanagement/productOffering/{id}<br>• DELETE /sn_tmf_api/catalogmanagement/productSpecification/{id}<br>• PATCH /sn_tmf_api/catalogmanagement/productOffering/{id}<br>• PATCH /sn_tmf_api/catalogmanagement/productSpecification/{id} |
| Telecommunication Open APIs | V2.1.0 | Resource Inventory Open API | Added support for Cable, Strand, and Topology tables. This change is reflected in the @type, id, and resourceRelationship.resource property descriptions. |

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### New REST APIs in the ServiceNow store (continued)

| Application | App version | Class | Methods |
|---|---|---|---|
| | | | • DELETE /sn_ni_core/resource/{id}<br>• GET /sn_ni_core/resource<br>• GET /sn_ni_core/resource/{id}<br>• PATCH /sn_ni_core/resource/{id}<br>• POST /sn_ni_core/resource<br>• POST /sn_ni_core/resourceinventoryviatemplate |
| Telecommunication Open APIs | V2.1.0 | Service Test Management Open API | • GET /sn_sprb_mgmt/servicetestmanagement/serviceTest<br>• GET /sn_sprb_mgmt/servicetestmanagement/serviceTest/{id}<br>• GET /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification<br>• GET /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification/{id}<br>• PATCH /sn_sprb_mgmt/servicetestmanagement/serviceTest/{id}<br>• PATCH /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification/{id}<br>• POST /sn_sprb_mgmt/servicetestmanagement/serviceTest<br>• POST /sn_sprb_mgmt/servicetestmanagement/serviceTestSpecification |
| Threat Intelligence Security Center for Security Operations | V3.5.0 | TISC API | POST /sn_sec_tisc/threat_intel_data/add_observables |

## Changed in this release

### Changed scoped classes in Xanadu

| Class | Methods |
|---|---|
| HistoryWalker - Scoped, Global | Added parameter for specifying the type of history walker implementation to use.<br><br>HistoryWalker() |

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### Changed global classes in Xanadu

| Class | Methods |
|---|---|
| GlideAggregate - Global | Added support for dynamic schema.<br>• addAggregate()<br>• addHaving()<br>• getValue()<br>• groupBy()<br>• orderBy()<br>• orderByAggregate() |
| GlideRecord - Global | Added support for dynamic schema.<br>• addQuery()<br>• getDisplayValue()<br>• getValue()<br>• orderBy()<br>• orderByDesc()<br>• setDisplayValue()<br>• setValue() |
| HistoryWalker - Scoped, Global | Added parameter for specifying the type of history walker implementation to use.<br>HistoryWalker() |

### Changed REST APIs in Xanadu

| Class | Methods |
|---|---|
| AWA Manual Assignment API | Added new request body parameters.<br>POST /awa/workitems/{work_item_sys_id}/assignments |
| Continuous Integration/ Continuous Delivery (CICD) API | Added new optional query parameters for specifying whether to run a test suite as a performance test and in Cloud Runner.<br>POST /sn_cicd/testsuite/run |

### Changed scoped classes in the ServiceNow store

| Application | App version | Class | Methods |
|---|---|---|---|
| Lead to Cash Core | V1.3.1 | LeadtoCashCore - Scoped | The LeadtoCashCore script include is enhanced to support reconfiguration use cases: |

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### Changed scoped classes in the ServiceNow store (continued)

| Application | App version | Class | Methods |
|---|---|---|---|
| | | | • createInstance() - Returns *_state* identifying whether the entity record is in an active or inactive state.<br>• delta() - *additionalParams* now supports the ability to ignore attributes to compare in source and dirtyJSONs.<br>• effect() - *additionalParams* now supports the ability to provide context variable keys instead of dictionary field names. Additionally, effect() returns the *_state* parameter identifying whether the entity record is in an active or inactive state. |
| Lead to Cash Core | V2.0.0 | LeadtoCashCore - Scoped | *commitInstance()* now returns the dataObject object which displays the status of an asynchronous transaction for users to review and submit the transaction for further fulfillment. |

### Changed client APIs in the ServiceNow store

| | | Class | Methods |
|---|---|---|---|
| CSM Openframe | V1.0 | openFrameAPI - Client | Added *workitem_rejected* and *workitem_accepted* response payloads.<br><br>subscribe() |
| CSM Openframe | V1.1 | openFrameAPI - Client | Added *isAutoAccepted* flag in response payloads.<br><br>subscribe() |

### Changed REST APIs in the ServiceNow store

| Application | App version | Class | Methods |
|---|---|---|---|
| Customer Contracts and Entitlements | V4.0 | Service Contract API | Product specification information and automatically generated identification number were added to the following endpoints:<br>• GET /sn_pss_core/servicecontract/{id}<br>• GET /sn_pss_core/servicecontract/contractline/{id}<br>• POST /sn_pss_core/servicecontract<br>• POST /sn_pss_core/servicecontract/contractline |
| Entitlements Verification | V2.0 | Verify Entitlements API | Product specification information and automatically generated identification number were added to the following endpoints: |

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**Changed REST APIs in the ServiceNow store (continued)**

| Application | App version | Class | Methods |
|---|---|---|---|
| | | | • GET /sn_ent_verify/verifyentitlements<br>• GET /sn_ent_verify/verifyentitlements/getEntitlementCharacteristic/{id} |
| Telecommunication Open APIs | V2.1.0 | Service Order Open API | • For all endpoints, the namespace and endpoint paths changed from sn_ind_tmt_ord to sn_tmf_api.<br>• The following methods return two new parameters, *`href`* and *`orderDate`*.<br>  ○ GET /sn_tmf_api/order/serviceOrder<br>  ○ POST /sn_tmf_api/order/serviceOrder/cancelserviceorder<br>  ○ Service Order Open API – POST /sn_tmf_api/order/serviceOrder<br>  ○ POST /sn_tmf_api/order/serviceOrder/outboundresponse |
| Telecommunication Open APIs | V2.1.0 | Product Catalog Open API | • For all endpoints, the namespace and endpoint paths changed from sn_ind_tmt_ord to sn_tmf_api.<br>• productOffering methods return two new optional parameters, *`href`* and *`lifecycleStatus`*:<br>  ○ GET /sn_tmf_api/catalogmanagement/productOffering<br>  ○ GET /sn_tmf_api/catalogmanagement/productOffering/{id}<br>  ○ PATCH /sn_tmf_api/catalogmanagement/productOffering/{id}<br>  ○ POST /sn_tmf_api/catalogmanagement/productOffering<br>• productSpecification methods return three new optional parameters, *`isBundle`*, *`href`*, and *`lifecycleStatus`*:<br>  ○ GET /sn_tmf_api/catalogmanagement/productSpecification<br>  ○ GET /sn_tmf_api/catalogmanagement/productSpecification/{id} |

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**Changed REST APIs in the ServiceNow store (continued)**

| Application | App version | Class | Methods |
|---|---|---|---|
| | | | ○ PATCH /sn_tmf_api/catalogmanagement/productSpecification/{id}<br>○ POST /sn_tmf_api/catalogmanagement/productSpecification |
| Threat Intelligence Security Center for Security Operations | V3.5.0 | TISC API | The *sort_by* and *sort_direction* request body parameters are no longer supported. Observables returned in the response are sorted by *sys_id* in ascending order.<br>POST /sn_sec_tisc/threat_intel_data/observables |
| Workplace Reservation Management | | WSD Extra Service Request API | Added new request body parameter, reservationDateTimeChanged.<br>GET /sn_wsd_rsv/reservable/list_reservables/{sys_ids} |
| Workplace Reservation Management | V2.11.0 | WSD Reservable API | Added new query parameter, reservation_start_time.<br>GET /sn_wsd_rsv/reservable/list_reservables/{sys_ids} |
| Workplace Reservation Management | V2.11.0 | WSD Reservable V2 API | Added new query parameter, reservation_start_time.<br>POST /sn_wsd_rsv/v2/reservable/list_reservables |

## Activation information

The following APIs are available by default:

- *Cloud Services Catalog API*
- *DynamicSchemaAPI*
- *GlideAggregate*
- *GlideDate*
- *GlideDynamicAttributeStore*
- *GlideElementAttributeStore*
- *GlideRecord*
- *HistoryWalker*
- *NumberFormatter*
- *openFrameAPI*
- *PDAutomationProvider*
- *PDFGenerationAPI*

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- *PlaybookExperience*
- *Product Catalog Open API*
- *Service Order Open API*

The following APIs require plugin activation:

- The *Appointment Open API* requires the following plugins to be activated:
  - Appointment Booking (com.snc.appointment_booking)
  - Field Service Management (com.snc.work_management)
  - Field Service Management for Telecommunications (com.sn_fsmt)
  - Telecommunication Open APIs (com.sn_tmf_api)
- The *AWA Manual Assignment* API requires the Advanced Work Assignment (com.glide.awa) plugin to be activated.
- The *LeadtoCashCore* script include requires the Lead to Cash Core (com.snd.l2c.core) plugin to be activated.
- The *PersonalAuthAPI* requires the Personal Authentication (com.snc.sn_ihub_personal_auth) plugin to be activated.
- The *Proactive Engagement* API requires the Proactive Engagement (proactive-engagement) plugin to be activated.
- The *PSBPublicAPIUtil* requires the Service Exchange for Providers application (sn_sb_pro) and the Service Exchange Base (sn_sb) plugins to be activated.
- The *Resource Inventory Open* API requires the Customer Network Inventory Core application (com.app-ni-core) plugin to be activated.
- The *Service Contract* API requires the following plugins to be activated:
  - Customer Contracts and Entitlements (com.sn_pss_core)
  - Customer Service Install Base Management (com.snc.install)
  - Product Catalog Management Core (com.sn_prd)
- The *Service Test Management Open* API requires the Customer Service Problem Management (com.sn_sprb_mgmt) plugin to be activated.
- The *Verify Entitlements* API requires the Entitlement Verification (sn_ent_verify) plugin to be activated.
- The *WSD Extra Service Request* API requires the Workplace Reservation Management (com.sn_wsd_rsv) plugin to be activated.
- The *WSD Reservable* API requires the Workplace Reservation Management (com.sn_wsd_rsv) plugin to be activated.
- The *WSD Reservable V2* API requires the Workplace Reservation Management (com.sn_wsd_rsv) plugin to be activated.

### 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.

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### Agent Chat release notes

The ServiceNow® Agent Chat application enables agents to interact directly with end users through chat. Agent Chat was enhanced and updated in the Xanadu release.

## Agent Chat highlights for the Xanadu release

Trigger Now Assist to generate a recommended response while interacting with users in Agent Chat.

See Agent Chat for more information.

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

## New in the Xanadu release

### Using Agent Chat

Trigger Now Assist while interacting with users in Agent Chat to generate a recommended response. You can edit the recommended response or have Now Assist shorten or lengthen it.

### Using Agent Chat

Agent Chat supports multiple languages in chat summarizations.

Configure when and to whom chat summarization is available by specifying channels and roles in the Now Assist Admin console.

## Activation information

Agent Chat is a ServiceNow AI Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat.

## Related ServiceNow applications and features

### Virtual Agent

Provide your employees and customers with a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

### Now Assist in Virtual Agent release notes

The ServiceNow® Now Assist in Virtual Agent application uses generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses large language models (LLMs) to create a natural-language conversational experience that can improve the success of your self-service workflows. Now Assist in Virtual Agent was enhanced and updated in the Xanadu release.

## Now Assist in Virtual Agent highlights for the Xanadu release

Xanadu Patch 9

- Use enhanced chat to provide users with a conversational experience within a resizable and movable chat window that includes the ability to have multiple active conversations. Enhanced chat enables users to choose their way of engaging with Now Assist on their ServiceNow portals from a variety of entry points. Enhanced chat includes synthesized responses after entering a search query into a portal's search bar. If Now Assist in AI Search is turned on, enhanced chat also offers an optional full-page experience where your users can enter into a

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full-page chat experience after entering a search query into a portal's search bar. Enhanced chat also offers an updated, modern look and feel along with chat controls to resize and move the chat window.

- View an expanded list of inline citations for both standard and enhanced chat. New inline citations for external content and people searches are available.
- View and work with suggested actions after completing an action in Now Assist in Virtual Agent.
- Stream responses for Now Assist LLM - enhanced chat conversations.
- Upload or drag documents and images into a standard or enhanced chat.
- Automatically switch to the user's detected language in enhanced chat conversations when language detection is turned on.
- Enable pinning a chat window on a portal by using the *sn_nowassist_va.enhanced_chat_pin_enabled.<portal-url>* system property.

### Xanadu Patch 7

- Stream responses for Now Assist LLM chat conversations.

### Xanadu Patch 3

- Run actions from a conversation.
- Run subflows from a conversation.
- Use an updated Virtual Agent Designer list-based home page that includes conversational subflows and actions.
- Use language detection and engage in small talk within LLM conversations.
- Link primary assistants with secondary assistants to use search sources from secondary assistants.
- Use language detection and engage in small talk within LLM conversations.
- Receive a synthesized response for Now Assist in Virtual Agent users.

### Xanadu Patch 1

- Enhancements to the Now Assist in Virtual Agent admin guided setup.

See Now Assist in Virtual Agent for more information.

## New in the Xanadu release

### Xanadu Patch 9

#### Use enhanced chat

Enhanced chat is a conversational support experience within a resizable and moveable window that also includes the ability to have multiple active conversations and superior search capabilities. Using enhanced chat's full-page experience further intertwines chat and search capabilities by redirecting users into a full-page chat after entering a query into a portal's search bar.

#### View inline citations

View the expanded list of inline citations for standard and enhanced chat:

- Catalog
- Topic, subflows, or actions

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- Q&A Knowledge Base articles
- External content connections

**Note:**
External content connections now include the following connection types:

  - Microsoft SharePoint
  - Confluence
  - Atlassian Jira Cloud
  - Google Drive
  - Microsoft Teams
  - Predefined web sources
  - ServiceNow® documentation
  - Slack

- People

**Note:**
If Knowledge Graph is turned on, you can view information about a person. The people information in the Virtual Agent response typically includes their title, department, location, and email address. The people popover shows additional information.

### Use suggested actions

View suggested actions that were related to your prior conversation and that you consider doing next. After completing a conversational catalog request, conversational subflow, or Virtual Agent topic, two suggested actions appear after a `Here's what you can do next` header.

### Stream enhanced chat responses

Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

### Use language detection to automatically switch the conversational language for enhanced chat conversations

Automatically switch the conversational language to the user's detected language during LLM enhanced chat conversations when language detection is turned on. This automatic switch can occur when a user enters an utterance at the start of a new conversation or within the portal home page's search field.

### Recognize the Boolean user input control during dynamic translation

Recognize the Boolean user input control in chat conversations during dynamic translation.

### Adjust Shorten responses toggle to impact Show more option in chat

For bot text responses, adjust the **Shorten responses** toggle in Virtual Agent Designer to turn off the **Show more** option on the user side. When **Shorten responses** is turned off, the **Show more** option does not appear in the chat to the user and the full answer is displayed rather than a truncated response.

### Configuring Now Assist in Virtual Agent

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In addition to configuring Now Assist in Virtual Agent assistants, admins can configure the default Now Assist panel assistants. Options may vary for Now Assist panel assistants.

Create an assistant

- If multiple assistants are created, users can chat simultaneously with multiple assistants. Conversations are independent from each other.
- Turn on or off Now Assist panel (agent or creator) assistant. Contact support to configure Now Assist panel assistants.

Assign Now Assist skills to an assistant

- Now Assist Topic skill must be turned on at the assistant level for document uploads to be activated when managing the chat experience. For more information, see Manage an assistant chat experience.
- Create and manage agentic workflows in Now Assist AI Agents Studio and assign the workflows to the assistant.

Display your assistant on a portal or channel

- Display Now Assist in Virtual Agent enhanced chat, with or without the full-page experience, on your portal or mobile app. This dynamic window includes the ability to have multiple active conversations and search capabilities. To use enhanced chat, portals and mobile apps require AI Search to be enabled. For more information on the prerequisites, see Portal prerequisites for enhanced chat and Mobile app prerequisites for enhanced chat.

Manage an assistant chat experience

- Upload documents to Now Assist in Virtual Agent standard chat or enhanced chat experience. The Now Assist topics skill must be enabled in Now Assist skills. For more information on file formats, see Upload documents in Now Assist in Virtual Agent.

Review assistant settings

- Document uploads appear as active if it's turned on when managing the chat experience.

### Upload documents in Now Assist in Virtual Agent

Upload or drag and drop files to Now Assist in Virtual Agent (standard chat or enhanced chat). The assistant analyzes and understands the content of the files, and a user can ask questions about the content of the files or get a summary.

### Now Assist in Virtual Agent system properties

Enable suggested actions in Now Assist in Virtual Agent so that users are offered options for what they can do after completing a prior action. Suggested actions is applicable to standard and enhanced chat, mobile, and Microsoft Teams.

## Xanadu Patch 7

### Stream chat responses

Stream LLM response messages as they’re generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

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## Xanadu Patch 3

### Use Now Assist to call Microsoft Active Directory v2 actions

Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of the Look up User spoke action. You can call this action from a conversational interface like Now Assist.

### Run an action from a conversation

Run a Workflow Studio action from a Now Assist conversation. Create and configure the conversational action from Workflow Studio. View and edit conversational actions within Virtual Agent Designer.

### Run a subflow from a conversation

Run a Workflow Studio subflow from a Now Assist conversation. Create and configure the conversational skill from Workflow Studio. View and edit conversational subflows within Virtual Agent Designer.

### AI generated topic description message within topic migration

A `Topic description generated by Now Assist` message now appears near the **Topic Description** field during the topic migration's Review descriptions step.

### Small talk for LLM conversations

Use small talk in LLM conversations for greetings and farewells along with gratitude and complaint statements. A Semantic Filtering Framework (SFF) detects small talk and generates an appropriate response.

### Language detection for LLM conversations

Use language detection for your LLM conversations to improve your user's experience.

### Virtual Agent Designer home page

A new list-based Virtual Agent Designer home page appears for users who have activated Now Assist in Virtual Agent and the Agent assist Topics skill. The card-based UI is still available for those users who use only NLU/keyword or Virtual Agent Lite.

### Virtual Agent Designer user input controls

Updates to LLM user inputs include:

- Use the Validation toggle in the Advanced section of User Inputs to confirm user input values by scripts.
- Use the Allow slot filling toggle on User Inputs to switch between static (single field) and dynamic (define with scripts or data pill picker) detail description modes.
- Get a message that a mandatory field cannot be skipped when you attempt to skip a user input with conditions not set to be skippable.

### Configuring Now Assist in Virtual Agent

Updates to the admin guided setup include:

- Enhance functionality and efficiency of your Virtual Agent by linking primary assistants to secondary assistants, enabling a primary assistant to use search sources from secondary assistants.
- View the relationship between primary and secondary assistants within a map view.

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- Select portals and mobile applications to display Virtual Agents.
- Create conversational subflows and actions by launching Workflow Studio to make conversational subflows and actions available to the assistant.

#### Synthesized response

For Now Assist in Virtual Agent users, a synthesized response can appear. A synthesized response includes a brief summary of the requested information and search results along with Genius Results. Mid-topic switching can occur during a conversation with synthesized response. Users can continue with their original request or switch the conversation's focus.

#### New system properties

The following system property was added to increase flexibility of the search results and response:

- *sn_nowassist_va.synthesized_autostart_items*: When synthesized response only returns a singular action, configure whether to directly launch into that action. By default, whenever synthesized response returns a single Virtual Agent topic, that action is auto-launched. The following actions can be configured to auto-launch:
  - Synthesized response returns a single conversational catalog item.
  - Synthesized response returns a single Virtual Agent topic, along with Knowledge Base information.
  - Synthesized response returns a single conversational catalog item, along with Knowledge Base information.

### Xanadu Patch 1

#### Delete virtual agents

Delete a Virtual Agent from the assistants list.

#### Support virtual agents on a portal

Allow public availability of an LLM-based Virtual Agent on a portal.

#### Display a virtual agent in a channel

Integrate your preferred messaging channels to display your Virtual Agent.

#### Install proactive triggers

Install Proactive Triggers from within the Review page.

#### Support notifications in virtual agents

Support actionable and non-actionable notifications for LLM conversations in Virtual Agent.

## UI changes

### Xanadu Patch 9

#### UI chat updates

- The summary card in a Now Assist in Virtual Agent conversation was updated to a more modern look and feel.
- The default chat widget button for enhanced chat and standard chat now differs on the portal.

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- An Ask Now Assist header now appears with suggested searches in a drop-down on the portal's search bar.
- The Boolean choice, static choice, and dynamic choice controls were updated to a more modern look and feel for requesters.

#### Xanadu Patch 3

#### UI chat updates

- The New `messages below` button in Virtual Agent was replaced with a simplified down-arrow indicator.
- The New `messages above` button was deprecated because Virtual Agent now auto-scrolls to the top of the oldest new message.
- Input text bar was updated to a more modern look and feel.
- The start a new conversation icon was updated.

## Changed in this release

#### Xanadu Patch 9

#### Standard chat

The existing Now Assist in Virtual Agent LLM conversational behavior received a terminology update and is now referred to as standard chat.

## Activation information

Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available:

- Now Assist for Accounts Payable Operations (APO)
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for PSDS
- Now Assist for Security Incident Response
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)

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For more information, see Configuring Now Assist in Virtual Agent.

## Additional requirements

Now Assist in Virtual Agent requires a license for Virtual Agent and at least one Now Assist product.

## Browser requirements

Now Assist in Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

## Localization information

Dynamic Translation is supported in Now Assist Virtual Agent conversations. For details, see Enable translation for Now Assist applications and Localization options for Virtual Agent.

## Related ServiceNow applications and features

**Now Assist**

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

**Now Assist in AI Search**

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service generative AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

**Virtual Agent**

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

**Workflow Studio**

Consolidate workflow authoring, configuring, and monitoring into a single page experience. Create and manage playbooks, flows, actions, decision tables, and integrations from one design environment.

### Sidebar release notes

The ServiceNow® Sidebar application enables agents and subject matter experts to collaborate on user issues. Sidebar was enhanced and updated in the Xanadu release.

## Sidebar highlights for the Xanadu release

- In addition to individual users, you can now add user groups to Sidebar discussions.
- Use Sidebar on the Mobile Platform if you're an agent.
- Create Sidebar discussions on all record types, and not just on interaction and task-based records.
- Use different expert finder services depending on where Sidebar is accessed from.
- Generate a chat summarization by using a quick action.

See Sidebar for more information.

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

## New in the Xanadu release

**Add user groups to Sidebar discussions**

In addition to individual users, you can now add user groups to Sidebar discussions.

**Use Sidebar on Mobile Platform for agents**

If you're an agent, use Sidebar, which is now available on the Mobile Platform.

**Create Sidebar discussions on all record types**

Create Sidebar discussions on all record types, and not just on interaction and task-based records.

**Use different expert finder services in Sidebar**

Use different expert finder services depending on where you access Sidebar from.

**Use the chat summarization quick action**

Generate a chat summarization by using a quick action.

## Activation information

Install Sidebar by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Virtual Agent release notes

The ServiceNow® Virtual Agent application provides user assistance through a conversational messaging interface so that you can design and build automated conversations that help users to quickly obtain information and to perform common work tasks. Virtual Agent was enhanced and updated in the Xanadu release.

## Virtual Agent highlights for the Xanadu release

Xanadu Patch 9

- View people information in the synthesized response along with people citation when you search a person in Microsoft Teams chat.
- AI agent support for Virtual Agent.
- View AI agents in Virtual Agent Designer.
- Integrate ServiceNow® Now Assist for Virtual Agent with Microsoft Copilot to enable making IT-related calls and resolve tasks without having to leave the Microsoft Teams tenant.
- Enable Now LLM Service support for Virtual Agent conversations in Conversational Integration with Microsoft Teams and Conversational Integration with Slack.
- Review and test large language model (LLM) topic descriptions against existing Natural Language Understanding (NLU) utterances, migrate Virtual Agent notifications and Proactive Triggers, and migrate NLU vocabulary sources in the NLU to LLM topic migration workflow.
- Configure One Extend Rate Limit for incoming requests for providers.
- Now Assist conversational experience using Now Virtual Agent bot and Self-configured bots within Microsoft Copilot.

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Xanadu Patch 3

- Use an updated Virtual Agent Designer list-based home page that includes conversational subflows and actions.
- Work with conversations associated to primary and secondary assistants in Virtual Agent Designer.
- Use language detection and engage in small talk within LLM conversations.
- Receive a synthesized response for Now Assist in Virtual Agent users.

See Virtual Agent for more information.

**Note:**
Performance and the user experience are improved by tracking aggregate in-app activity, including interaction with the app. This tracking is focused on aggregated technical information rather than personal information.

## New in the Xanadu release

### Xanadu Patch 9

#### AI agents in Virtual Agent Designer

View AI agents created in AI Agent Studio in Virtual Agent Designer.

**Quick start tests for Virtual Agent**

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Virtual Agent works as expected. If you customized Virtual Agent, copy the quick start tests and configure them for your customizations.

**Rich text for Static and Dynamic Choice controls: Static Choice user input control and Dynamic Choice user input control**

Use rich text options when creating Static and Dynamic Choice nodes in ServiceNow® Virtual Agent Designer.

**Virtual Agent Web Client branding: Set up your Virtual Agent bot's branding**

Customize colors in the New Messages Above and New Messages Below banners in the chat window.

**LLM topic type association: Create a Virtual Agent topic**

Associate LLM Assistants to Setup topics, Topic blocks, and Custom controls.

#### LLM topic testing

Define an assistant on the Virtual Agent (VA) testing panel, when selecting Test All Active Topics with selecting an assistant.

#### LLM Text bot response control

Use the LLM Text bot response control to generate messages in conversations using LLM topic discovery.

#### Conversational Analytics dashboard in Platform Analytics experience

The Conversational Analytics dashboard in the ServiceNow® Platform Analytics experience meets the compliance requirements of data regulated market environments, for example, Government Community Cloud (GCC). The dashboard contains indicators and breakdowns for rich visualizations and detailed analysis. You can access the dashboard by navigating to **All** > **Conversational Interfaces** > **Analytics**.

#### New system properties

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Determine whether actions for Virtual Agent notifications and Proactive Triggers are created after completing the full topic migration workflow via the *com.glide.cs.notification.create_llm_actions_after_topic_migration* and *com.glide.cs.proactive_trigger.create_llm_actions_after_topic_migration* system properties.

### NLU to LLM topic migration enhancements

- Migrate Virtual Agent notifications and Proactive Triggers actions on the Review connections step after publishing the newly migrated LLM topics in the NLU to LLM topic migration workflow.
- Review, edit, and test LLM topic descriptions against existing NLU utterances, if available, in the Review descriptions step. The Review descriptions step occurs after migration but before publication in the NLU to LLM topic migration workflow.
- Migrate NLU vocabulary sources automatically into either Dynamic Choice or Static Choice nodes, depending on the vocabulary sources setup in NLU.

### Max wait time queue allows LLM topic selection

Select LLM topics to be chosen after the max wait time is met during a Now Assist in Virtual Agent conversation. ServiceNow® Advanced Work Assignment queue triggers support LLM topics whenever the **Trigger Type** field's value is **Max Wait** and you're prompted to select a Virtual Agent topic.

### Catalogs for Virtual Agent

Search for and order services or products from catalog macroponents in Virtual Agent chat by using plain language. Customize the appearance of your catalogs to match your business' branding.

### Integrating Now Assist in Virtual Agent with Microsoft Copilot

Use your Self-configured bot to connect with Microsoft Copilot. The process of integrating the Self-configured bot with Microsoft Copilot is similar to that of integrating the Self-configured bot with Microsoft Teams.

You can @-mention the bot name to initiate a chat within Copilot and Copilot provides you the response based on your utterance.

Microsoft Copilot, when integrated with Now Assist in Virtual Agent, understands the ServiceNow context and routes users to Now Assist to conduct ServiceNow -related questions and tasks within Microsoft Teams.

Use your Now Virtual Agent bot to connect with Microsoft Copilot by @-mentioning the bot name.

Support for using declarative agents with Self-configured bots and transferring to live agents is available.

Support for the default Now Virtual Agent bot plugin is available on the Microsoft Teams Store.

### Integrating Virtual Agent with enterprise messaging apps

Now LLM Service support for channels enables LLM-based conversations with Now Assist in Conversational Integration with Microsoft Teams and Conversational Integration with Slack.

The Now LLM Service support also provides new ServiceNow AI Search experience in channels with the following features:

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- Legal disclaimers
- Pagination
- Search
- Generative AI Q&A card

### Configure rate limiting for providers

Configure rate limiting at the provider level to control the request flow for requests made within a stipulated time.

### Xanadu Patch 3

### Primary and secondary assistants are honored in Virtual Agent Designer

View which conversational assets are applicable to primary or secondary assistants.

### Language detection for LLM conversations

For Now Assist in Virtual Agent users, use language detection for your LLM conversations to improve your user's experience.

### Synthesized response

For Now Assist in Virtual Agent users, a synthesized response can appear. A synthesized response includes a brief summary of the requested information and search results along with Genius Results. Mid-topic switching can occur during a conversation with synthesized response. Users can continue with their original request or switch the conversation's focus.

### New system properties

The following system property was added to increase flexibility of the search results and response:

- *sn_nowassist_va.synthesized_autostart_items*: When synthesized response only returns a singular action, configure whether to directly launch into that action. By default, whenever synthesized response returns a single Virtual Agent topic, that action is auto-launched. The following actions can be configured to auto-launch:
  - Synthesized response returns a single conversational catalog item.
  - Synthesized response returns a single Virtual Agent topic, along with Knowledge Base information.
  - Synthesized response returns a single conversational catalog item, along with Knowledge Base information.

## UI changes

### UI chat updates

- The `New messages below` button in Virtual Agent was replaced with a simplified down-arrow indicator.
- The `New messages above` button was deprecated because Virtual Agent now auto-scrolls to the top of the oldest new message.
- Input text bar was updated to a more modern look and feel.
- The start a new conversation icon was updated.

**Virtual Agent Designer Topic testing window:** Testing LLM topics

Various UI updates to field descriptions for controls.

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- Modify conditions and scripts for additional instructions when testing LLM topics.
- Messages with potentially inappropriate content are now flagged in the **Modify Instructions** (formerly **Prompt Discovery**) tab when testing LLM Virtual Agent topics.

### NLU to LLM topic migration workflow

Changed the Review topic blocks step label to Review connections and added the new Review descriptions step prior to the Publish step in the NLU to LLM workflow.

### Xanadu Patch 3

### Virtual Agent Designer home page

For Now Assist in Virtual Agent users, a new list-based Virtual Agent Designer home page appears for users who have activated Now Assist in Virtual Agent and the Agent assist Topics skill. The card-based UI is still available for those who use only NLU/keyword or Virtual Agent Lite.

### Virtual Agent Designer user input controls

For Now Assist in Virtual Agent users, updates to LLM user inputs include:

- Use the Validation toggle in the Advanced section of User Inputs to confirm user input values by scripts.
- Use the Allow slot filling toggle on User Inputs to switch between static (single field) and dynamic (define with scripts or data pill picker) detail description modes.
- Get a message that a mandatory field cannot be skipped when you attempt to skip a user input with conditions not set to be skippable.

### Small talk for LLM conversations

For Now Assist in Virtual Agent users, use small talk in LLM conversations for greetings and farewells along with gratitude and complaint statements. A Semantic Filtering Framework (SFF) detects small talk and generates an appropriate response.

### Primary and secondary assistants within topic migration

View whether assistants are primary or secondary assistants in the Settings step of topic migration.

### AI generated topic description message within topic migration

For Now Assist in Virtual Agent users, a `Topic description generated by Now Assist` message now appears near the **Topic Description** field during the topic migration's Review descriptions step.

## Deprecations

- Starting with the Xanadu release, the Conversational Analytics dashboard is being prepared for future deprecation. It will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

Virtual Agent is a ServiceNow AI Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent.

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**Note:**
The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics apps. Subsequent updates to these apps must be installed from the ServiceNow Store.

ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers.

## Browser requirements

Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

## Localization information

The ServiceNow® Localization Framework is integrated in Virtual Agent.

## Related ServiceNow applications and features

### Now Assist

Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

### Conversational Interfaces Console

The ServiceNow® Conversational Interfaces Console enables you to install, manage, and monitor your virtual and live agents to support your users through chat.

### Prebuilt Virtual Agent topics, topic blocks, and ServiceNow NLU models

The following ServiceNow business applications provide prebuilt Virtual Agent conversation topics, NLU models, and, in some cases, topic blocks as reusable components:

- ServiceNow® Customer Service Management
- ServiceNow® Field Service Management
- ServiceNow® HR Service Delivery
- ServiceNow® Instance Security Center
- ServiceNow® IT Service Management
- ServiceNow® Project Portfolio Management
- ServiceNow® Universal Request

### Natural Language Understanding

Virtual Agent integrates with the Natural Language Understanding (NLU) application, which provides the NLU Workbench for creating NLU models. Virtual Agent uses these models to recognize and process user utterances, intents, and entities in bot conversations.

### Customer Service Management release notes

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

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### Agent experience for CSM release notes

The ServiceNow® Agent Experience for CSM provides customer service agents with the tools they need to find, research, and resolve customer issues and questions. Agent Experience for CSM was enhanced and updated in the Xanadu release.

## Agent experience for CSM highlights for the Xanadu release

- Expand and collapse the header in the Compose Email modeless dialog to edit address fields or increase your working space in the email body.
- Use icons to quickly access email tools such as applying a template or adding an attachment.
- Open the Compose Email modeless dialog with the last saved email draft.

See CSM Configurable Workspace for more information.

**Important:**
CSM Configurable Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Quick start tests for Customer Service Management

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations.

## Changed in this release

### Email enhancements

The Compose Email modeless dialog includes the following enhancements:

- A collapsible header that includes the **To**, **Cc**, **Bcc**, and **Subject** fields.
- Icons in the footer that enable you to discard the current email draft, apply a template, view a list of recent email drafts, and add attachments.
- Compose Email modeless dialog that you can open to see the last saved email draft.

## Deprecations

Starting with the Xanadu release, CSM Agent Workspace is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. CSM Configurable Workspace provides the latest experience for this functionality.

## Activation information

Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

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## Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

## Accessibility information

The following templates were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

- Case playbook: horizontal stages template
- Case playbook: vertical stages template

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Related ServiceNow applications and features

### Customer Service Management

Use the Customer Service Management application to provide the service and support that your external customers need.

### Now Assist for CSM

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

### Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

### Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents they need to find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that provides tier 1 agents with the tools that they need to respond to customers and to resolve cases.

### Customer Contracts and Entitlements release notes

The ServiceNow® Customer Contracts and Entitlements application provides the foundation for storing and managing customer service contracts and entitlements. Customer Contracts and Entitlements was enhanced and updated in the Xanadu release.

## Customer Contracts and Entitlements highlights for the Xanadu release

- Track covered products through the contract records, enabling easier modifications and clearer insight into coverage specifics.
- Create a single contract from an order with multiple contract offerings.
- Create quotes for contract renewal or modification.

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See Customer Contracts and Entitlements for more information.

**Important:**
Customer Contracts and Entitlements is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Enhancements in service contracts and entitlements workflow

Track covered products directly through the contract records, facilitating changes and visibility of what is covered. Covered products refer to specific products or order line items included in a service contract. These items are linked to the contract to define what is covered for service or maintenance. Agents in Order Management can select the products to be covered by a contract when the order is captured for the contract offering.

### Create single contracts

Create a single contract from a single order with multiple contract offerings. Add multiple contract offerings from an order to an existing contract.

### Create quotes for contract renewal or modification

Create a quote or an order while renewing or modifying a service contract, service contract line, or an entitlement.

## Activation information

Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements.

**Note:**
With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements remain available for viewing.

## Related ServiceNow applications and features

### Flow Designer

ServiceNow® Workflow Studio components enable you to invoke flows or subflows that are designed as part of a workflow and used to find out the output or execution status of the flows or subflows.

### Order Management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Sales Agreement Management application.

### Install base management

ServiceNow® Install Base Management is used to capture a customer's use or purchase of a product across any industry with the Customer Service Management application.

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### Next Experience UI Builder

ServiceNow® Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

### Product Catalog Management

ServiceNow® Product Catalog Management organizes products into catalogs and categories so that agents can easily find and add products and services to a quote.

### Pricing Management

ServiceNow® Pricing Management helps you set pricing for products and services that can be added to a quote. Pricing Management also enables agents to make pricing adjustments to products in the quote.

### Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tools to the tier 1 agents that they must use to respond to customers and resolve cases.

## Case management for CSM release notes

The ServiceNow® Case management for CSM application enables customer service organizations and support teams to collaborate on customer problems proactively to resolve issues. Case management for CSM was enhanced and updated in the Xanadu release.

## Case management for CSM highlights for the Xanadu release

- Create pages and page variants that contain horizontal or vertical playbooks by using playbook templates.
- Use playbook record pages in CSM Configurable Workspace to guide users through the stages and activities of a playbook and resolve cases.
- Identify common inefficiencies in customer operations by using process mining definitions.

See Case management for Customer Service Management for more information.

## Important information for upgrading Case management for CSM to Xanadu

The customer service manager role [sn_customerservice_manager] includes the approver user role [approver_user]. The approver user role replaces the approval admin role [approval_admin]. Users with the customer service manager role can approve the approval requests that are assigned to them.

## New in the Xanadu release

### Playbooks

Use updated playbook templates in UI Builder that incorporate generative AI feature parity and Agent Experience modernization features such as the modeless dialogs, activity stream, lookup cards, and related items.

### Order Operations Case Management

Use the Order Operations Case Management application (com.sn_order_case) to create order cases that reference multiple line items, including orders and order

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lines. Agents can use these cases to process order-related services such as order changes, inquiries, and disputes.

### Case lines and workflows

Use the Case lines and workflows application (com.sn_case_line) to reference multiple line items on a case record, including orders or order lines, invoices or invoices lines, contracts, and sold products.

### Quick start tests for Customer Service Management

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations.

## Changed in this release

### Case type selector configuration

Configure the Product Service select version of the case type selector to hide the product filter.

### Roles included with the customer service manager role

The customer service manager role [sn_customerservice_manager] includes the approver user role [approver_user]. For upgrade customers, the approver user role replaces the approval admin role [approval_admin]. Users with the customer service manager role can approve the approval requests that are assigned to them.

### Process Mining

Added different variants of the two enhanced types of base system opportunities that you can use on a project to identify and address common inefficiencies in customer operations:

- Rule-based finding definitions: Execute one or more finding rule chains in sequence according to the definitions. The records that match the logic of these specifications are classified as a match for improvement opportunities.
- Automated finding definitions: Show improvement opportunities by using the default patterns that are already available for selection.

## Deprecations

Starting with the Xanadu release, CSM Agent Workspace is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. CSM Configurable Workspace provides the latest experience for this functionality.

## Activation information

Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

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## Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

## Accessibility information

The following templates were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

- Case playbook: horizontal stages template
- Case playbook: vertical stages template

## Related ServiceNow applications and features

### Now Assist for CSM

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

### Communities

From the Customer Service Portal and Consumer Service Portal, enable your customers to connect, engage, and collaborate by using the ServiceNow® Communities application. Customer Service agents can create cases from the community discussion threads and resolve cases by using the community content.

### Continual Improvement Management

Use ServiceNow® Continual Improvement Management to request improvement opportunities. You can implement phases and tasks to meet performance goals, track progress, and measure success. You can also view, create, and associate improvement initiatives from within the Process Mining application.

### Integrating with Customer Project Management

The Customer Project Management plugin (com.snc.csm_ppm) enables you to create projects for a customer account by using the ServiceNow® Project Portfolio Suite with Financials application. It also gives end users visibility into their projects from the Customer Service Portal. This plugin requires the Project Portfolio Suite with Financials plugin (com.snc.financial_planning_pmo).

### Event Management

Customer Service Management provides an integration with ServiceNow® IT Operations Management Event Management. This integration enables you to create cases proactively from alerts either manually or through automation. Customer service agents can track the accounts and the corresponding install base items that are affected by the alert. Agents can also track the operational status of an account's install base to better correlate customer issues and provide faster responses.

### Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, you and your customers can perform the following tasks:

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- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view the case-related work orders from the Customer Service Portal and Consumer Service Portal.

### Flow Designer

Workflow Studio components enable you to invoke flows or subflows that are designed as part of a workflow and to find out the output or execution status of the flows or subflows.

### Knowledge Management

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information by using the ServiceNow® Knowledge Management application. Customer service agents can resolve cases with the knowledge content.

### Process Automation Designer

Customer Service Management provides an integration with the ServiceNow® Playbooks application. This integration provides the ability to configure processes such as playbooks.

### Process Mining

ServiceNow® Process Mining helps analysts and process owners analyze the effectiveness of their business processes. Create automated business process flows from your data so that you can monitor and more quickly discover inefficiencies in your processes.

### IT Service Management applications

Customer Service Management includes integrations with the following ServiceNow® Service Management applications: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

### Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

### Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application using ServiceNow® Workforce Optimization for Customer Service. With this application, you can help to efficiently route work to members of your team, manage your team's skills and schedules, and monitor their performance.

### Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that provides agents with the tools that they need to respond to customers and to resolve cases.

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### Data management for CSM release notes

The ServiceNow® Data management for Customer Service Management application enables you to organize and manage the data for both your internal users and external customers. Data management for Customer Service Management was enhanced and updated in the Xanadu release.

## Data management highlights for the Xanadu release

- Enable your agents to get visibility into the business locations that they support by using the inter-organization support functionality.
- Enhance the adoption of the service organization data model by unparenting service organizations from the company table.
- Use the Provider Service Organization information of a sold product to enable agents to create cases.

See Data management for Customer Service Management for more information.

## New in the Xanadu release

### Unified user - employee as a consumer

Update the additional features and workflows, such as the case types Order Management, and Field Service Management integration, to support the unified consumer (sn_customerservice.unified_consumer) role.

### Inter-organization support

Enable your agents to get visibility into the business locations that they support so that they can resolve issues efficiently. You can provide the agents that are assigned to the fulfilling service organization with access to the cases, install base items, sold products, and member details of all the requesting service organizations that they're assisting.

### External business location as a fulfiller

Enable external business locations such as partners, external agencies, and franchises to fulfill customer cases with store-related issues.

### Associating assignment groups with a business location

Associate groups with an internal or external business location through a one-to-many (1:M) relationship, which means that one or more assignment groups can be associated with a business location.

### Install Base hierarchy visualization

View the entire hierarchy of an install base item by using the **Install Base hierarchy** tab on the CSM Configurable Workspace. You can expand the multiple nodes of the hierarchy and create cases for the install base item.

## UI changes

### New look and feel for Outsourced Service Provider dashboard and Proactive Customer Service - Advanced dashboard dashboards

Starting from the Xanadu release, the following dashboards have a new, modernized look and feel:

- Outsourced Service Provider dashboard
- Proactive Customer Service - Advanced dashboard

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For more information, see Next Experience UI.

## Changed in this release

### Unparenting service organizations from a company

Enhanced the adoption of the service organization model to accommodate the various industry verticals, such as Healthcare and Life Sciences Service Management, Public Sector Digital Services, and Financial Services Operations, by unparenting the service organizations from the company table.

### Field Service Management integration with Service Model Foundation

Enabled your location staff to track the work orders for their business locations by using the business location service portal (BLSP).

### Data model for sold products

- You can now view the Provider Service Organization information that has sold a product or service to the customer on the Sold Product form.
- You can now use the **Product Location** and **Product Specification** fields on the Sold Product table (sn_install_base_sold_product) to capture information about the location of the sold product and the sold product that is associated with an offer.

### Product Instance directive for Install Base Management

Synchronized the changes between the asset and corresponding install base hierarchy with the extended product instance hierarchy.

### Customer Life Cycle Management Workflows

You can now select multiple sold products at the same time to trigger the **Suspend**, **Resume**, and **Disconnect** flows to update the existing root sold products and their services.

### Compose Sales and Order Management workflows

You can now use the sales and order management API to support use cases for order reconfiguration. To learn more about reconfiguration, see LeadtoCashCore - Scoped.

- Perform **Modify**, **Suspend**, **Resume**, and **Disconnect** actions on product inventory records from the Product Inventories related list.

> **Note:**
> The Product Inventories related list is available only from the Yokohama release. If you're using the Washington or Xanadu versions, you can manually add the related list.
>
> To retain both the Product Inventory and Sold product related lists, filter out the product inventory records from the sold product list. Use the product inventories related list to perform the MACD actions.

### Sales and Order Management Request tracker

- Monitor the status of sales and order management workflows and enable agents to track the status of synchronous and asynchronous flows.
- Use the enhances inbound Queue to view detailed request information for the sales and order management workflows and improve user experience.

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## Activation information

Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

Sales Customer Relationship Management is a ServiceNow AI Platform feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core). For details, see Exploring Sales Customer Relationship Management.

## Browser requirements

Starting with the Xanadu release, ServiceNow® Data Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

## Related ServiceNow applications and features

### Communities

From the Customer Service Portal and Consumer Service Portal, you can enable your customers to connect, engage, and collaborate using the ServiceNow® Communities application. Customer Service agents can create cases from community discussion threads and resolve cases with community content.

### Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, your technicians, agents, consumers, and customers can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view case-related work orders from the Customer Service Portal and Consumer Service Portal.

### Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application by using ServiceNow® Workforce Optimization for Customer Service. With this application, you can efficiently route work to your team, manage your team's skills and schedules, and monitor their performance.

### Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools agents use to identify, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service implementations that provide tier-1 agents with the tools that they must respond to customers and to resolve cases.

### Sales Customer Relationship Management

The Sales Customer Relationship Management applications enable you to manage the product sales and order fulfillment life cycles in your organization. It includes pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

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### Intelligence for CSM release notes

The ServiceNow® Intelligence for CSM applications enable customer service organizations and service operations to configure and implement Guided Decisions, Recommended Actions, and Task Intelligence features. The Intelligence for CSM applications were enhanced and updated in the Xanadu release.

## Intelligence for CSM highlights for the Xanadu release

- Create multiple Recommended Actions context records for the same table to create different experiences that are based on criteria such as user attributes or domains.
- Restart a decision tree in a playbook and retain the history of previous decision tree executions.
- Enable customers to add decision trees as catalog items in a service catalog.
- Enable your users to search for decision trees by using keywords and open a decision tree from the search results.

See Intelligence for CSM for more information.

**Important:**
The following applications are available in the ServiceNow Store.

- Guided Decisions Experience (sn_ga_exp)
- Recommended Actions (sn_cs_nb_action)
- Task Intelligence for Customer Service (com.snc.csm_ml_task)

For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Recommended Actions - Task Intelligence similarity models integration

Use similarity models that are integrated with the Task Intelligence (TI) admin console to configure, train, and deploy machine learning models.

- Resource Generator: The Recommended Actions framework supports a new resource generator that leverages TI similarity models to configure recommendations.
- Admin Configuration: Administrators can configure the resource generator to point to TI solutions for predictions and use the topN optional parameter to fetch top recommendations.

### Task intelligence for Customer Service - Dependent field predictions

Help improve the model performance by identifying the dependent fields in a model before displaying the predicted values.

### Task intelligence for Customer Service - Records prediction

Predict the configured fields on the case record after entering the short description or description and see the predicted values without saving the case form.

### Task intelligence for Customer Service - On change predictions for interaction record

Predict the configured fields on the interaction record after entering the short description or description and see the predicted values without saving the form.

### Task Intelligence for Customer Service - Implement Task Intelligence for the CSM Similarity Model:

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- Similar cases recommendations:  Install the Task Intelligence for Customer Service plugin to view the preconfigured open and closed cases that are automatically trained and deployed as recommendations.
- Major case recommendations: Install the major issue management plugin and activate the feature as needed to get recommendations.

### Recommended Actions - Create multiple contexts for a single record entity

Support multiple contexts for the same table, such as the Case table, with one active context record that can be configured for the Recommended Actions component by using a UI Builder input property. By creating multiple contexts, you can create different experiences that are determined by criteria such as user attributes or domains. The recommendations and AI Search results adjust dynamically according to the configured active context.

### Recommended Actions - Attach knowledge article guidance

Enable agents to view and attach knowledge articles to task records and chat interaction records and share articles with customers by using the following guidances:

- Attach and share article: Enables the agent to share a recommended knowledge article in a comment, work note, or an email.
- Share article in chat interaction: Enables the agent to share a recommended knowledge article in a customer chat.

### Guided Decisions - Run a guidance as a system user

Enable the *guidance_honor_subflow* system property to run a guidance in a decision tree as the user that is specified in the guidance action subflow properties. If this property is set to false, the guidance runs as the current user.

### Guided Decisions - Decision Tree as a catalog item content type

Enable customers to add decision trees as catalog items in a service catalog. From the Customer Service Portal, customers can select the decision tree and open it in a new tab.

### Guided Decisions - Search for decision trees on portal

Enable portal users to search for decision trees with keywords. Selecting a decision tree in the search results opens a page with the decision tree widget.

### Guided Decisions - Enable a start node to contain only task input

Create start nodes for a decision tree that start directly from a task input and create paths that are derived from the data in the task reference. You have the option to create a start node from a question or from task input.

### Guided Decisions - Restart a decision tree in a playbook

Restart the execution of a decision tree. When a user completes the execution of a decision tree in a playbook, they can start and complete the decision tree again if desired. Restarting the playbook retains the history of the previous decision tree executions.

## Changed in this release

### Guided Decisions - Question field updated to type HTML

The **Question** field has been updated from type=string to type=HTML. When adding a question to a decision node, decision tree authors can include the text, formatted text, and images in the **Question** field.

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## Activation information

Install the Guided Decisions, Recommended Actions, and Task Intelligence applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Customer Service Management

Provide the service and support that your external customers need with Customer Service Management.

### Now Assist for CSM

Summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes with the ServiceNow® Now Assist for CSM application.

### Document Intelligence

Extract the data from documents and integrate the data into automation workflows to save time and resources by using the Document Intelligence artificial intelligence (AI) solution.

### Predictive Intelligence

Improve processes across the platform, such as automatically populating fields during case creation, categorizing and routing work, and recommending resolutions for cases through the Predictive Intelligence artificial intelligence.

### Now Assist for Customer Service Management (CSM) release notes

The ServiceNow® Now Assist for CSM application brings generative AI to Customer Service Management. You can improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers. Now Assist for CSM was enhanced and updated in the Xanadu release.

## Now Assist for CSM highlights for the Xanadu release

Xanadu Patch 10: Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions.

Xanadu Patch 9

- Use case resolution steps to generate recommended actions based on the data clusters from previously closed cases.
- Use enhanced AI agents and new standalone AI agents for more specific tasks. For example, the Duplicate identifier AI agent identifies the duplicate interactions and cases from the customers and then consolidates the information.

Xanadu Patch 7: Improve agent productivity by managing long running cases with the Triage cases AI agent use case.

- Enhance customer conversations by receiving relevant contextual recommendations in real time.
- Help improve productivity and decrease errors by the automatic generation of emails that can be verified and sent by the agent.

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- Consolidate information from multiple similar cases and bring it all together into a knowledge base article.
- Summarize records to make it easier to hand off calls between agents and help improve customer satisfaction.

See Now Assist for Customer Service Management (CSM) for more information.

**Important:**
Now Assist for Customer Service Management (CSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 10

#### Triage cases agentic workflow security directives

Implement security on AI agents and agentic workflows through ACLs and user identities.

#### Now Assist for CSM Gen AI security directives

Implement security in Now Assist for CSM skills through ACLs and user identities.

Xanadu Patch 9

#### Suggested steps in Recommended Actions

Use Recommended Actions to generate suggested resolution steps for cases. You can increase agent productivity by outlining the next best actions for unfamiliar cases and automatically providing logical next steps.

#### Triage cases agentic workflows enhancements

Added new standalone AI agents to check duplicate cases and split some existing standalone AI agents to focus on more specific tasks. The AI agents available are the Triage cases planner AI agent, Context validator and analyzer agent, Duplicate identifier AI agent, Informational queries AI agent, Transactional queries AI agent, Case creation AI agent, Entity extraction AI agent, Document verification AI agent, and Email response AI agent.

Xanadu Patch 7

#### Triage cases AI agents use case

Use the Triage cases AI agents use case to improve agent productivity through faster assessment.

**Available AI agents use case**

| AI agent use case | Description |
|---|---|
| Triage cases | Use AI agents to handle all routine cases coming in through email and other offline channels, so that it improves customer satisfaction and reduces resolution times. |

#### Summarizing sidebar conversations

Use Now Assist for CSM to summarize sidebar discussions between agents, requesters, and subject matter experts.

#### Real-time chat reply recommendations

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Use generative AI to provide the agent with relevant contextual recommendations from sources such as knowledge bases, FAQs, similar cases, chats, and calls before they respond to the customer. Agents can also write a chat response with the help of generative AI. This feature helps agents stay focused on conversations with customers instead of doing manual tasks.

### Generative AI-powered email reply recommendations

Get recommendations for email responses that can be reviewed and sent by agents. Agents can also edit email replies recommendation with the help of generative AI.

### Multilingual support for Now Assist for CSM skills

Large language model (LLM) now supports the following languages across all skills in Now Assist for CSM: German, French, Japanese, Dutch, and French Canadian, Spanish, Brazilian Portuguese, and Italian.

## Changed in this release

### Enhancement in post-call summarization

- You can now review a call that has been handed off from one live agent to another agent, and then provide a summary of the key topics that are covered during the conversation.
- Support for outbound calls from agents to the customers.
- Generate a call summary when the real-time transcript is not available.

### Knowledge generation from multiple cases

You can now select and gather insights and data from multiple similar cases to draft an article by using Now Assist for CSM.

### Enhancements in chat summarization

Multiple Language Support via Digital technology (DT) support and a new step in the guided flow that allows the customization of how and when the skill capability will be available in the admin console.

### Enhancements in Email recommendation

Get recommendations for email responses when starting new emails, forwarding messages, or finalizing drafts. Help improve agent productivity by reducing the time taken to compose email and improve relevance of email reply recommendations. Also, get template recommendations while composing an email by leveraging AI search.

### Enhancement in Resolution notes generation

Generate resolution notes and then shorten or elaborate the content using the Now Assist context menu in the resolution notes field of the case form, in both Core UI (UI16) and Workspace.

### Enhancements in Knowledge generation

Revise the content in existing knowledge articles by using the Now Assist icon ✦, which is accessible as an inline capability, and create and refine knowledge articles. You can also generate knowledge articles in multiple languages.

### Xanadu Patch 7 Case summarization enhancement

Extended the capabilities of the case summarization feature so it can now be used on custom tables.

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## Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.

Starting with Vancouver Patch 4, Now Assist for CSM is supported.

Starting with Xanadu Patch 7, Customer Service Management AI agent collection is supported.

## Additional requirements

The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license.

## Related ServiceNow applications and features

### Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

### Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Workforce Optimization for Customer Service CSM release notes

The ServiceNow® Workforce Optimization for Customer Service application enables you to efficiently route work to your team, manage your team's skills and schedules, and monitor their performance. Workforce Optimization for Customer Service was enhanced and updated in the Xanadu release.

## Workforce Optimization for Customer Service highlights for the Xanadu release

- Create and track recurring meetings with managers and their team members in the team calendar.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See Exploring Workforce Optimization for Customer Service for more information.

**Important:**
Workforce Optimization for Customer Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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## New in the Xanadu release

### Performance metrics for voice channel

Monitor and manage the health of voice queues on Channel Management by viewing more metrics and reports from Amazon Connect.

### Recurring meetings in scheduling

Schedule and track recurring meetings such as training sessions or one-on-one sessions with teammates.

### Scheduling enhancements

Efficiently manage and monitor time off and shift swap requests.

## Changed in this release

### Reflow for Configurable Workspace

Dispatcher Workspace and Workforce Optimization for Field Service support reflow that enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.

## Accessibility information

### Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

### Reflow

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Activation information

Install Workforce Optimization for Customer Service by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Advanced Work Assignment

Automatically assign work items to your agents based on their availability, capacity, and skills using ServiceNow® Advanced Work Assignment.

### Skills Management

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Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams using ServiceNow® Skills Management.

#### CSM Workspaces

Agents can swap shifts, manage their time-off requests and approvals, and complete assigned training using ServiceNow® CSM Agent Workspace.

### Employee Service Management release notes

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

### Employee Center release notes

The ServiceNow® Employee Center application is a multi-department, dynamic portal for service delivery and employee engagement. Employee Center was enhanced and updated in the Xanadu release.

## Employee Center highlights for the Xanadu release

- Increase operational efficiency by field workers and shift workers by providing in-context information with the Employee Center Pro Kiosk.
- Gather quick feedback from the users on their user experiences and their service experiences with Experience and Service Feedback.
- Streamline the SharePoint Online Search Connector site permissions and other granular access control.
- Enable employees to engage with news articles through reactions, comments, or sharing the articles.
- Access content management tools from Content Publishing, Content Analytics, and Content Governance plugins in the Content Operations dashboard.

See Employee Center for more information.

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

## New in the Xanadu release

#### Accelerate news article creation with reusable articles

Create news articles faster and more efficiently by leveraging prebuilt reusable articles within content templates. Reusable articles offer a predefined content layout into which content authors can input text and images.

#### Content engagement

Gather feedback on content:

- Employees can engage with news articles by selecting a reaction icon, leaving a comment, or sharing the article.
- Managers can view metrics for employee engagement with an article such as the number of views, shares, and reactions.

#### Employee Center Pro Kiosk

Empower deskless workers with simplified access to important information related to their job through a kiosk that provides self-serve opportunities such as:

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- Access shift and time-off details.
- Get queries answered with the help of AI Search.
- Track the status of requests.
- Provide enhanced Employee Center Pro kiosks that can highlight targeted communication and self-service content.
- Leverage guided help links that make the kiosk environment accommodative and easy to navigate.

### Guided Self-Service in Employee Center

Provide employees with an intuitive, visual, Q&A-based experience for self-serving on highly used complex topics such as time off balance through GSS.

### Content operations dashboard

View engagement metrics for published content, manage the content publishing calendar, handle incoming content requests, and review the ownership for pages and widgets through the Content Operations dashboard.

### Content Analytics support for Content Publishing

View data visualizations of performance metrics for content published to the portal or the Now Mobile app using a publish plan or content schedule. Access metrics such as the most-clicked content, most-clicked notifications, number of user interactions by content, and task status.

### Enhanced copy-paste options in Rich Content Editor

Copy and paste formatted content into the Rich Content Editor while retaining the original source formatting or paste the content as plain text that matches the formatting of the destination text box.

### Integrated service and experience feedback in Now Mobile®

Access feedback functionality more easily through the Experience and Service feedback functionality in Now® Mobile.

### Create rich content from portal widgets

Create or edit content directly from the Employee Center portal pages.

### Hide parameters in the Rich Content Editor

Content administrators can configure content rendering parameters for hosted videos to be hidden in the Rich Content Editor so these parameters can't be modified by users.

### New campaign demo data for Content Experiences

Access example campaigns to better understand campaign structuring, explore sample bundle trigger configurations, and discover possible use cases.

### Quick start tests for Employee Center

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.

## Changed in this release

### Content Analytics

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Content Analytics is now part of the Platform Analytics Experience. When you navigate to **All** > **Content Analytics** > **Dashboards**, the Content Analytics dashboards are displayed alongside Platform Analytics dashboards.

### Experience and Service Feedback

Access the following enhancements within the feedback functionality:

- Leverage three different types of feedback - Experience, Service, and Survey feedback to gain more insight from your users.
- Integrate the experience feedback response with the Success Dashboard indicators.
- Configure service feedback to keep it anonymous after feedback is submitted.
- Access Experience and Service Feedback in Virtual Agent assist.

### SharePoint Online Search Connector

Enhance your Microsoft SharePoint experience with the following upgrades:

- Streamline the site permissions and other granular access controls.
- Grant permission and provide access to specific personas.

## Removed in this release

The Content Publishing and Content Experiences demo portals have been removed.

## Activation information

Install Employee Center plugins by requesting them from the ServiceNow Store. Visit the ServiceNow Store website 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.

### HR Service Delivery release notes

The ServiceNow® HR Service Delivery application improves the employee service experience by automating HR interactions and providing a single platform for all HR services. HR Service Delivery was enhanced and updated in the Xanadu release.

### Agent Workspace for HR Case Management release notes

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly. Agent Workspace for HR Case Management was enhanced and updated in the Xanadu release.

## Agent Workspace for HR Case Management highlights for the Xanadu release

- Minimize case transfers and improve agent efficiency by viewing HR service descriptions during case creation.
- View recently updated cases in list view.
- Enable agents to quickly respond to HR tasks using response templates.
- Enable HR agents to expedite services by creating decision trees.
- Support claims in Employee Relations cases by uploading attachments in personal notes.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

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See Agent Workspace for HR Case Management (Configurable) for more information.

**Important:**
Agent Workspace for HR Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Create a case in Agent Workspace for HR Case Management

HR agents can minimize case transfers and improve efficiency by viewing HR service descriptions populated in the HR service configuration by HR admins during case creation.

### Lists in Agent Workspace for HR Case Management

View recently updated cases using the **Recently updated** tab in the Lists view in Agent Workspace for HR Case Management.

### Using a Response template in an HR case or HR task record

Enable agents to quickly respond to HR tasks by using response templates as reusable messages that you can copy and paste into the comments or work notes for an HR task.

### Resolve HR cases using guided decision trees in Agent Workspace for HR Case Management

Expedite HR services by creating decision trees that agents can use to triage employee cases.

### Add personal notes

Upload attachments in personal notes that support the claim in Employee Relations cases for an assigned agent.

## Changed in this release

### Reflow for configurable workspace

The Agent Workspace for HR Case Management configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the Accessibility information that follows.

## UI changes

### Use Guided Tours in Agent Workspace for HR Case Management

Selecting the help icon from the main sidebar initiates a guided tour of Agent Workspace for HR Case Management.

## Activation information

Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Accessibility information

#### Accessibility improvements

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Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

**Reflow**

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Related ServiceNow applications and features

### HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

### Now Assist for HR Service Delivery (HRSD)

Summarize case information, generate resolution notes, and summarize chat information using GenAI capabilities. Enable your agents to understand the chat and case context and to propose quicker resolutions to requesters.

### Case and Knowledge Management release notes

The ServiceNow® Case and Knowledge Management application enables you to standardize the documentation, interaction, and fulfillment of employee inquiries and requests, which helps to improve HR efficiency and services over time. Case and Knowledge Management was enhanced and updated in the Xanadu release.

## Case and Knowledge Management highlights for the Xanadu release

- Use the new HR guided setup that supports domain separation at the global and at the parent or child levels.
- HR Document Templates is being deprecated and is no longer available for use. You can use the ServiceNow Document Templates application instead of HR Document Templates.

See Case and Knowledge Management for more information.

## New in the Xanadu release

### Guided setup for HR Service Delivery

Run the guided setup for each domain within HR Service Delivery. Prior to the Xanadu release, you could run the guided setup at the global domain only.

**Workflow to Workflow Studio migration**

Because of the enhanced features in Workflow Studio, the HR Service Activities, HR Case User Acceptance, HR Case Approval subflows have been migrated from Workflow to Workflow Studio. As an HR administrator, you can configure the

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**sn_hr_core.deprecated_workflows** system property to decide whether to run a legacy workflow or corresponding flow in Workflow Studio.

**Zero Trust Access (ZTA) for HR Service Delivery**

Enable an administrator to configure in-time access with the dynamic role relegation feature. Based on different criteria such as the IP address, location, device, or time, the administrator can craft policies to permit only a certain subset of the user's original roles in the session.

## Deprecations

Starting with the Xanadu release, HR Document Templates is being prepared for deprecation. HR Document Templates is hidden and is no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. You can use the ServiceNow Document Templates application instead of HR Document templates.

## Activation information

Case and Knowledge Management is a ServiceNow AI Platform feature that is available with activation of the Human Resources Scoped App: Core [com.sn_hr_core].

## Related ServiceNow applications and features

### Agent Workspace for HR Case Management (Configurable)

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

### Document Templates release notes

The ServiceNow® Document Templates application enables you to create HTML and PDF document templates to generate standard letters or documents. You can automate and simplify the process of filling, signing, and reviewing a document online. Document Templates was enhanced and updated in the Xanadu release.

## Document Templates highlights for the Xanadu release

Record the date when a participant signs a PDF document using the Signature date capability in the PDF document template.

See Document Templates for more information.

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

## New in the Xanadu release

### Signing date in PDF

Record the date automatically when a participant signs a document. When the **Use signing date** option is selected, the date appears on the PDF document within the field that you specify in the **Field name** field on the PDF template mapping record. This capability is available for the ServiceNow signing type only.

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## Activation information

Install Document Templates by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### HR Service Delivery

The ServiceNow® HR Service Delivery application helps improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows to help increase efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

### Employee Relations release notes

The ServiceNow® Employee Relations application provides tighter security for protecting privacy and sensitive information shared via Employee Relations cases. Employee Relations was enhanced and updated in the Xanadu release.

## Employee Relations highlights for the Xanadu release

- For single-subject Employee Relations cases, the **Subject of Allegation** field in is automatically filled in with the subject's name.
- Report cases directly related to discrimination using Core UI case creation, HR Service Delivery Agent Workspace for HR Case Management, or the Anonymous Report Center portal.

See Employee Relations cases for more information.

## New in the Xanadu release

### Create an allegation record for HR Service Delivery Employee Relations in the legacy UI or Agent Workspace

For single-subject Employee Relations cases, the **Subject of Allegation** field in relevant case tabs is automatically filled in with the subject's name.

### Create an HR Service Delivery Employee Relations case using the legacy UI, Create an HR Service Delivery Employee Relations case using Agent Workspace, Anonymously report discrimination

Create cases specifically related to discrimination using Core UI case creation HR Service Delivery Agent Workspace for HR Case Management, or the Anonymous Report Center portal.

## UI changes

Selecting the help icon from the main sidebar initiates a guided tour of Employee Relations cases.

## Activation information

Employee Relations is a ServiceNow AI Platform feature that is available with activation of the Employee Relations plugin (com.sn_hr_employee_relations). For details, see Activate Employee Relations.

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## Related ServiceNow applications and features

### HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

### Legal Investigations

Support inter-departmental transfer of sensitive case details between Legal Service Delivery Legal Investigations and HR Service Delivery Employee Relations.

### Anonymous Report Center (ARC)

Employees can submit sensitive complaints, misconduct, or discrimination cases anonymous to the agent working on the Employee Relations case using the Anonymous Report Center (ARC) portal.

### Employee Center

Employees can submit complaints through the Employee Center portal without having to know who or what department should investigate the complaint. During the triaging or investigation process, fulfillers working on these issues can transfer them back and forth between the Legal and HR departments as necessary for resolution.

### HR Service Delivery for Healthcare release notes

The ServiceNow® HR Service Delivery for Healthcare application creates a standardized, digitized, and automated physician onboarding workflow using the Healthcare Professional data model. The application enables you to see the full picture for all the required onboarding information during and after physician onboarding. HR Service Delivery for Healthcare is a new application in the Xanadu release.

## HR Service Delivery for Healthcare highlights for the Xanadu release

- Manage the data of a healthcare professional securely with the Healthcare Professional data model.
- Set up and auto-create necessary tasks automatically to onboard a healthcare professional smoothly into an organization with the default Healthcare Employee Onboarding workflow.

See HR Service Delivery for Healthcare for more information.

**Important:**
HR Service Delivery for Healthcare is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## HR Service Delivery for Healthcare features

### Healthcare Professional data model

Use the Healthcare Professional data model to store confidential data pertaining to a healthcare professional, such as practice name, medical degree, and practice locations. The Healthcare Professional data model enables the organization to access, track, and update healthcare profile information throughout the period of employment of a healthcare professional. The profile records are stored confidentially and aren't publicly viewable.

### Customize Healthcare Employee Onboarding workflow

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Use the default Healthcare Employee Onboarding workflow in Journey designer to set up and automate the following tasks for a newly hired healthcare professional at a healthcare organization:

- Auto-create a profile and email account for the healthcare professional.
- Auto-initiate the necessary form intake tasks for the healthcare professional.
- Auto-create credentialing and validation tasks for HR agents so the agents can review and validate information submitted by the healthcare professional.

## Activation information

Install HR Service Delivery for Healthcare by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### HR Service Delivery

The ServiceNow® HR Service Delivery application helps improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows to help increase efficiency and align business goals with employee needs, including onboarding, career growth, and other transitions.

### Journey designer

The ServiceNow® Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees.

### Agent Workspace for HR Case Management (Configurable)

The ServiceNow® Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

### Journey designer release notes

The ServiceNow® Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees. Journey designer was enhanced and updated in the Xanadu release.

## Journey designer highlights for the Xanadu release

- Use the Journey overview dashboard, a comprehensive dashboard that enables you to efficiently track and manage ongoing tasks and journeys within the organization.
- Use the Executive view dashboard with reports containing information such as the number of employees completing their journeys, SLA breaches, average days to complete journeys, and other metrics.
- Change the manager during journey configuration.
- Enhanced employee experience through the parental leave guide shipped as part of Parental Leave demo data.

See Journey designer for more information.

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

## Journey designer features

### Support a change of manager

Enable journeys to support a change of manager.

### Base instance demo data of Journey designer to support multiple journeys

Leverage the parental leave guide shipped as part of Parental Leave demo data to enhance the employee experience.

### Return to the Journey details page after a task is completed

Navigate back to the Journey details page after task completion, avoiding the need to go through the breadcrumbs.

### Delete subsequent tasks when a journey is deleted

Delete a journey and all the subsequent tasks at the same time.

## UI changes

### Journey dashboard filters

New filters are added to the Journey overview dashboard and Executive journey view dashboard.

### New field in the task template

A new **Share with** field is added to the Task template form.

### Journey Designer guided tours

Selecting the help icon from the main sidebar initiates a guided tour of Journey designer cases.

### Return to the Journey details page after a task is completed

Return to the Journey details after task completion, eliminating the need to navigate back to the journey details page via breadcrumbs.

## Activation information

Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Learning Posts

With the ServiceNow® Learning Posts application, create an omnichannel learning experience that empowers employees to access the right learning when they need it.

### Listening Posts

The ServiceNow® Listening Posts application enables you to create simple pulse surveys to capture employee touchpoints, gain understanding from employee feedback, and improve the overall employee experience.

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### Manager Hub

ServiceNow® Manager Hub increases manager self-service and proactive team engagement by giving insights and possible actions for what is most urgent and important to drive team success. It enables managers to grow as leaders through curated and personalized resources.

### Microsoft Exchange Online spoke

The Microsoft Exchange Online spoke creates and manages calendars and mail in Microsoft Exchange Online. To create, manage, or delete users and groups, use the Microsoft Azure AD spoke.

## Talent Development release notes

The ServiceNow® Talent Development application enables managers and employees to identify and track career growth and development opportunities. It supports career growth through conversations, talking points, and ongoing development tracking. Talent Development was enhanced and updated in the Xanadu release.

## Talent Development Core release notes

The ServiceNow® Talent Development Core application supports an end-to-end process for employees and managers to identify, track, and take control of their career growth and development journey. Talent Development Core was enhanced and updated in the Xanadu release.

# Talent Development Core highlights for the Xanadu release

Xanadu Patch 9

- Use the new Growth & Performance AI agents to streamline your employee growth discussions in Career Conversations.

The Employee Growth and Development Core application has been renamed to Talent Development Core.

See Talent Development Core for more information.

**Important:**
Talent Development Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

# New in the Xanadu release

Xanadu Patch 9

### Create a growth conversation with the help of an agent in Now Assist

As a manager using Talent Development, start a growth conversation with your reportees with the help of Conversation management AI agent in Now Assist.

### Generate talking points for a growth conversation with the help of an agent in Now Assist

As a manager using Career Conversations in Talent Development, generate talking points for a growth conversation with the help of Employee data summarization AI agent in Now Assist.

**Note:**
For the Growth Conversations AI agents to work, you need to be on 3.5.2 version Career Conversations and have the Now Assist for HR Service Delivery (HRSD) plugin which will install Now Assist for Talent and HR Talent AI Agent Collection.

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### Name update from Employee Growth and Development Core to Talent Development Core.

The name changed to provide better alignment with your organization's talent, growth, and development initiatives.

## Changed in this release

### New Talent Development Core name

The Talent Development Core name change enables easier alignment of growth and development goals across the enterprise. For information about the name change, see Talent Development Core.

## Additional requirements

Talent Development includes a suite of products the work and interact to create a better user experience.

- Talent Development SKU
- Manager Hub
- Proactive Prompts
- Skills Intelligence
- Employee Profiles
- Talent Development Core

### Opportunity Marketplace release notes

The ServiceNow® Opportunity Marketplace application transforms internal mobility, providing employees with a unified hub to explore career opportunities. Opportunity Marketplace was enhanced and updated in the Xanadu release.

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

## New in the Xanadu release

### Explore Opportunity Marketplace (OPM)

Opportunity Marketplace originally had a single opportunity type, Internal jobs. In the Xanadu release there are three additional opportunity types Projects, Gigs, and Volunteer. These opportunity types differ from traditional opportunities in that they’re temporary for a fixed duration. The duration can be short-term or long-term, but not permanent.

### Introduced the opportunity owner persona

The Opportunity owner is the leader or host of the opportunity. Owners can create and publish opportunities to the marketplace for employees to view and apply to. Additionally, Opportunity owners can manage and view status updates to their opportunities from the **Opportunities you own** dashboard.

Owners use the detail pages to review and select applicants. Applicants are employees who have applied for an opportunity. The applicant review experience includes match scores based on how well an employee meets the skills and criteria specified for the role.

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### Enhanced opportunities browsing

Employees can search and browse opportunities that match their preferences and skills from the **Other opportunities** page.

### Enhanced detail views of opportunities and roles

Employees can view the details of the opportunities and roles from an opportunity's details page. Employees see the required and preferred skills and understand their match scores for one or more roles. The opportunity details help employees to understand their own strengths and weaknesses compared to a role they're interested in applying for.

## Additional requirements

Required plugins and products

- Talent Development SKU
- Manager Hub
- Proactive Prompts
- Skills Intelligence
- Employee Profiles
- Talent Development Core

### Leader Hub release notes

The ServiceNow® Leader Hub application empowers organizational leaders to understand the strengths of their teams, identify gaps in skills, and facilitate changes that are conducive to the success of their workforce. Leader Hub is a new application in the Xanadu release.

## Leader Hub highlights for the Xanadu release

- Get quick access to a comprehensive overview of your organization's talent, including metrics for skill competency across different teams, identifying significant skill gaps, and employee engagement with the growth tools provided in the Talent Development suite of applications.
- Gain visibility into the skills and talent composition of each team that exists within your organization, at any level of granularity, through an organizational chart that illustrates the reporting relationships across the different teams in your organization.
- Give organizational supporters to whom the leader has delegated responsibilities access to Leader Hub from a view that enables them to see their designated leader's organization and provide support accordingly.

See Leader Hub for more information.

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

## Leader Hub features

### At a glance

Supply your organizational and HR leaders with instant access to a comprehensive overview of their organization's talent via the At a glance page. This page is the home page for Leader Hub and it offers a glance at data that measures employee engagement and skill proficiency, along with a glimpse of the teams that comprise

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your organization. The At a glance page gives leaders quick and easy access to the following information about the teams in their organization:

- Skill scores
- Significant skill gaps
- Employee engagement with the growth tools available in the Talent Development suite of applications.

Leaders can access the At a glance page by selecting **At a glance** from the Leader hub drop-down list.

### Org talent

Provide your leaders with a centralized location to view the talents of each team that exists within their organization via the Org talent page. Leaders can view talent data at any level of granularity through an interactive organizational chart that illustrates the structure of their organization and the reporting relationships between managers and employees for each team in their organization.

Leaders can access the Org talent page by selecting **Org talent** from the Leader hub drop-down list.

### Org skills

Equip your leaders with the tools to understand the skill composition of their organization via the Org skills page. The Org skills page displays skills relevant to your leader's organization and provides metrics that leaders can use to identify critical skill gaps and hold managers responsible for developing talent within their teams. Leaders can further examine the details associated with each skill by selecting the name of the skill that they want to view to access the Skill details page.

Leaders can access the Org skills page by selecting **Org skills** from the Leader hub drop-down list.

### Orgs you support

Give organizational supporters insights into their leader's workforce via the Orgs you support page. Supporters entrusted with delegated responsibilities can be designated by their leaders to access Leader Hub so they can provide support in the capacity required for the organization to succeed.

Supporters can access the Orgs you support page by selecting **Orgs you support** on the mega menu from the Employee Center portal.

### Quick start tests for Leader Hub

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Leader Hub still works. If you customized Leader Hub, copy the quick start tests and configure them for your customizations.

## UI changes

### Leader hub drop-down list

The Leader hub drop-down list is a new menu item that appears on the mega menu in the Employee Center portal. The Leader hub drop-down list is only accessible to employees with the leader (sn_egd_lh.leader) role assigned to their user record. This drop down list contains the following options from which you can select:

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- **At a glance**
- **Org talent**
- **Org skills**

### Orgs you support menu item

Orgs you support is a new menu item that appears on the mega menu in the Employee Center portal. The Orgs you support menu item is only accessible to employees with the supporter (sn_egd_lh.supporter) role assigned to their user record.

## Activation information

Install Leader Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

You must have Talent Development Core to use Leader Hub.

## Related ServiceNow applications and features

### Talent Development Core

Talent Development Core (sn_egd_core) includes the Skills Intelligence plugin (sn_skills_int) which must be enabled to use Leader Hub. Talent Development Core also provides the following modules which are growth tools used in the metrics that Leader Hub generates for measuring employee engagement:

- Aspirations
- Growth plans

### Skills Intelligence

Leader Hub uses the skill data from Skills Foundation in the metrics it produces for skill competency scores and critical skill gaps.

### Career Conversations

When you optionally install the Career Conversations plugin (sn_egd_act), Leader Hub generates metrics for employee engagement with the Career Conversations app, such as the percentage of managers in your organization who had conversations with their employees in the past 30 days.

### Mentoring

When you optionally install the Employee Connections plugin (sn_ecn), Leader Hub generates metrics for employee engagement with the Mentoring app, such as the percentage of employees in your organization currently engaged in mentorship.

### Learning

When you optionally install the Learning plugin (sn_lep), Leader Hub generates metrics for employee engagement with the Learning app, such as the percentage of employees in your organization who have completed courses in the past 30 days.

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### Skills Intelligence release notes

The ServiceNow® Skills Foundation application provides an overview of skills-related data and enables admins to work on Job architecture data from a single location. Skills Foundation was enhanced and updated in the Xanadu release to provide enhanced visibility into employee skill activities across a range of Talent Development products.

## Skills Foundation highlights for the Xanadu release

- View activity insights to gain more information on completed and in-progress activities related to skills. This focus on completed and recent activities allows you (managers) to track meaningful engagement and ensures data relevance in skill assessment. Activity insights are available both to the employee via Conversations and to the manager via Manager Hub.
- As a mentee, share mentoring information with your manager to help them validate your skill levels. As managers, access insights related to their assigned mentees' skill-based activities (when shared with a manager).
- As an employee, receive prompts tied to skill-based activities, nudging you to self-rate and refresh your skill profile.
- View and edit the Company Job Architecture as a node map to get a better sense of job families and role groups and the skills related to each other in Skills Workspace.
- View recommendations for role groups and skills in Skills Workspace.
- Select a Role level directly from your Career profile in the Career hub in Employee Portal and add skills to your profile.
- Migrate to a more dynamic and interactive playbook experience within the Skills Workspace.

See Skills Foundation for more information.

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

## Skills Foundation features

### Skills Workspace

See how the Job architecture is currently structured and how job families and role groups and the skills related to them through the Job architecture view in Skills Workspace. Get a sense of issues that need to be fixed by looking at the node map.

Select role groups and skills from the recommendations displayed in the Skills Workspace.

Select and update Role level and skills through an interface for employees in Employee Portal.

Import and review skills through a dynamic and interactive playbook experience called Skill imports.

## UI changes

### Skills Workspace

Job architecture icon for easy access has been added to the Skills Workspace main panel.

In the Lists menu, Skills onboarding is renamed to Skill imports under Import history.

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## Removed in this release

The Skills onboarding feature is removed and is replaced with Skill imports playbook experience. For customers who already have their data in Skills onboarding, download all the skills in the Ready for review state and re-upload them using the new import process. For more information, see .

## Activation information

Install Skills Foundation by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

The Skills Workspace plugin (sn_skills_int_ws) must be installed to access the workspace experience.

### Enterprise Architecture (formerly Application Portfolio Management) Release Notes

The ServiceNow® Enterprise Architecture unites strategic and operational teams, enabling organizations to achieve their business objectives. Enterprise Architecture was enhanced and updated in the Xanadu release.

## Enterprise Architecture (formerly Application Portfolio Management) highlights for the Xanadu release

- The#ServiceNow® Application Portfolio Management product is expanding to ServiceNow® Enterprise Architecture.
- Some Application Portfolio Management modules are deprecated and no longer searchable from the **All** menu. However, all the deprecated modules are available within the Enterprise Architecture Workspace. You must use the Enterprise Architecture Workspace to leverage those features and functionalities.

  **Note:**
  Existing customers can continue to use these navigation links. However, for new activation customers, the navigation will not be available from the **All** menu.

- Create diagrams for your business applications hierarchy map, business capability map, and associate them with architectural artifacts and plan the future state modeling of your IT, with alignment to the business, using the Enterprise Modeling and Visualization functionality in Enterprise Architecture Workspace.
- Support for industry standard ArchiMate® shapes to create modeling diagrams. ArchiMate is a registered trademark of The Open Group.
- Support for Architectural Decision Record (ADR) type artifact to help you align artifacts with your business requirements.
- Create a one-to-many relationship between a digital interface and CMDB APIs. Find out which digital integrations and interfaces use which APIs. Identify the environments where they're deployed. Group the deployed APIs and relate them to the digital interface, which describes the design aspects of the related APIs.

See Enterprise Architecture for more information.

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## New in the Xanadu release

### Exploring Enterprise Modeling and Visualization in the EA Workspace

Use the Enterprise Modeling and Visualization functionality in Enterprise Architecture Workspace to create diagrams for your applications hierarchy. You can associate the diagrams with architectural artifacts and plan the future state modeling of your IT with alignment to the business. Creating modeling diagrams can you help your stakeholders to understand the complexities of the organization. Perform the following tasks using the Enterprise Modeling and Visualization:

- Create and update modeling diagrams using the General, Enterprise Architecture, and ArchiMate shapes.
- Create diagrams from the Business Application view using the Create diagram menu option.
- Create diagrams for Business hierarchy map and Business capability maps from the Enterprise Modeling and Visualization page.
- Apply colors to business capability shapes in the capability hierarchy map.
- Add related records to a shape. Add CI relationship or Reference type relationship.
- Synchronize shapes, relationships, and entire diagrams to the repository.
- Select an architectural category while creating a diagram.
- Share your diagrams with the other users or groups and define their access levels for the diagram.
- Leverage a workflow to get approval for the diagrams, and to enable committing the diagram to the database.
- Configure access for Enterprise Modeling and Visualization menu items for roles, users, and groups.
- Initiate modeling in the Enterprise Modeling and Visualization directly from any Unified map.

### Technology Portfolio

The Technology Portfolio section has been restructured and new features have been added. The section now contains the following pages:

- TRM catalog
- Technical debt
- TPM lifecycles
- TPM risk
- Technology portfolio audit

### Digital integration and interface enhancements

- View Information Objects and SDLC Components associated with a digital integration or digital interface.
- View Credentials assigned to a digital interface, digital integration, and business application.
- Set the Provider company instead of Provider business application, for a Provider digital interface in a digital integration.

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## Portfolio section enhancements

The Portfolio section has been restructured and new modules and features have been added. The following is the new structure:

- Business Architecture
  - Business Units
  - Departments
  - Goals
  - Value Streams
  - Value Stream Stages
  - Business Capabilities
  - Business Processes
  - Demands
- Application Portfolio
  - Business Applications
  - Application Services
  - Digital Integrations
  - Digital Interfaces
- Information Portfolio
  - Data Domains
  - Information Objects
  - Architectural Artifacts
  - Architectural Artifact Versions
  - Diagrams
- My Entities
  - My Business Capabilities
  - My Business Processes
  - My Business Applications
  - My Application Services
  - My Information objects
  - My Architectural Artifacts
  - My Technology Reference Model Products
  - My Digital Integrations
  - My Digital Interfaces

## Setup section enhancements

The configuration for Enterprise Modeling and Visualization is the following:

- Shape Libraries
- Modeling menu options
- Entities
- Relationships

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The **TPM logs** details are now available in the Setup section.

### Connect a digital interface with the CMDB API in the EA Workspace

Create a relationship between a digital interface and a CMDB API from the digital interface related list. Find out which digital integration uses which API. Find the environments where they're deployed and group the deployed APIs.

### Working with the Enterprise Architecture Workspace dashboard

The following widgets are available on the TCO tab of the Enterprise Architecture Workspace dashboard.

- **Business applications by TCO score**
- **Business application TCO by cost type and planned disposition for FY:Q (Current quarter)**
- **Top 10 business applications with the highest cost for FY:Q (Current quarter)**

### Manage information objects of a business application in EA Workspace

Relate a business application to an information object using the CI relationship [cmdb_rel_ci] table of type Uses::Used by. Use this suggested relationship to get the logical data of the information object, which can be used to leverage the business application.

### Technology portfolio management (TPM) enhancements

Added support for all CMDB configuration items in Technology Portfolio Management (TPM). By default, TPM support docker containers and serverless hardware tables. An admin user can configure any of the supported CMDB CIs for TPM.

### TRM product enhancements

- For a software TRM product, the **Operating system** field is added. Using this field, the operating system on which the software TRM product can be deployed, is tracked.
- Added support for creating wildcard for TRM lifecycle versions, to make it easier to specify a TRM standard without the need to specify the minor version.

### Support for Architectural Decision Record (ADR) type artifact

Create or update an artifact with type architectural decision record (ADR) to align it with your business requirements.

## UI changes

### Technology Portfolio view

The Technology Portfolio icon (  ) is added in the left navigation of the Enterprise Architecture Workspace.

### Digital Integration and Interface

New tabs are added for Information Objects and SDLC Component in the Digital Integration and Digital Interface records.

### Portfolio list view

New modules and features have been added in the Portfolio section.

The Technology Portfolio section has been removed, containing the following sections:

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- Discovered Technology
- Technology Risk
- TPM Logs
- Technology Reference Model Products
- Technical Debt

These sections are now available in the Technology Portfolio page.

The TCO section is moved to the Application Portfolio section.

### Enterprise Architecture Workspace Dashboard page

In the Enterprise Architecture Workspace Dashboard page, the **Business Portfolio** tab has been added. For more details, see Working with the Enterprise Architecture Workspace dashboard.

### Enterprise Architecture Workspace home page

In the Enterprise Architecture Workspace home page, the **Technology Portfolio Audit** and the **Technical Debt** tabs have been removed from the Needs Attention section.

The Needs Attention section shows count for **My Requests**, **My Approvals, My Certifications**, and **My Assessment** in the respective tabs. The count helps you to know the number of items in each tab that you need to look at.

### Add a TRM product in Enterprise Architecture Workspace

The **Operating system** field is added to the Technical debt page and business application Lifecycle Timelines page.

### View the unified map for a business application in Enterprise Modeling and Visualization

A new button **Model** with Enterprise Modeling and Visualization is added in the business application CMDB node map.

### Add related records in the modeling diagram

The Entities section in the Add related records window shows the number of entities and the relationship type (CI relationship or Reference).

### Add additional category details for TRM products

The **Other Category** field is added in the Request TRM Product form and the Create TRM product form. Using this data, you can filter for TRM products using additional categories details.

### Business application form

The **Target date** field is added in thePlanned disposition section of the business application form.

## Deprecations

Starting with the Xanadu release, some modules are deprecated from Enterprise Architecture (formerly known as Application Portfolio Management). The navigation links to the deprecated modules are removed from the **All** menu. If you're an existing customer, you can continue to use these navigation links. However, if you're a new activation customer, navigation to these modules using the navigation links from the **All** menu won't be available. All the deprecated modules are available within the Enterprise Architecture Workspace. You're encouraged to use the Enterprise

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Architecture Workspace to leverage those features and functionalities. The deprecated modules are:

- Application Portfolio Management Home
- Application Portfolio
- Application Portfolio Analysis
- Architectural Artifacts
- Business Application Lifecycles - Service Requests
- Application Ratings
- Capability Ratings
- Information Portfolio
- Technology Portfolio Management
- Technology Reference Model
- Administration
  - Business Processes
  - Business Capabilities
  - Application Families
  - Application Category Groups
  - Application Categories
  - Application Indicators
  - Scoring Profiles
  - Bubble Chart
  - Demand Actions
  - Portfolio

## Activation information

Enterprise Architecture (formerly Application Portfolio Management) is available with activation of the Enterprise Architecture (com.snc.apm), which requires a separate subscription. For details, see Enterprise Architecture.

### Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace. You can summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) is a new application in the Xanadu release.

## Now Assist for Enterprise Architecture (EA) highlights for the Xanadu release

Xanadu Patch 10: Implement security in Now Assist AI agents with access control lists (ACLs).

Xanadu Patch 7: Generate and summarize Enterprise Modeling and Visualization diagrams for business applications hierarchy, using the Enterprise Architecture Diagrammer AI agent.

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- Generate a summary of Architectural Decision Records (ADR) in the Enterprise Architecture Workspace.
- Request a business application or a digital integration using Now Assist in ServiceNow® Virtual Agent.

See Now Assist for Enterprise Architecture (EA) for more information.

**Important:**
Now Assist for Enterprise Architecture (EA) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist for Enterprise Architecture (EA) features

### Implement access control lists for security in AI agents

Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.

ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

To learn about ACLs for Now Assist for Enterprise Architecture (EA) agents and skills, see Configure Now Assist for Enterprise Architecture (EA) and Enterprise Architecture AI agent generate enterprise architecture diagram agentic workflow.

**Xanadu Patch 7** **Using Enterprise Architecture Diagramming AI agent**

Use the Enterprise Architecture Diagrammer AI agent to create Enterprise Modeling and Visualization diagrams for business applications hierarchy and summarize them.

**Xanadu Early Availability** **Now Assist for Enterprise Architecture (EA)**

- Use the ServiceNow® Now Assist for Enterprise Architecture (EA) application to summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Use the Architectural Decision Records (ADR) to explain your infrastructure. ADR is a type of artifact that helps you to understand the background of a specific architectural decision.
- Register a business application and a digital integration with an interactive generative AI experience using the Now Assist in Virtual Agent. For more information, see Now Assist for Enterprise Architecture (EA).

## Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. The Now Assist for Enterprise Architecture (EA) application requires an Enterprise Architecture Pro plus license. For more information, see Install Now Assist plugins.

## Related ServiceNow applications and features

### Now Assist

Help improve productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

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The Now Assist Admin console provides you with quick and easy access to the important information that you must set up, configure, and monitor in Now Assist applications and features.

#### Now Assist panel

Use the Now Assist panel to interact with and get assistance from generative AI.

#### Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in Docs.

### Environmental, Social, and Governance Management release notes

The ServiceNow® ESG Management application helps you to manage all your environmental, social, and governance (ESG) commitments. ESG Management was enhanced and updated in the Xanadu release.

## ESG Management highlights for the Xanadu release

- Track Scope 3 emissions from your value chain to gain knowledge of your environmental impact and promote compliance with evolving regulations.
- Create fiscal calendars to accommodate your organization’s unique fiscal calendar, providing the flexibility to collect and report data according to the defined fiscal calendars.
- Use the emission factors content in the ESG content accelerator.
- Enable ESG administrators to define either a simple approval flow or an advanced approval flow for all the metrics and metric definitions.
- Address off-cycle requests to collect data for existing metric definitions and metrics by creating ad hoc metric data tasks on manual metrics.

See Environmental, Social, and Governance Management for more information.

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

## New in the Xanadu release

#### Track scope 3 emissions

Track Scope 3 emissions using the Scope 3 dashboard to fully grasp and manage your organization's environmental impact. These emissions constitute the largest part of your greenhouse gas output, stemming from indirect sources. This comprehensive understanding aids in regulatory compliance, and obtaining full carbon footprint disclosures. After you identify your scope 3 emission sources, you can take action to mitigate the largest sources of indirect emissions.

#### View emission factors in ESG content accelerator

Use the ESG content accelerator to automatically obtain the emission factors that are published by the standard sources. Emission factors are coefficients that quantify the emissions produced per unit of activity, material, or energy consumption. They’re crucial for calculating the amount of greenhouse gases (GHGs) or pollutants emitted into the atmosphere based on various activities.

#### Create fiscal calendars to collect metrics from different geographical locations

Collect, aggregate, and report data according to your fiscal calendars that could be different from the standard Gregorian calendar. Many global organizations might

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have operations in different countries that could follow their own fiscal calendars. This feature enables the entities in other locations to collect data according to their own fiscal calendars.

### Choose the approval flow for metrics

Set the sn_esg.metric_approval property to use either a simple approval flow for your metrics and metric definitions or use the GRC: Approver Configurator to define multiple levels of approvals based on the business rule definitions. This property has two choices.

If you choose the **Simple** option, the Approval section is enabled both on the manual metric definition form and within the metrics. Using this section, you can designate approvers directly on the metric definition form. This option has a single level of approval.

If you choose the **Advanced** option, the Approval section is unavailable on the manual metric definition form and within the metrics, helping to prevent you from assigning approvers there. Instead, approval can be obtained by setting the approval conditions, tables, and approvers in the GRC: Approver Configurator application. This application also enables you to define multiple levels of approvals.

### Create ad hoc metric data tasks

Handle off-cycle requests for up-to-date information on existing metric definitions and metrics by creating ad hoc metric data tasks. These tasks address off-cycle requests and provide the latest information.

### Metric data table

Use the enhanced filters on the metric data table to filter your tasks. The filters help to show only the relevant and open tasks for data owners and approvers.

### Identify the energy usage and emission of every asset

Use the Sustainable IT dashboard to explore models within a specific category and view the energy consumption of each asset model and all its assets, listed in descending order. This functionality provides deeper insights into your energy usage, helping you identify the models that are in use and are consuming the most energy.

## UI changes

### Emission factor library

The emission factors are now available in the ESG Workspace.

## Changed in this release

### ESG program manager role enhanced

The ESG program manager (sn_esg.program_manager) can now create, read, update, and delete emission factors.

**Changes in the metric tables**

Enhanced the following metric related tables with read access control lists (ACLs):

- Metric definition
- Metric
- Metric data
- Metric data task
- Metric data task url

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With this change, the following changes are in effect:

- Metric level Approver user or Approver group: This means that the specified user or group designated as the approver can access only the particular metric and the tables specified for which they are the approver.
- Multi-level approval: This means that the specified user or group designated as the approver can access only those records in the metric related tables for which they are the approver.
- Enable enterprise owners to access metric records: This means that an enterprise owner can access any metric related record.

## Deprecations

- Starting with the Xanadu release, the Global Reporting Initiative (GRI) content accelerator is deprecated. It will be hidden and no longer activated on new instances but will continue to be supported. The ESG content accelerator application provides the latest experience for this functionality.
- Starting with the Xanadu release, the Sustainability Accounting Standards Board (SASB) content accelerator is deprecated. It will be hidden and no longer activated on new instances but will continue to be supported. The ESG content accelerator application provides the latest experience for this functionality.

## Activation information

Install ESG Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Field Service Management release notes

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely. Field Service Management was enhanced and updated in the Xanadu release.

## Field Service Management highlights for the Xanadu release

- Move agents between territories, optimize scheduling, and minimize manual tracking while agents execute tasks.
- Create and view sales opportunities during field service visits using the Now Mobile Agent application.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See Field Service Management for more information.

## Important information for upgrading Field Service Management to Xanadu

Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Xanadu Patch 9 version or higher to ensure compatibility.

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## New in the Xanadu release

### Schedule Optimization features

Use Schedule Optimization to do the following tasks:

- Use new objectives such as **Maximize SLA compliance buffers**, **Minimize task time penalties**, and **Maximize preferred agent assignments** when you're creating a policy.
- Define start-of-day and end-of-day location for territory users, improving scheduling accuracy by calculating travel times based on actual agent locations.
- Keep similar tasks together by scheduling pre-made bundles.
- Reduce the beans.ai travel estimate processing time with asynchronous processing.
- Access the Field Service Management Scheduling Health dashboard to view task metrics, technician metrics, and optimization configuration details.
- Enable dispatchers to influence the behavior of schedule optimization by allowing dispatchers to edit select fields on a work order task. Dispatchers can override work order task parameters, assign tasks based on technician preferences, and allow overtime.

### Field Service Territory Capacity Analytics dashboard

Use the Field Service Territory Capacity Analytics dashboard for the following tasks:

- Use interactive charts and graphs to track capacity trends, including overall demand versus allocated capacity and capacity usage over time.
- Perform capacity gap analysis with a customizable pivot table view, which enables you to explore data by territory and demand channel.
- Apply filters to view specific data based on your setup, which enables targeted analysis and informed decision-making.

### Agent relocation

Manage your agents by performing the following tasks:

- Relocate agents from one territory to another for a particular duration.
- Facilitate precise destination territory selection, which ensures that each agent is placed in the most preferable location.
- Match resource availability with task requirements through improved schedule planning, which optimizes task execution and efficiently addresses unscheduled work.
- Minimize manual overhead and avoid manual tracking processes by simplifying the handling of temporary resource relocations.

### Optimize agent operations with flexible work locations

Add flexible work locations for agents by performing the following tasks:

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- Define different start-of-day and end-of-day locations for agents to start their day at one location and end at another location, providing flexibility in their operations.
- Offer additional flexibility by implementing exceptions to override default behaviors during specific periods.
- Improve scheduling accuracy by calculating travel times based on the agent's start and end locations.

### Sales opportunity in Now Mobile Agent app

Enable field service technicians to perform the following the Now Mobile Agent application.

- Create sales opportunities directly from customer locations during field service visits.
- Access data to view, search, and filter sales opportunities.

### Dispatcher Workspace

Use Dispatcher Workspace to perform the following tasks:

- View multiple time zones to see agents who are available for work order tasks across multiple locations.
- Receive intelligent guidance about all possible scheduling options for unscheduled tasks. Rank scheduling options based on agent-to-task match percentage, distance, and more.
- Hide off-shift agents so dispatchers can focus on who’s available and ready for tasks at that moment.

### Beans.ai map integration for bundled tasks

Optimize routes for bundled tasks with beans.ai.

### Appointment booking enhancements

Use appointment booking enhanced configurations to perform the following tasks:

- Book appointments for work order tasks.
- Enable the system to calculate or skip lead time when rescheduling appointments, depending on the selected configuration.
- Consider holidays when calculating lead time for appointments.

### Field Service Marketplace enhancements

- Automate the process of pushing tasks to the marketplace, automatically creating marketplace requests, and listing eligible contractors as determined by your specified criteria.
- Set up task filters to identify the work order tasks that qualify for the marketplace.
- Incrementally push marketplace requests to eligible contractors based on their ranking using the **Progressive push** check box.
- Evaluate contractor responses and automatically assign tasks to the lowest-cost contractor using the **Response evaluation flow** field.

### Field Service Quality Management

Use Field Service Quality Management to do the following tasks:

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- Review the quality and data from work order tasks before completion.
- Address work orders that have been reviewed and sent back for more information.
- Provide feedback to technicians and communicate as needed during the review process.

### Workforce enhancements

Use Workforce enhanced configurations to perform the following tasks:

- Extend access across all personas, allowing every user regardless of their role to view their own calendars.
- Configure settings to enable group and territory calendar visibility, authoring agents to view the list and calendars of members in their group or within their territory when Workforce Optimization for Field Service isn't enabled.
- Enable agents to create personal events for themselves.

### Multiple Work Configurations

Create configurations for multiple work types, such as Installation, Repair, Break fix, and Maintenance.

- Set up work configurations for different work types ensuring that relevant work types and flows appear for specified business units or departments.
- Create Service Management configurations (SM Configs) to support multiple workflows.
- Extend the work order task table to account for different work types.

## UI changes

### Capacity Management dashboard

Select date ranges and territories to view actual work demand alongside capacity metrics, as well as plot planned capacity against total work over a selected period using filters.

### Schedule Optimization

- The Task Filter tab is renamed as Optimization Targets.
- A new tab is added for Restricted tasks.

### Appointment Booking

Field Service configuration renamed as Field Service Order configuration for new customers.

## Changed in this release

### Capacity and Reservations Management

Capacity and Reservations Management data model has been changed to accommodate the agent's start and end location.

### Reflow for Configurable Workspace

Dispatcher Workspace and Workforce Optimization for Field Service support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.

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#### Google Maps APIs for Field Service Capabilities

Upgrade to the new Places API (new) and Routes API for Field Service Capabilities.

Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API.

You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. Enable the new APIs from Google Console to continue using the API services without any issues.

If you create a new Google API key after March 1, 2025, enable the new APIs from Google Console to use these services with the new API keys.

For more information see, KB2111488, KB2112054, and Changes to Google Maps Platform automatic volume discounts, monthly credit, and services transitioning to Legacy status.

## Removed in this release

The Field Service dashboard is removed from the Emergency Exposure Management application.

## Deprecations

- Starting with the Xanadu release, FSM Agent Classic Workspace plugin (com.snc.agent_workspace.fsm) is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
- Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being prepared for future deprecation. It will be no longer be applied for Schedule Optimization. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

Field Service Management is a ServiceNow AI Platform feature that is available with activation of the Field Service Management plugin (field_service_management). For details, see Activate Field Service Management.

Additional Field Service Management features are available with the activation of other plugins. For details, see Additional plugins for Field Service Management.

Enable field service technicians to initiate and monitor sales opportunities directly through the Now Mobile Agent application by activating Technician driven sales with the Field Service (com.snc.fsm_technician_sales) plugin.

## Accessibility information

#### Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

#### Reflow

The Dispatcher Workspace and Workforce Optimization for Field Service workspace support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content

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can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

In addition, the following pages were updated to support reflow:

- Territory planning
- Service location
- Geography
- Agent recommendation

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Related ServiceNow applications and features

### Financial Management

Field Service Management integrates with the ServiceNow® Financial Management application to allocate, track, and report expenses in your organization.

**Note:**
The Financial Management for CSM plugin (com.snc.financial_management_for_csm) is no longer available for direct activation. You can request this plugin through Now Support Customer Service.

### Customer Service Management

The Customer Service with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Field Service Management and ServiceNow® Customer Service Management (CSM) applications to enable you to view account and contact information on work orders and work order tasks in the Field Service Management application.

### Service Portfolio Management

Field Service Management integrates with the ServiceNow® Service Portfolio Management application to enable you to create work orders directly from project tasks.

### Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tier 1 agents with the tools needed to respond to customers and to resolve cases.

## Now Assist for Field Service Management (FSM) release notes

The ServiceNow® Now Assist for FSM application brings generative AI to Field Service Management. Now Assist for FSM is a new application in the Xanadu release.

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## Now Assist for FSM highlights for the Xanadu release

- Create knowledge articles from work order task information using generative AI.
- Summarize Sidebar discussions using generative AI.

See Now Assist for Field Service Management (FSM) for more information.

**Important:**
Now Assist for Field Service Management (FSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 3

**Now Assist context menu for KB creation**

Use the enhanced Now Assist context menu to rewrite knowledge articles with generative AI. Opt to shorten or expand upon the existing content within articles.

### Multilingual support for Now Assist for FSM skills

Generate knowledge articles in multiple languages for work order tasks using the new multilingual support in Now Assist for FSM skills.

### Xanadu Patch 1

### KB Generation

Generate knowledge articles from work order tasks so agents can resolve known issues faster.

### Sidebar summarization

Summarize Sidebar discussions from the platform and the Mobile Agent application.

## Activation information

Now Assist features are available with activation of the Now Assist for FSM plugin. For more information, see Install Now Assist plugins.

## Additional requirements

The Now Assist for FSM application requires Field Service Management.

## Related ServiceNow applications and features

### Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist skills

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Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including work order task summarization and knowledge base article generation.

### Financial Services Operations release notes

Financial Services Operations has new and updated features in the Xanadu release.

## Financial Services Operations applications

The Financial Services Operations solution works with the following applications:

- Service Bridge - connects multiple ServiceNow instances to provide seamless support and service experiences, and enables exchange of service requests between different entities to facilitate effective and consistent communication. See Service Exchange release notes.
- Field Service Management - enables you to create and view all work orders and appointments related to your case, depending on your business needs. See Field Service Management release notes.

### Dispute Rules Content Pack for Mastercard release notes

The ServiceNow® Dispute Rules Content Pack for Mastercard application provides a questionnaire for intake of dispute related information under various dispute categories as per Mastercard guidelines. Dispute Rules Content Pack for Mastercard is a new application in the Xanadu release.

## Dispute Rules Content Pack for Mastercard highlights for the Xanadu release

- Run chargeback eligibility rules based on Mastercard rules.
- Determine the chargeback eligibility for Mastercard transactions by using the provided decision tables. The eligibility is based on the reason code, intake responses, and transaction data from the dispute.

See Dispute Rules Content Pack for Mastercard for more information.

**Important:**
Dispute Rules Content Pack for Mastercard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Dispute Rules Content Pack for Mastercard features

### Decision tables

Streamline dispute processing by validating Mastercard transaction details and questionnaire answers against the eligibility rules in the decision tables that are included in this application.

## Changed in this release

### Updated references from questionnaire tables to intake tables in Card Operations

Updated references from the old questionnaire tables to the new intake tables in Card Operations.

## Activation information

Install Dispute Rules Content Pack for Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about

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

## Additional requirements

This application requires Financial Services Card Operations (sn_bom_credit_card).

## Related ServiceNow applications and features

### Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

### Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

### Customer Service Management

Enable the extension of tables from the Customer Service Management (CSM) application into the Financial Services Card Operations application.

### Playbook capabilities

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management (CSM) to confirm consistent responses to commonly encountered situations.

### Dispute Rules Content Pack for Visa release notes

The ServiceNow® Dispute Rules Content Pack for Visa application enables issuers to access Visa card network rules for initiating and investigating card dispute cases. Dispute Rules Content Pack for Visa was enhanced and updated in the Xanadu release.

## Dispute Rules Content Pack for Visa highlights for the Xanadu release

- Optimize the chargeback process by identifying eligibility immediately, prior to submitting the dispute to the card payment network.
- Avoid penalties by identifying ineligible transactions that are based on the reason code and transaction data.

See Dispute Rules Content Pack for Visa for more information.

**Important:**
Dispute Rules Content Pack for Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Changed in this release

### Questionnaire and chargeback eligibility ruless

- Added new chargeback eligibility rules to reflect the latest dispute conditions from Visa.
- Updated the dispute questionnaire to support the following reason codes:

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- 10.3 (Other fraud—card-present environment)
- 13.1 (Merchandise/services not received)
- 13.5 (Misrepresentation)

### Visa Resolve Online (VROL) 24.2 revision Alignment

- Updated chargeback reason codes and dispute questionnaire with VROL's latest release revision 24.2.
- Updated 12.1 chargeback rules to 11.3.

### Visa Resolve Online (VROL) 25.2 revision Alignment

The chargeback eligibility rule under the 12.6 reason code that validates **Is the other transaction paid by other means? == N** has been removed,

### Updated references in Card Operations tables

Updated references from the old questionnaire tables to the new intake tables in Card Operations.

### Updated data model

- Enhanced Dispute Rules Content Pack for Visa to support the updated chargeback eligibility conditions and the fields used for validating disputed transactions.
- Moved the following tables as generic intake tables, from Dispute Rules Content Pack for Visa [sn_bom_visa_cp] to Financial Services Card Operations [sn_bom_credit_card]:
  - Visa Dispute Intake [sn_bom_visa_cp_visa_dispute_questionnaire] → Dispute Intake [sn_bom_credit_card_dispute_intake]
  - Visa Dispute Cardholder Intake [sn_bom_visa_cp_visa_dispute_cardholder_intake] → Cardholder Dispute Intake [sn_bom_credit_card_cardholder_dispute_intake]

**Note:**
These tables have been moved only for new customers, but they are still available in the Dispute Rules Content Pack for Visa for existing customers.

## Activation information

Install Dispute Rules Content Pack for Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

### Financial Services Credit Operations

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The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

**Customer Service Management**

Enables the extension of tables from the Customer Service Management (CSM) application into the Financial Services Card Operations application.

**Playbook capabilities**

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management (CSM) to confirm consistent responses to commonly encountered situations.

### Dispute Content Pack for US Regulations release notes

The ServiceNow® Dispute Content Pack for US Regulations application enables issuers in the United States (US) to track dispute cases and conform with regulatory guidelines. Dispute Content Pack for US Regulations is a new application in the Xanadu release.

## Dispute Content Pack for US Regulations highlights for the Xanadu release

- Streamlines the tracking and management of dispute cases.
- Complies with US Regulations such as Regulation E (Reg E) and Regulation Z (Reg Z).
- Incorporate Service Level Agreement (SLA) definitions to help issuers monitor deadlines and take actions.

See Dispute Content Pack for US Regulations for more information.

**Important:**
Dispute Content Pack for US Regulations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Dispute Content Pack for US Regulations features

**Configurable SLA Definitions for Reg E and Reg Z**

Configure SLA definitions for Reg E and Reg Z to enable dispute agents to manage cases efficiently and enable managers to monitor progress and take timely actions.

**Enhancements to dispute manager and dispute agent landing pages**

Modified the existing tabs **Debit card disputes cases** and **Credit card cases under incorrect billing** with **SLA breached** and **SLA at risk** on both the disputes manager and dispute agent landing pages.

## Activation information

Install Dispute Content Pack for US Regulations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

**Dispute Rules Content Pack for Visa**

Integrate with the ServiceNow® Dispute Rules Content Pack for Visa application to maximize success in managing card disputes efficiently and in compliance with regulatory standards.

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#### Financial Services Card Operations

Integrate with the ServiceNow® Financial Services Card Operations application to improve the efficiency and compliance of card operations in financial institutions.

### Individual Life Claims release notes

The ServiceNow® Individual Life Claims application enables your organization to perform end-to-end claim processing for individual life policies. Individual Life Claims is a new application in the Xanadu release.

## Individual Life Claims highlights for the Xanadu release

- Streamline the claims process with a clear and intuitive system for your intake specialists, claim specialists, and managers.
- Enable your claim specialists to handle multiple policies within a claim case.
- Use a customized playbook and workspace for various claim-related roles.
- Manage the entire claims life cycle, from the first-notice-of-loss (FNOL) to the case closure.

See Individual Life Claims for more information.

**Important:**
Individual Life Claims is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Individual Life Claims features

#### Individual Life Claims application

Record key details at FNOL, verify documents, and manage the tasks for the primary claim and related claims.

#### Claims data model

Build a claims flow for individual benefits such as long-term care, disability, critical illness, and so on.

#### Customized playbook experience for FNOL

Use a customized playbook to complete the FNOL process with step-by-step guidance to verify that every task gets completed at the correct stage of the process.

#### New adjuster workspace

Resolve issues, complete tasks, and manage reserves and payments across multiple policies for individual life claims in a new workspace.

#### Death benefit workflow

Use the included death benefit claim workflow as an example to start building your own workflow.

#### Approval engine for reserves and payments

Route requests to managers to approve reserves or payments that are above an adjuster's authorized limit.

## Activation information

Install Individual Life Claims by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to

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

## Related ServiceNow applications and features

### Financial Services Operations Core

ServiceNow® Financial Services Operations Core stores the customer data that is required for handling claims requests.

### Customer Service Management

ServiceNow® Customer Service Management enables the extension of tables from the ServiceNow application into the Individual Life Claims application.

### Playbook capabilities

Playbooks for ServiceNow® Customer Service Management provide a way to visualize business process workflows in a simple, task-oriented view, ensuring consistent responses to commonly encountered situations.

### Insurance claims release notes

The ServiceNow® Insurance claims application simplifies and enhances the entire claims process from start to finish with a flexible claims framework. Insurance claims is a new application in the Xanadu release.

## Insurance claims highlights for the Xanadu release

- Leverage a versatile framework that adapts to any single policy property and casualty (P&C) claim without creating case types or flows
- Set up and configure a comprehensive end-to-end claims workflow with ease
- Manage complex claims with multi-adjuster support
- Customize persona-based claims workspaces to support specific roles and responsibilities in your team

See Insurance claims for more information.

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

## Insurance claims features

### Set up new lines of business easily

Leverage the Insurance claims framework to configure a new line of business for one or more incidents.

### Customize your claims workflow

Configure which incidents to display for claim intake, depending on the line of business. Define how adjuster tasks are created based on the selected incidents, and enable or disable itemized loss and expenses as part of the flow.

### Set up persona-based claims workspaces

Set up workspaces for each persona that can be easily customized without requiring code changes.

### Refer to the travel insurance example

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Refer to the included travel insurance line-of-business example to review the incident intake and resolution workflow.

## Activation information

Install Insurance claims by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Financial Services Operations Core

ServiceNow® Financial Services Operations Core stores the customer, product, and policy data models required for handling claims requests.

### Playbooks in Customer Service Management

Playbooks for ServiceNow® Customer Service Management provide a way to visualize business process workflows in a simple, task-oriented view, confirming consistent responses to commonly encountered situations.

### Financial Services Document Processor

ServiceNow® Financial Services Document Processor enables you to collect and verify documents that are used in workflows.

### Now Assist for Financial Services Operations (FSO) release notes

The ServiceNow® Now Assist for Financial Services Operations (FSO) application brings generative AI to Financial Services Operations. By creating summaries of the card disputes and insurance claims from the case records, agents can quickly view the key details. Now Assist for FSO is a new application in the Xanadu release.

## Now Assist for FSO highlights for the Xanadu release

Xanadu Patch 10

Implement security in Now Assist for FSO skills with access control lists (ACLs).

Early Availability

Enable agents to review card dispute and insurance claim cases more effectively by using the case summarization skill to generate an overview of key details.

See Now Assist for Financial Services Operations (FSO) for more information.

**Important:**
Now Assist for FSO is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist for FSO features

**Xanadu Patch 10**

### ACL security implementation

Now Assist for FSO can be configured to enable security implementation to execute generative AI skills through ACLs and user identities. Some predefined ACLs are provided for case summarization.

**Early Availability**

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#### Case summarization skill

Designed to save time for your agents by allowing them to condense a record to a short summary (when configured). Now Assist for FSO includes the customized skills that can be configured to use for specific card dispute and insurance claim use cases.

#### Now Assist panel

Enable your agents to access Now Assist skills in a panel that is available in Financial Services Workspace. After configuration, agents can summarize the viewed record or a specific case number in Now Assist panel.

#### Now Assist Admin console

Use the Now Assist Admin console to activate and configure the capabilities and individual skills. For example, you can designate which roles have access to a skill, or whether the skill is available in Financial Services Workspace, the Now Assist panel, or both.

#### Skill availability restricted by user role

Specify the roles that can access the case summarization skill.

## UI changes

#### Now Assist icon in Next Experience Unified Navigation

You can now use the Now Assist icon in the Next Experience UI Framework to open the Now Assist panel.

## Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

The Now Assist for FSO application requires a Financial Services Operations Professional Plus or Enterprise Plus license.

## Related ServiceNow applications and features

#### Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

#### Now Assist skills

Use the Now Assist generative AI skills to enable the needs of users in different workflows, such as case summarization.

#### Now Assist case or incident summarization

The Now Assist case summarization skill is designed to support quick learning of case or incident details.

### Financial Services Card Operations release notes

The ServiceNow® Financial Services Card Operations application introduces a dispute playbook on the portal, enabling cardholders to initiate disputes, retrieve enriched transaction details, and

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receive real-time case updates through a dispute tracker. Financial Services Card Operations was enhanced and updated in the Xanadu release.

## Financial Services Card Operations highlights for the Xanadu release

- Enable cardholders to create and track disputes with a dispute playbook experience on the portal.
- Enhance navigation with intuitive transitions between different role-based landing pages.
- Permit scoped admins to modify landing pages with extensive capabilities, confirming that content aligns with the specific needs and preferences of their user base.

See Financial Services Card Operations for more information.

**Important:**
Financial Services Card Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Playbook enhancements for dispute

These enhancements enable the cardholders to do the following:

- Initiate disputes directly through the portal by selecting your financial account and the transactions that you want to dispute.
- Simplify the process of initiating and tracking disputes with the user-friendly dispute portal interface.
- Collect detailed information about the dispute through a questionnaire on the portal.
- Enable cardholders to attach relevant documents to their dispute cases.
- Receive real-time updates on your case through the dispute tracker on the portal.
- Submit the dispute through the portal to land on a review page, where the agent can review and modify the details for the case as required before submitting it for investigation.

### Card disputes enhancements

- Added a common dispute questionnaire table with questions relevant to various card networks for both agents and cardholders.
- Moved the reason code field to the card dispute transaction table.
- Updated the logic to determine the reason code from the case to the card dispute transaction table.

## Changed in this release

### Updated data model

Introduced the following two new tables for questionnaire intake:

- Dispute Intake [sn_bom_credit_card_dispute_intake]
- Cardholder Dispute Intake [sn_bom_credit_card_cardholder_dispute_intake]

### Updated Card disputes transaction table

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Removed the following fields from the Card disputes case table:

- Account status as of transaction date
- Dispute amount modification reason
- Reason code
- Reason code message
- Suggested reason code

### Visa Resolve Online (VROL) version 25.1 updates

The domain value description for the **DisputeResponseReason** column has been updated from **Copy of ATM Cash Disbursement or Load Transaction** to **Copy of ATM Cash Disbursement**.

## UI changes

### Dispute workspaces

The updated landing pages for dispute personas feature a new visual design and improved navigation.

## Removed in this release

- Moved the reason code for Late Presentment from the processing error decision question to the authorization category.
- Updated the 12.1 chargeback rules to 11.3, aligning with VROL's latest release revision 24.2.
- Removed the **is_parcelado** column from the dispute intake table, in alignment with VROL's latest release revision 24.2.

## Activation information

Install Financial Services Card Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Financial Services Operations Core

The ServiceNow® Financial Services Operations Core stores the customer data that is required for handling card requests.

### Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

### Customer Service Management

Enables the extension of tables from the ServiceNow® Customer Service Management (CSM) application into the Financial Services Card Operations application.

### Playbook capabilities

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Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management (CSM) to confirm consistent responses to commonly encountered situations.

### Financial Services Operations Integration with Visa release notes

The ServiceNow® Financial Services Operations Integration with Visa application enables you to seamlessly integrate with Visa Resolve Online (VROL) (VROL) APIs using the Visa Spoke Actions to manage various dispute lifecycle events. Financial Services Operations Integration with Visa was enhanced and updated in the Xanadu release.

## Financial Services Operations Integration with Visa highlights for the Xanadu release

- Handle various dispute lifecycle events including transaction searches, dispute case creation, questionnaire submissions, fraud reporting, and more.
- Utilize data model elements to capture and store information used in subflows for seamless integration.

See Financial Services Operations Integration with Visa for more information.

**Important:**
Financial Services Operations Integration with Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Updated subflows for Visa Resolve Online (VROL) 24.2 revision

Updated the following subflows to support the changes in the Visa Resolve Online (VROL) (VROL) release 24.2 revision:

- Look up Case Details
- Submit Fraud Report
- Update Case Resolution Status

## Changed in this release

### Visa Resolve Online (VROL) version 25.1 updates

Updated the following subflows to align with Visa Resolve Online (VROL) release 25.1 revision changes:

- Submit dispute questionnaire
- Submit fraud report

## Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Playbooks for Customer Service Management

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Playbooks for ServiceNow® Customer Service Management provides a way to visualize business process workflows in a simple, task-oriented view for consistent responses to commonly encountered situations.

**Financial Services Card Operations**

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

**Financial Services Credit Operations**

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

**Integration Hub**

Automate integration tasks by using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

**Integration Hub available spokes**

Activate spokes to improve your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

### Visa Spoke release notes

The ServiceNow® Visa Spoke enables the ServiceNow AI Platform® to seamlessly invoke Visa APIs under Visa Resolve Online (VROL) for Visa card dispute process. Visa Spoke was enhanced and updated in the Xanadu release.

## Visa Spoke highlights for the Xanadu release

- Use the Visa Spoke to manage card disputes with Visa Resolve Online (VROL).
- Leverage Visa Spoke actions, to perform transaction inquiry, order insight digital, collaborate with merchants, and perform other dispute events with enhanced security.

See Visa Spoke for more information.

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

## Changed in this release

**Visa Resolve Online (VROL) version 24.2 updates**

Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 24.2 revision changes:

- Submit Transaction Inquiry Request Builder
- Look up Queue Response Parser
- Look up Batch Queue Response Parser
- Submit Dispute Questionnaire
- Create Dispute Pre Arbitration
- Look up Dispute Details Response Parser

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- Look up Dispute Response Details Response Parser
- Look up Dispute Pre Arbitration Response Details Response Parser

### Visa Resolve Online (VROL) version 25.1 updates

Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 25.1 revision changes:

- Submit Fraud Report Request Builder
- Look up Fraud Report Details Response Parser
- Look up Dispute Response Details Response Parser
- Look up Dispute Details Response Parser
- Submit Dispute Questionnaire

## Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

### Integration Hub available spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

### Integration with spokes

Integrate spokes with ServiceNow® Financial Services Operations (FSO) applications to enable flow designers to provide specific actions within Workflow Studio for those applications.

### Verifi Spoke release notes

The ServiceNow® Verifi Spoke application uses the Verifi Spoke actions to connect with the Verifi APIs and streamline the card dispute resolution process. Verifi Spoke is a new application in the Xanadu release.

## Verifi Spoke highlights for the Xanadu release

- Initiate case creation.
- Retrieve single and multiple cases.
- Inquire about merchant eligibility.
- Revoke or close cases.

See Verifi Spoke for more information.

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

## Verifi Spoke features

### Verifi spoke actions

Use the Verifi Spoke actions to access various API functions, including creating cases, revoking or closing cases, retrieving case details, and obtaining merchant inquiries.

## Activation information

Install Verifi Spoke by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

### Integration Hub available spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

### Integration with spokes

Integrate spokes with ServiceNow® Financial Services Operations (FSO) applications to enable flow designers to provide specific actions within Workflow Studio for those applications.

### Governance, Risk, and Compliance release notes

Governance, Risk, and Compliance new and updated features in the Xanadu release

### Advanced Risk release notes

The ServiceNow® Advanced Risk application enables you to identify, analyze, evaluate, treat, and monitor risks that could impact your organization in achieving its business objectives. Advanced Risk was enhanced and updated in the Xanadu release.

## Advanced Risk highlights for the Xanadu release

- Create multidimensional entities by combining two or more entities from different entity classes and manage risks and controls for such composite entities.
- Perform assessment on multiple risks and controls by creating a risk assessment project.
- Use a uniform workflow for all types of risk response strategies, enable dynamic approvals using GRC: Approver Configurator, and create multiple strategies with various action items for each risk response plan.
- Link the open risk response tasks or copy the tasks along with the risk response strategy from the previous assessment when reassessing the risk.

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- Create an issue or link an existing open issue as an outcome of the risk assessment.
- Respond to risk identification questionnaires with an improved user experience using Smart Assessment Engine.
- Reopen closed risk events to identify and address overlooked or underestimated risks, updating existing risk events instead of creating new risk events.

See Advanced Risk Assessment for more information.

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

## New in the Xanadu release

### Create multidimensional entities

Create multidimensional entities by combining two or more entities from different entity classes using the Composite Entity Management application. You can create multidimensional entity classes with a composite entity structure, such as Company | Department | Business Process. After defining the composite entity class, you can create composite entity that operates as a standalone entity. This feature enables you to manage risk and compliance workflows at the composite entity level, providing visibility into the combined risk and compliance posture.

**Note:**
Composite entity classes can be created in both the classic UI and the Risk Workspace. The creation of composite entities is supported only in Risk Workspace.

### Assess multiple risks and controls simultaneously

Create a risk assessment project to perform bulk assessments on multiple risks and controls, enabling assessors to evaluate them in a single project. This approach reduces time and effort, confirms consistency across multiple assessments, and provides a more comprehensive view of risks and controls within the same project. You can scope multiple risks related to the assessable entity within the project and perform assessments.

**Note:**
Assessment of multiple risks and controls is supported only in Risk Workspace.

### Addition of new roles

The following roles related to risk assessment project were added:

- Risk assessment project reader [sn_risk_advanced.risk_asmt_project_reader]: Provides read only access to the risk assessment projects.
- Risk assessment project user [sn_risk_advanced.risk_asmt_project_user]: Provides the ability to create risk assessment projects and update or delete only the projects created by the user.
- Risk assessment project manager [sn_risk_advanced.risk_asmt_project_manager]: Provides the ability to create, update, and delete any risk assessment projects.

### Enhanced risk response workflow

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Streamline your risk response workflow with the following enhancements:

- Use a uniform workflow for all types of risk response tasks. A standardized workflow for risk response tasks enhances the management of all types of risk response tasks, promotes consistency, and reduces the need for customization.
- Configure multiple levels of approvals for the risk response tasks using the approval configurator. By default, a single level of approval is enabled for all types of risk response tasks, where the risk owner can approve the tasks. These approvals can be configured based on requirements.
- Reject a risk response task and move it to the work in progress state without closing it. This feature helps the risk response task owner to modify the response strategy if the approver is unsatisfied with the response.
- Create action items with an independent workflow and link them to the risk response tasks when they are in the Draft or Work in progress state.

  **Note:**
  You can create risk response action items for all types of risk responses except for Risk acceptance tasks.

- Copy risk response plans from the previous risk assessment to the current risk assessment while reassessing.
- Link an open risk response task from the previous assessment to the current risk assessment while reassessing. You can also edit or remove an existing risk response task.

### Issue linking with risk assessments

Streamline your risk assessments with the following enhancements:

- Enable the issue linking option on the Risk Assessment Methodology (RAM) form to create an issue or link an existing open issue with the risk assessment.
- View issue details from the configurable issue card available on the risk assessment.
- Identify newly created issues from existing linked issues with a visual differentiator on the issue card.
- Edit or remove issues.

### Enhanced risk event task workflow

Streamline your risk event workflow with the following enhancements:

- Use a uniform and enhanced workflow for the risk event tasks. A standardized workflow enhances the management of risk event tasks.
- Configure multiple levels of approvals for the risk event tasks using the approval configurator.
- Reject a risk event task and move it to the work in progress state without closing it. This feature helps the risk event task owner to modify the risk event if the approver is unsatisfied.

### Improved user experience for risk identification questionnaire using Smart Assessment Engine

Respond to the risk identification questionnaires from the Assessment Workspace with an interactive and intuitive user experience. Risk admin can select between classic and smart assessment questionnaire in the risk identification configuration

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without making it a forced behavior. You can migrate an existing risk identification template to the Smart Assessment Engine application. You can also create risk identification templates in the Assessment Workspace.

**Note:**
Only published assessment templates with a Risk Identification category are available for selection on the Risk Identification Configuration form.

### Configuring currency conversion dates

Define currency conversion dates for the risk event entries in the system properties. This feature enhances the accuracy of net loss calculations by enabling you to select specific dates for currency conversion rather than relying solely on the date of impact. You can select a currency conversion date at the system property level from the following options:

- Risk event entry date
- First loss entry date
- Last loss entry date
- First recovery entry date
- Last recovery entry date
- Custom date

**Note:**
You can also override the defined currency conversion dates in the risk response template configuration. These changes apply to both new and ongoing risk event workflows.

### Reopen closed risk events

Reopen closed risk events to update existing risk events with new discoveries, losses, or relevant information without creating new risk events. This feature saves time and effort, offering flexibility and boosting efficiency in managing risk events. You can reopen a risk event individually or in bulk.

### Miscellaneous enhancements and improvements

Streamline your processes with the following enhancements:

- Notify the risk assessor with a notification email when a risk assessment is approved or rejected.
- Define a specific group as the respondent type in the Feedback Integration Configuration form when the target record doesn't have a user or group. For more information, see Configure a feedback integration.
- Configure a single currency mode for advanced risk assessments. This feature displays all financial values in the selected single currency, confirming consistency and clarity in all fields. For more information, see Single-currency mode.
- View the completion date of the most recent risk identification in the new field **Last completed date**, added to the Risk Identification form. For more information, see Set up risk identification integration.

## UI changes

### Risk assessment column labels

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The following risk assessment column labels were renamed to avoid any confusion caused by duplicate names:

- Computed control effectiveness (control_computed_effectiveness) was renamed Computed control effectiveness rating.
- Computed inherent risk (inherent_computed_risk) was renamed Computed inherent rating.
- Computed residual risk (residual_computed_risk) was renamed Computed residual rating.
- Computed target risk (target_computed_risk) was renamed Computed target rating.
- Control effectiveness (summary_control_effectiveness) was renamed Control effectiveness rating.
- Control effectiveness when overridden (control_effectiveness_when_overridden) was renamed Control effectiveness rating when overridden.
- Inherent risk (summary_inherent_risk) was renamed Inherent rating.
- Override computed score (override_calculated_inherent_score) was renamed Override computed inherent score.
- Override computed score (override_calculated_residual_score) was renamed Override computed residual score.
- Override computed score (override_calculated_target_score) was renamed Override computed target score.
- Residual risk (summary_residual_risk) was renamed Residual rating.
- Residual risk when overridden (residual_risk_when_overridden) was renamed Residual rating when overridden.
- Target risk (summary_target_risk) was renamed Target rating.
- Target risk when overridden (target_risk_when_overridden) was renamed Target rating when overridden.
- Comments (target_justification) was renamed Comments for target risk.
- Comments (inherent_justification) was renamed Comments for inherent risk.
- Comments (control_justification) was renamed Comments for control effectiveness.
- Comments (residual_justification) was renamed Comments for residual risk.
- Comments (approver_comments) was renamed Approver comments.
- Comments (risk_response_justification) was renamed Comments for risk response.

## Deprecations

- The Risk portal has been deprecated, and a navigation link has been added to access the new Risk portal.

## Activation information

Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

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## Related ServiceNow applications and features

### GRC Risk Management

Use the Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce reaction time from days to minutes.

### GRC Risk Workspace

The Risk Workspace with the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for all your risk-related activities.

### Audit Management release notes

The ServiceNow® Audit Management application supports activities related to planning audit engagements, executing engagements, and reporting findings to an audit committee. Audit Management was enhanced and updated in the Xanadu release.

## Audit Management highlights for the Xanadu release

- Manage your documents and work papers in Audit Management as cloud files.
- Link cloud files to any GRC record and share a single cloud file with multiple records.
- Upload documents from your local computer as cloud files and link them to any record in ServiceNow.
- Use the lite roles introduced in Audit Management for lighter business operations.

See Audit Management for more information.

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

## New in the Xanadu release

### Generate an audit report for an engagement using Microsoft Word template

Use the Audit Workspace to generate audit reports for an engagement using Microsoft Word template to collaborate with your auditors in an effortless and user-friendly manner. You can manage the generated report as a cloud file either on cloud (Microsoft SharePoint) or as a sys_attachment that is attached to the engagement record.

### Cloud document management

Upload documents from your local computer as cloud files and link them to any record in ServiceNow. You can upload files to a predefined folder path and location.

### User role enhancements in Audit Management

The following roles have been added:

- Use the Audit approver (sn_audit.approver) role to approve an engagement and audit plan. Anyone with this role can be a part of an approver list. This role is also classified as a lite operator role.
- Use the Audit reader (sn_audit.reader) role to view the audit-related entities, such as engagements, plans, observations, and audit tasks. Anyone with this role has exclusive read access to all the entities in the Audit Management application. This role is also classified as a lite operator role.

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## Changed in this release

### Domain separation and Audit Management

Changes are made to the domain assignment process to manage data segregation by the Managed Service Providers related to the objects in Audit Management and Advanced Audit.

### Role change for users approving workflows

Approvers for an engagement and audit plan can also use the Audit approver (sn_audit.approver) role as a lite operator role to approve audit workflows.

## Activation information

Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Business Continuity Management release notes

The ServiceNow® Business Continuity Management application enables your organization to continue to deliver products and services at an acceptable level during disruptive events such as power outages, extreme weather, or equipment damage. Business Continuity Management was enhanced and updated in the Xanadu release.

## Business Continuity Management highlights for the Xanadu release

- Review the types, relationships, and sources of relationships for an asset through updated plan records.
- Access the most current information on the dependencies that are related to the Business Impact Analysis (BIA), plans, or events.
- Manage and assess the recovery tasks that are listed within your plan. You can organize the tasks by their dependencies.

See Business Continuity Management for more information.

**Important:**
Business Continuity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading to the Xanadu release

The relationship tables introduced in the plan records are generated by the *Update BCP dependencies snapshot* scheduled job. After upgrading to the Xanadu release, you can view these tables only after the scheduled job has run or by manually selecting the **Update dependencies** button.

## New in the Xanadu release

### Create a business impact analysis

Analyze the business impact of an asset's dependencies by using the latest updates from the most recent Business Impact Analysis (BIA) record. You can also determine the recovery time frame and data backup needs for the asset.

### Create a business continuity plan

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Access the Business Impact Analysis (BIA) record from the BIA column in the plan asset form. This column has been updated from a document ID type to a reference type so that you can update the BIA information and navigate to the plan record.

Identify the assets that are affected when a primary scope is operationally down by marking an asset as a primary scope and identifying its related assets. This way, you get a clear view of the relationships between assets.

### Add asset and scope to the BCP

Identify the discrepancies between the primary and related assets by using the hierarchical view in the plan record. This way, you can address the gaps in the Recovery Time Objective (RTO), Recovery Point Objective (RPO), or Recovery Tier (RT) values.

### Dependency Configuration records

Access up-to-date information on the dependencies that are related to the BIA, plans, or events. You can analyze how these dependencies affect your business.

### Add recovery tasks

Calculate the time that it takes to recover each event asset by tagging the assets to the recovery tasks.

### Create New Recovery task form

Preview the execution order of the recovery tasks by their dependencies during an exercise or an actual event. You can identify any cyclic dependencies in the recovery tasks that might trigger error notifications and stop further actions on that recovery task. You can also record the estimated time that is required for a recovery task directly on the recovery task form.

### Create an exercise

Assess the time and effort for an activated plan and the recovery of the impacted assets. You can track the status of an open activated plan and monitor the progress during an actual event.

### Format PDF templates for BIAs, BCPs, and events

Improve the content in PDFs of BIAs, plans, and events by implementing a new layout:

- Arrange the various event tasks in a table format.
- Include the details of the asset owner and the description from the Business Impact Analysis.
- Display a table that outlines the dependencies of the plan assets.
- Mark the date of the PDF creation on the front page.

## UI changes

### Set up Impact analysis dependency update configuration

The **Source records to consider** option has been incorporated in the **Sources** tab within the Dependency configuration modules.

### Add asset and scope to the BCP

The Relationship source column has been included in the Asset dependencies.

The BIA column in the **Scope** tab has been updated from the previous document ID type to a reference type.

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### Create a business continuity plan

The following UI changes have been added to the plan records:

- The Add primary asset and Add related asset actions have been introduced to the plan records.
- The **Parent plans** tab has been added to the plan records.
- The Planned order column in the **Recovery tasks** tab displays the order of the tasks based on their dependencies.
- The **Open** state has been added to the activated plans.
- The **Asset dependencies** tab now displays the detailed information about the assets, replacing the Primary scope and Related asset toggles that were previously displayed in the **Scope** tab of the plan record.
- The **Planned duration** field in the recovery task displays the expected time frame for the recovery tasks.
- The **Tag assets** field has been added to the plans.
- The Type column in the plan records has been migrated to the Types column.
- The **Completion deadline** field has been migrated to the **Planned duration** field.
- The previously auto-populated BIA value in the Source column of the **Related plans** tab in the plan record is deprecated. Instead, the **From plan asset** value in the Source column is used.
- The Primary source column has been deprecated from the plan asset record. It has been moved to the **Asset dependencies** tab.

## Changed in this release

### Element definitions and variables

You can now add a Windows server asset in the Windows server element definition or a Linux server asset in the Linux server element definition. However, you can't add the Windows server asset or the Linux server asset in the filter of the Hardware element definition.

## Deprecations

- The BCM Classic Workspace isn't compatible with the new features and enhancements that were introduced with the Xanadu release. Any issues and errors encountered with its continued use aren't supported. To avoid any disruptions, transition to the BCM Configurable Workspace.

**Note:**
Although the BCM Classic Workspace is still available through the URLs after its deprecation, it doesn't appear in the navigation menu.

## Activation information

Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

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## Browser requirements

Business Continuity Management requires the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

## Accessibility information

Accessibility improvements for the Business Continuity Workspace include the following updates.

Screen reader support has been improved for the following features:

- Business impact analysis assessment
- Business impact analysis dashboard
- Contributors side panel
- **Assets** tab in the plans and events (Element picker)

### Common Governance, Risk, and Compliance feature release notes

The ServiceNow® Governance, Risk, and Compliance (GRC) application enables an organization to continue to provide its business services during adverse operational events, such as a pandemic, extreme weather, or hacking. Governance, Risk, and Compliance was enhanced and updated in the Xanadu release.

## GRC highlights for the Xanadu release

- Group issues within your workspaces to organize and manage related issues, and streamline the issue grouping process with the confidentiality and inheritance enhancements.
- Select an existing standalone issue to serve as the parent for other related issues during issue grouping.
- Track license consumption across different product families using the GRC Licensing Overview dashboard.
- Use the new GRC Employee role to report or request GRC workflows, and read and acknowledge policies from the Employee Center (Only applicable to customers who are entitled to and have installed the GRC Employee User application).
- Read and approve audits, and read audit related tables with the enhanced Lite Operator changes.
- Update and add content using Microsoft 365 for ServiceNow Reporting now integrated with the Document designer application.

See Governance, Risk, and Compliance for more information.

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

## New in the Xanadu release

### Management method in issue grouping

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Group and manage issues from a parent issue, or manage child issues independently using the group issue management method. When you select the Management method as **Manage parent**, the child issues inherit the values of the **State**, **Response**, and **Explanation** fields from the parent issue. When **Manage child** is selected, the child issue maintains its own **State**, **Response**, and **Explanation** fields individually.

As a part of this feature, the following two new fields were added on the issue record in the Issue grouping section:

- **Group level**: Identifies whether an issue is a child, parent, or a standalone issue.
- **Management method**: Indicates whether the issue is managed from a parent issue or as an individual child issue.

### Confidentiality and inheritance enhancements in issue grouping

Streamline the issue grouping process with the following enhancements:

- Add confidential child issues only under a confidential parent issue.
- Add nonconfidential child issues under a confidential or nonconfidential parent issue.
- Change a confidential parent issue to nonconfidential. This action will remove all confidential child issues under the parent issue, making them standalone issues after you save the record.

> **Note:**
> When you change a nonconfidential child issue to confidential, which is under a nonconfidential parent issue, this action removes the child issue from the nonconfidential parent issue. The child issue becomes a standalone issue and no longer linked to the parent issue.

### GRC Licensing Overview dashboard

Use the self-service GRC Licensing Overview dashboard to track license usage trends and next month's projected usage based on role allocation. You can see the monthly aggregated counts of license consumption across different product families including Integrated Risk Management, Business Continuity Management, and Privacy Management. The following infrastructure enhancements were made:

- Expanded the unique user usage table capacity from 9 months to 12 months.
- License consumption details are archived for five years.
- Aggregated monthly counts of license usage are stored.

### Introducing GRC Employee role

Install the new GRC Employee User application and assign the GRC Employee role to your employees. The users with the GRC Employee role can perform the following activities from the Employee Center:

- Read and acknowledge organizational policies.
- Report risk events and issues.
- Request policy exceptions.
- Report a compliance case to the Compliance team.
- Raise inquiries and requests to the Compliance team.

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**Note:**
This update is only applicable to customers who are entitled to and have installed the GRC Employee User application. For more details, review the entitlement on the subscription dashboard or contact ServiceNow.

### Lite operator role enhancements

The sn_audit.reader and sn_audit.approver roles were added as Lite Operator roles. These new roles are available to all customers.

The following Operator roles are reclassified as Lite Operator roles when GRC Employee User application and GRC Business User Lite applications are installed:

- sn_grc.business_user
- sn_risk_advanced.ara_assessor
- sn_irm_cont_auth.authorization_official
- sn_irm_cont_auth.reader
- sn_irm_cont_auth.executive_read

**Note:**
This reclassification is only applicable to customers who are entitled to and have installed the GRC Employee User application. For more details, review the entitlement on the subscription dashboard or contact ServiceNow.

### Entity filter deletion or modification warning

Avoid the unintended consequences of deleting or modifying an entity filter with a warning message. This message includes an impact analysis of the affected entity, risk, and control records.

### Document designer integration

You can update and add content using Microsoft 365 for ServiceNow Reporting now integrated with the Document designer application to insert data and reports into a Microsoft Word document.

### Role attribution to licensing mapping tab

Use the Role attribution to licensing mapping tab on the GRC Licensing Overview dashboard to understand how licensing applies to roles and users. This tab helps you with the following:

- Identify the license treatment for all the default GRC roles.
- Determine the license treatment of a specific user based on their assigned roles.
- Determine the license treatment for a specific combination of roles.

### Map stakeholders in entity

Use the Stakeholders related list in the entity form to define stakeholders with customizable roles relevant to single and composite entities. This feature enables effective team involvement in risk assessments and risk assessment projects. You can add persona, group, and users in the stakeholder list.

## Activation information

Install GRC by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

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### Compliance Case Management release notes

The ServiceNow® Compliance Case Management application helps you to report, investigate, analyze, and resolve a compliance case or raise a compliance request in a centralized location. Compliance Case Management was enhanced and updated in the Xanadu release.

## Compliance Case Management highlights for the Xanadu release

- Establish a centralized library of agencies for identifying the relevant regulatory authorities that are responsible for overseeing particular industries or sectors within each jurisdiction. The centralized library consolidates all regulatory communications via emails and implements the notification rules for data privacy or security breaches for the reported compliance cases.
- Auto-calculate the notification dates for the reported compliance cases.
- Monitor and access your compliance cases by the subtype classification through a new graphical chart.
- Enable your compliance analysts to access a homepage so that your compliance analysts can manage reported compliance cases or requests.

See Compliance Case Management for more information.

**Important:**
Compliance Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Regulatory Agency Library

Establish a centralized library of agencies for identifying the relevant regulatory authorities that are responsible for overseeing particular industries or sectors within each jurisdiction. The centralized library consolidates all the regulatory communications via emails and implements the notification rules for the data privacy or security breaches for the reported compliance cases.

### Auto-calculate future dates

Set up future auto-calculations to track your compliance cases or requests.

## Changed in this release

A new graphical chart enables your compliance case managers to monitor and access their compliance cases by the subtype classification.

## Activation information

Install the Regulatory Agency Library by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Continuous Authorization and Monitoring release notes

The ServiceNow® Continuous Authorization and Monitoring (CAM) application provides a standardized approach to defining an authorization package and walking through the seven stages of the NIST Risk Management Framework (NIST RMF). Continuous Authorization and Monitoring (CAM) was enhanced and updated in the Xanadu release.

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## Continuous Authorization and Monitoring highlights for the Xanadu release

- Use the added features in the CAM Workspace to help streamline your work and have an efficient end-to-end user experience.
- Export System Security Plan (SSP) files in the OSCAL format, which includes models like Catalog, Profile, and SSP.
- Use the lite roles introduced in CAM for lighter business operations.
- Group similar controls into a family-related and club-related to help identify and understand the controls.

See Continuous Authorization and Monitoring for more information.

**Important:**
Continuous Authorization and Monitoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### CAM Workspace

Use the CAM Workspace for an end-to-end user experience. The Home page, overview pages of authorization boundary and authorization package, unified tasks page, and the dashboards help you capture information and give you a better insight into the data that aids in decision making.

CAM Workspace includes exclusive features with which you can:

- Add related control objectives.
- View controls by family for a control objective and report based on families for NIST 800-53.
- Add attachments to assessment procedures and document notes.
- View all Plan of Actions and Milestones (POA&M) in a single pane.

### CAM supports the OSCAL format to export control-related information

Export SSP files in the OSCAL format based on various models such as SSP, Profile, Catalog, and Catalog overlay. The generated report is compatible to share the information with other systems. CAM supports the National Institute of Standards and Technology (NIST) recommended OSCAL format to provide control-based information in machine-readable formats.

### CAM ATO artifacts

Generate ATO artifacts from an authorization package in Microsoft Word format for the following reports:

- SSP
- Security Assessment Report (SAR)
- POA&M

### Enhancements in CAM user roles

The existing user roles in CAM application have been enhanced with the following privileges:

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- Use the Information Owner (sn_irm_cont_auth.information_owner) role to view and update the information types of an authorization package.
- Use the Audit reader (sn_audit.reader) lite role to view audit-related entities, such as engagements.
- Create and manage issues as a system user.

## Changed in this release

### Role changes for Continuous Authorization and Monitoring Workspace users

Reader (sn_irm_cont_auth.reader), Authorization Official (sn_irm_cont_auth.authorization_official), and Executive Reader (sn_irm_cont_auth.executive_read) can now access Continuous Authorization and Monitoring Workspace.

### OSCAL Catalog model export

In exporting the control-related information as part of the Catalog model, the child control objectives of a control objective are mapped to the Control field. Furthermore, related control objectives of the control objective are mapped to the Links field.

### Enhancements in CAM Workspace

The following enhancements have been made in CAM Workspace:

- New pop-ups with additional capabilities are added to the hybrid controls creation.
- POA&Ms include all authorization package issues.
- The **Family** field and **Family ID** field are added to the Control objective page.
- The **Notes** field and **Attachment** field are added to the Assessment procedure page.
- The **360° View** button is configured in all pages of CAM Workspace.

### CAM user role changes

Defining roles and assigning privileges and permissions for approvals is critical to ensure security in the CAM application. The user role changes are:

- The Information Owner (sn_irm_cont_auth.information_owner) role can also update information types of an authorization package, and the role also contains the Audit user (sn_audit.user) role in addition to the Reader (sn_irm_cont_auth.reader) role.
- The Information System Security Manager (sn_irm_cont_auth.info_system_sec_manager) role can update the authorization package, and the role contains the Compliance user (sn_compliance.user) and Reader (sn_irm_cont_auth.reader) roles.
- The Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer) role can update the authorization package.
- The Reader (sn_irm_cont_auth.reader) role contains the Audit reader (sn_audit.reader) role.

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- The System User (sn_irm_cont_auth.system_user) role contains the Audit user (sn_audit.user) role.
- The System Owner (sn_irm_cont_auth.system_owner) role also contains the Audit user (sn_audit.user) and Compliance user (sn_compliance.user) roles.

## Removed in this release

- The Authorization Official (AO) (sn_irm_cont_auth.authorization_official) role no longer contains the sn_audit.user and sn_compliance.user roles. The AO role can only read and approve an authorization package.
- The Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer) role no longer contains the sn_audit.user role.
- The Reader (sn_irm_cont_auth.reader) role no longer contains the sn_audit.user role.

## Activation information

Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Operational Resilience release notes

The ServiceNow® GRC: Operational Resilience Workspace application supports organizations in keeping business services running during adverse events like pandemics, severe weather, or cyber attacks. Operational Resilience was enhanced and updated in the Xanadu release.

## Operational Resilience highlights for the Xanadu release

- Monitor business service resiliency from start to finish, with a focus on operational risk and compliance.
- Identify and report operational vulnerabilities from Employee Center or Operational Resilience Workspace. Address these vulnerabilities through procedures such as reporting, assessing impact, evaluating criticality, managing issues, and planning treatments.
- Use the Digital resilience third-party registers application to establish, update, and manage contractual arrangements between the financial entities and Information and Communication Technology (ICT) service providers.
- Export the records for regulators and auditors in Microsoft Excel format by using the Microsoft Excel upload capability in Digital resilience third-party registers. Similarly, you can import the records from external sources by using the Microsoft Excel download functionality.

See Managing Operational vulnerability and Maintaining Digital resilience third-party registers for more information.

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

## New in the Xanadu release

### Managing Operational vulnerability

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Address operational vulnerabilities through reporting, assessing impact, evaluating criticality, managing issues, and planning treatments in Operational Resilience Workspace. Report operational vulnerabilities by using either Employee Center or Operational Resilience Workspace.

### Maintaining Digital resilience third-party registers

Comply with Digital Operational Resilience Act (DORA) regulation requirements by creating contractual arrangements between the financial entities and the ICT service providers in Digital resilience third-party registers. The ICT third-party service provider records are maintained in Digital resilience third-party registers for DORA compliance.

Add or modify the records in bulk or individually for assessments, branches, contracts, functions, legal entities, supply chains, third parties, or third-party engagements. Export the records to Microsoft Excel format for the European Union to streamline the auditing process as per the regulation. You have the option to import the records from external sources into the Digital resilience third-party registers application.

## UI changes

The Operational vulnerability module is now part of the List view in Operational Resilience Workspace.

### Using Digital resilience third-party registers

The Digital resilience third-party registers module is now part of the List view in Operational Resilience Workspace.

## Changed in this release

### Reporting Operational vulnerability

The Operational vulnerability related list has been added to the following modules in the List view:

- Importance and impact tolerance assessment
- Scenario analyses
- Self attestations
- Services

## Activation information

Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Browser requirements

Business Continuity Management requires the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

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## Accessibility information

Improved screen reader and translation support by adding ARIA button labels, tooltips, and alt text to the Operational Resilience Workspace. This support provides an explanation for button actions and identifies tooltip text to be translated.

## Related ServiceNow applications and features

### Advanced Risk Assessment

Use the Advanced Risk application to identify, measure, and track risks. The application includes workflows for risk assessments and events, ensuring efficient management of your organization's risk profile.

### Business Continuity Management

Use the Business Continuity Management application to ensure that your organization can keep delivering products and services at an acceptable level even when faced with disruptive events.

### Policy and Compliance Management

Use the Policy and Compliance Management application to create and manage policies, standards, and internal control procedures that are mapped to external regulations and best practices.

### Risk Management

Use the Risk Management application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce the reaction time from days to minutes.

Use the Vulnerability Response application to enable security users to analyze security data, implement changes, and generate security incidents.

### Policy and Compliance Management release notes

The ServiceNow® Policy and Compliance Management application provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and benchmarks. Policy and Compliance Management was enhanced and updated in the Xanadu release.

## GRC: Policy and Compliance Management highlights for the Xanadu release

- Revise your policies and update the policy text periodically by integrating with Microsoft SharePoint.
- Use policy authoring and the redlining feature to enable policy owners and reviewers to collaborate, review, and redline policies.
- Perform a Cyber Risk Institute (CRI) assessment on a company as an entity to determine its control status and calculate the assessment score.
- Use the employee operator role introduced in Policy and Compliance Management for operations in Employee Center.

See Policy and Compliance Management for more information.

**Important:**
Policy and Compliance Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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## New in the Xanadu release

### Upload policy document from your local machine to Microsoft OneDrive

Upload a Microsoft Word document that exists in your local machine to Microsoft OneDrive and link the document with the policy. You can access the document from any device and enable multiple users to collaborate on the policy document.

### Create and associate a policy text document in Google Drive

Integrate your ServiceNow instance with Google documents to manage documents in Google Drive. Create a Word document in Google Drive that you can access through a browser and store in Google Drive. You also have the option to create a Microsoft Word document that you can manage in Google Drive.

### Upload policy document from your local machine to Google Drive

Upload a Microsoft Word document that exists in your local machine to Google Drive and link the document with the policy to enable multiple users to collaborate on the policy document.

### Upload policy document from your local machine to Microsoft SharePoint

Upload a Microsoft Word document that exists in your local machine to Microsoft SharePoint and link the document with the policy to enable multiple users to collaborate on the policy document.

### Policy authoring using Microsoft SharePoint

Monitor and revise your organization's policies at regular intervals to maintain their relevance and compliance. Integrating Microsoft Word document files with multiple Microsoft SharePoint sites helps your policy owners, reviewers, and approvers to author, modify, and maintain different versions of a policy text and thus retain its history. You can also collaborate on policy drafting and review processes. The policy text is updated automatically. You can copy and paste text from a document into the **Policy text** field in HTML and then convert it to a PDF format.

### Using CRI assessment questions to profile an entity

Perform a CRI tiering assessment for an entity to determine its tier, and then perform a CRI assessment for that entity. Based on the response to the CRI questionnaire from the assessor, the compliance status of each mapped control to a question is determined. The overall compliance score of the entity is also calculated.

### User role enhancements in Policy and Compliance Management

Respond to policy acknowledgments and request a policy exception from the Employee Center portal with the employee operator role.

## Changed in this release

### Perform CRI tiering questionnaire to determine the tier value of entity

In addition to the Entity owner, the Corporate compliance manager [sn_compliance_ws.corporate_compliance_manager], Corporate compliance analyst [sn_compliance_ws.corporate_compliance_analyst], and IT compliance manager [sn_compliance_ws.it_compliance_manager] can trigger CRI tiering questionnaire and initiate CRI profile assessments.

- UI action button **Initiate CRI tiering assessment** has been renamed as **Initiate CRI tiering questionnaire**.
- UI action button **Initiate CRI assessment** has been renamed as **Initiate CRI profile assessment**.

### Domain separation in GRC: Policy and Compliance Management

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Now both manually created records and auto-generated records created through scheduled jobs or scripts are domain separated based on their parent object or user domain for all Policy and Compliance Management objects.

## Activation information

Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Browser requirements

GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

### Privacy Management release notes

The ServiceNow® Privacy Management application enables you to manage your organization's privacy risks and compliance to protect your customers, employees, and suppliers. Privacy Management was enhanced and updated in the Xanadu release.

## Privacy Management highlights for the Xanadu release

- Use the Personal Data Rights application to manage personal data rights requests from your customers or consumers, and employees in compliance with global privacy regulations.
- Establish a data lineage to visualize data consumption, sharing, and the associated risks for a processing activity.
- Use the Smart Assessment Engine to respond to and view new control attestations related to your processing activity.
- Create a regulatory agency library to store and access regulatory details, including correspondence with the regulators.
- Initiate chats from privacy assessments, processing activities, privacy cases, and personal data rights requests to collaborate with various teams to ensure quick responses.

See Exploring Privacy Management for more information.

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

## New in the Xanadu release

### Personal Data Rights

Use the Personal Data Rights application that provides configurable workflows to manage and automate personal data rights requests efficiently, reducing the risk of non-compliance. The Personal Data Rights application enables customers to efficiently manage and fulfill Data Subject Access Requests (DSARs), consumer rights requests, and so on, ensuring compliance with privacy regulations. The

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application helps organizations to handle requests related to the personal data rights of their consumers while ensuring that employees can maintain data protection standards globally.

### Create data lineage

Establish a data lineage to understand how data is being consumed and shared in a given processing activity. Creating a data lineage also helps you to understand and manage the associated risks for the data being shared. This feature provides a visual representation of data lineage or hierarchy.

### Create a regulatory agency

Create regulatory agencies in the Privacy Workspace to identify the relevant regulatory authorities that are responsible for overseeing the businesses in the public interest. The centralized library consolidates all regulatory communication via emails.

### Collaborate and chat with cross-functional teams for processing activities, privacy cases, privacy assessments, and personal data rights requests

Initiate quick discussions with key stakeholders while working on a processing activity, privacy case, or a personal data rights request. The chat feature is integrated with Microsoft Teams and a group is automatically created on Microsoft Teams when a discussion is initiated. The chat conversations that take place using the **Discuss** button are stored in the respective record making it simpler for the privacy teams to refer to them when working on a task.

### View smart attestations on the processing activities

Use the Smart Assessment Engine feature to respond to attestations. View the reports of the new control attestations on the landing pages of the privacy analyst and the privacy manager. Utilize the filter in the Attestations report to select if you want to view the classic attestations or the new attestations.

### Changes in roles with the Privacy Employee user application

**Note:**
Only applicable to the customers with the GRC Privacy Employee User application (sn_privacy_emp) installed.

When you install the new GRC Privacy Employee User application and assign the sn_privacy_emp.privacy_employee role to your employees, the role enables your employees to perform the following operations from the Employee Center:

- Proactively request privacy impact assessments (PIAs) for new implementations, applications, and processes from the Employee Center.
- Report privacy cases related to data privacy policy and regulatory violations.
- Read and acknowledge organizational privacy policies.
- Create policy exceptions.
- Create privacy issues.

### Changes in roles with the GRC: Privacy Lite User application

If the GRC: Privacy Lite User application (sn_privacy_lite) is installed, the following roles are considered as lite operators:

- sn_privacy.business_user
- sn_privacy.assessment_responder

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- sn_privacy_case.privacy_case_business_user
- sn_grc_pdr.data_owner_admin

Users with the lite operator role can do the following:

- Respond to privacy assessment tasks as business users.
- Respond to the processing activity's criticality risk assessments and object-based assessment.
- View, update, and close assigned issues.
- Respond to the assigned control attestations.
- Respond to the assigned manual indicator tasks.
- Create, update, and close assigned remediation tasks.
- Work on the processing activity as a business user when it’s assigned to you to collect the required details.
- Work on breach assessments and other privacy case tasks.
- Respond to the detailed privacy risk assessments on each risk identified on a processing activity.
- Respond to the assessment and investigation tasks assigned by the privacy team.
- Work on personal data rights action tasks to handle data according to the requester's requests.

## Activation information

Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Regulatory Change Management release notes

The ServiceNow® Regulatory Change Management application enables you to check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes. The application verifies the overall regulatory compliance. Regulatory Change Management was enhanced and updated in the Xanadu release.

## Regulatory Change Management highlights for the Xanadu release

- Add AI-powered citations to the regulatory authority documents.
- Use the updated Next Experience Chat Collaboration and Discuss feature to interact with the virtual agents.
- Change the ownership of change tasks and action tasks easily with the enhanced Task Management feature.
- Assign regulatory alerts to domain experts for reviews that are based on the configured rules.
- Collaborate with virtual agents by using Next Experience Chat Collaboration and Discuss.

See Regulatory Change Management for more information.

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**Important:**
Regulatory Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Assign rule-based regulatory alerts

Define the routing rules to automatically distribute regulatory alerts to internal stakeholders. You can apply conditions to filter incoming regulatory feeds by Title, Description, Key dates, and many other fields. You can also auto-assign filtered regulatory alerts to domain experts for further review.

### Add an AI-recommended citation to a regulatory alert

Add AI-powered recommendations from the most relevant citations through incoming regulatory changes, authority documents, child citations, and related control objects. You can drill down into the recommendations to explore the details within the context of the alert.

## Changed features in the Xanadu release

### Enhanced Task Management

Enhanced the Task management feature to help the coordinator to change the ownership of change tasks and action tasks.

### Next Experience Chat Collaboration and Discuss

Enhanced the Next Experience Chat and Collaboration and Discuss feature.

### Action Tasks

Added action tasks that are segregated from the Regulatory Change Management or the Compliance Case Management application for differentiation and reporting in the **My Tasks** portal.

## Deprecated features in Xanadu release

- No plans to enhance the Calendar reporting view in the Classic UI that is shipped with the application.
- No plans to enhance the Overview dashboard in the Classic UI that is shipped with the application.

## Activation information

Install Regulatory Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Smart Assessment Engine release notes

The ServiceNow® Smart Assessment Engine (SAE) application helps you to reduce the manual burden and costs of your assessment processes through automation. Smart assessments can help you with evaluating various situations, aspects, or records. SAE is a new application in the Xanadu release.

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## Smart Assessment Engine highlights for the Xanadu release

- Create your assessments by using the new template designer.
- Improve your assessment processes with the new SAE Assessment experience.
- Combine the multiple assessments into a single, unified submission.
- Migrate the legacy assessment metric types to SAE templates.

See Smart Assessment Engine for more information.

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

## Smart Assessment Engine features

### Using the template designer

By using the template designer in Smart Assessment Engine, you can easily create assessment templates and add instructions, questions, and reference information to an assessment template.

- Add instructions and questions to an assessment template: SAE supports the most commonly used question types such as radio buttons, check boxes, drop-down lists, and more. Smart assessments are highly customizable so that you can do the following tasks:
  - Organize questions into sections and subsections for clarity.
  - Add instructions to help the assessors understand the context and requirements of each question to improve the accuracy and relevance of the responses.
  - Configure the question guidance texts to help the assessors answer questions.
  - Configure the questions to appear or hide depending on the assessor's previous answers.
  - Integrate the response justification prompts that provide the assessors with the explanations that are based on their selected responses.
  - Require the assessors to attach the supporting documents like contracts, permits, or invoices that are based on the responses.
- Add reference information to an assessment template: Incorporate the live data from the Assessment Scope as reference information to help ensure that the assessors have immediate access to the necessary information while they're responding to the assessments. This live data minimizes the need for external references.
- Create an assessment template category: Create a template category as a container of related assessment templates. By creating an assessment template category, you can help to ensure that only authorized personnel can access and change the template.

### Respond to assessments

Navigate through the assessments more efficiently by using a progress indicator that shows how much of the assessment is completed. The questions are paginated to help you more easily navigate the assessment. Your work is automatically saved, which eliminates the need for manual saving and helps to prevent data loss. You

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also have the option to reassign in-progress assessments to another user or cancel assessments that are no longer needed.

**Trigger assessments**

Initiate an assessment by using the Trigger Smart Assessment flow action that is based on a published assessment template. You can assign an assessment to a designated assessor with a defined scope and deadline.

**Combine multiple assessments into a single, unified submission**

Combine multiple assigned assessments into a single, streamlined view. You can efficiently manage, submit, or reassign these combined assessments at one time. You can use features, like Bulk Submit or Bulk Reassign, to handle all assessments in one action.

**Domain-separated Deployment**

Domain separation in the Smart Assessment Engine is supported starting with the Xanadu release, enabling data, processes, and administrative tasks to be organized into distinct domains. Within this framework, templates are separated by a process, while assessments are separated by data, helping to ensure controlled access and visibility according to the domain.

**Migrate legacy assessment metric types to Smart assessment templates**

Migrate existing assessment designs from the ServiceNow® Assessments and Surveys application. Your templates are automatically transferred as drafts with just one click. After you migrate the designs, you must review and publish these drafts, and confirm the results. The sets of questions in the Assessments and Surveys application are saved as metric types. When migrated, these metric types are saved as question types. Custom, Duration, Image scale, Percentage, Rankings, and Ratings question types aren't supported for migration.

## Activation information

Install SAE by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Third-party Risk Management release notes

The ServiceNow® Third-party Risk Management (TPRM) application provides a centralized process for managing your portfolio of third parties and their engagements, assessing and scoring risk, and performing remediation. TPRM was enhanced and updated in the Xanadu release.

## Third-party Risk Management highlights for the Xanadu release

- Collect, monitor, and assess third-party elements for engagements.
- Request risk intelligence reports (RIR) and scores so that you can manage and monitor your RIR requests all within TPRM.
- View the Third-party Risk Management data model.
- Use the Digital resilience third-party registers application to create, update, and track records for digital resilience third-party registers.

See Third-party Risk Management for more information.

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**Important:**
Third-party Risk Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Third-party Risk Management to Xanadu

If you are a VRM user upgrading to TPRM, when upgrading to Vancouver or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from Utah to Vancouver, Vancouver to Washington DC, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts.

For more information on upgrading from VRM to TPRM, see Third-party Risk Management upgrade information.

## New in the Xanadu release

### Third-party element collection

Confirm that third-party elements adhere to the same security and compliance standards as an engagement by monitoring them through TPRM. Use this data to help identify, assess, and manage the risks that are related to your engagements that depend on third-party elements.

### Risk intelligence report requests

Make informed decisions about working with an engagement or third party by requesting and managing risk intelligence reports or scores from external risk intelligence content providers using the Third-party Risk Management application.

### Third-party risk management data model

Take full advantage of Third-party Risk Management by viewing its data model to see how you can best use it to assess, monitor, and mitigate the risks that are required for your risk management program.

### Digital resilience third-party registers

Create, update, and track records for digital resilience third-party registers by using the Digital resilience third-party registers application within the Vendor Management Workspace Vendor Management Workspace. You can bulk create or edit individual records for assessments, branches, contracts, functions, legal entities, supply chains, third parties, or third-party engagements using the Excel download/upload requests feature. This application helps you maintain records with information and communication technology (ICT) third-party service providers, helping ensure compliance with the Digital Operational Resilience Act (DORA).

## UI changes

### Using digital resilience third-party registers

The Digital resilience third-party registers module is now included in the List view of the Vendor Management Workspace.

## Deprecations

### Reminder workflows

Starting with version 19.1.x of the Third-party Risk Management application, the tiering questionnaire and external assessment reminders workflows are deprecated and migrated to Workflow Studio. If you have customized these workflows, they won't be deprecated or migrated as part of this change.

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## Activation information

Install Third-party Risk Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

Quick start tests for TPRM. After upgrades and deployments of new applications or integrations, run quick start tests to verify that TPRM works as expected. If you customized TPRM, copy the quick start tests and configure them for your customizations.

## Accessibility information

Accessibility improvements for the Third-party Risk Management application include the following updates.

- Keyboard focus: Improved visual accessibility in the Third-party portal by increasing contrast between the focus border and white background.
- Screen reader support has been extended to announce the following:
  - Completed status after all questions have been completed in a section of an external questionnaire in the Third-party portal.
  - Correct labels and other relevant information for controls, images, card regions, menu items, and links in the Vendor Management Workspace.

## Related ServiceNow applications and features

### Operational Resilience

Operational Resilience helps organizations respond to adverse operational events by anticipating, preventing, recovering from, and adapting to such events.

### Operational Resilience Workspace

Use Operational Resilience Workspace to manage your resilience tasks and monitor resilience metrics from a single dashboard.

### GRC Risk Management

Use Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce your reaction time from days to minutes.

### GRC Risk Workspace

The Risk Workspace in the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for risk-related activities.

### Third-party Risk Management upgrade information

ServiceNow® Third-party Risk Management application upgrade information for the Xanadu release.

## Important information for upgrading Vendor Risk Management to Xanadu

Starting with the Vancouver release, if you're a VRM user upgrading to TPRM, from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from one release to the next rather than skipping to the latest release. Not running scripts in the correct order can result in data inconsistencies, broken functionalities, and conflicts.

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## Plugin requirements

TPRM

- Activate the Third-party Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Third-party Risk Due Diligence application [com.sn_tprm_dd].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

VRM

- Activate the Vendor Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

For more information on licensing or metering, see Tracking a managed activity, Third-party Risk Management (TPRM) Licensing and Vendor Risk Management (VRM) Licensing.

## VRM to TPRM changes

- The name of the application changed from Vendor Risk Management to Third-party Risk Management as part of the Vancouver release.
- The internal assessment [sn_vdr_asmt_internal_assessment] table is introduced, extending the tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] table.
- The Due Diligence Review (DDR) workflow is introduced, which uses both the internal assessment and the external (VRA) assessment.

**Note:**
If you have customizations on the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables, they might need modifications to work with the DDR workflow.

- The Third-party Scores [sn_vdr_risk_asmt_security_score] table has been relabeled to Risk Intelligence Scores [sn_vdr_risk_asmt_security_score] to reduce confusion.
- All instances of “vendor” are changed to “third party” in the user interface, though some global instances might remain unchanged.

**Note:**
If you don’t want to use the due diligence workflow, your original workflow (Tiering assessment and External assessments (VRAs) should be the same).

## VRM and TPRM data model

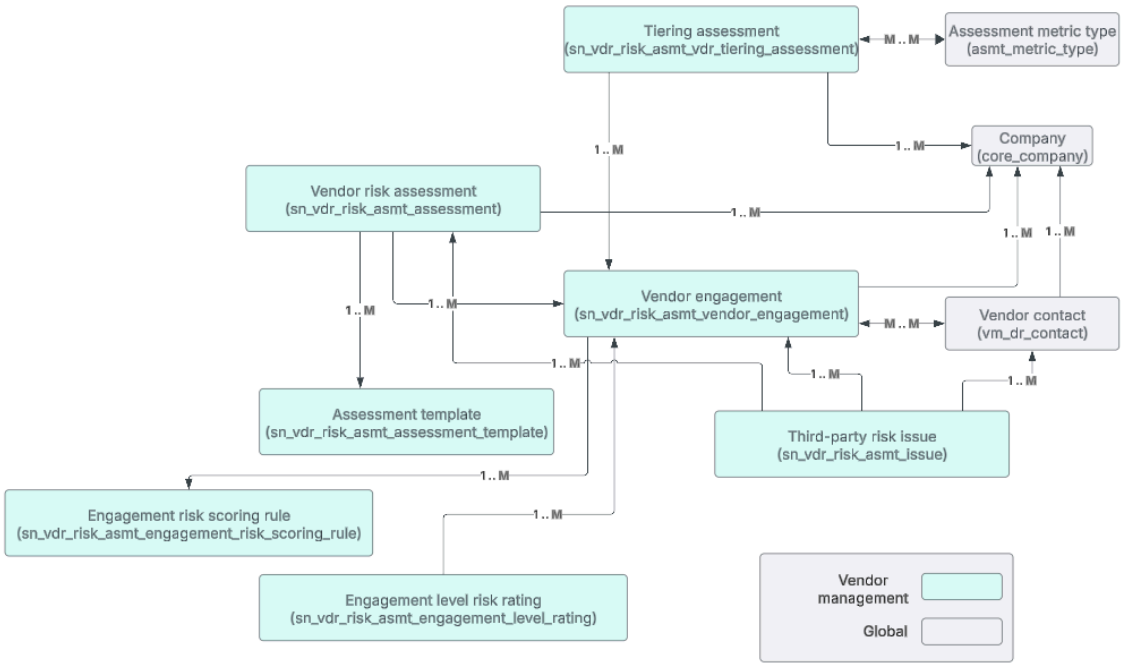
The Vendor Risk Management data model primarily uses the term “vendor” and includes the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables.

The Third-party Risk Management data model uses the term “third-party” in most user interface elements and introduces the DDR workflow, which uses both internal [sn_vdr_asmt_internal_assessment] and [sn_vdr_risk_asmt_assessment] external assessments.

The following models show VRM's and TPRM's capabilities.

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### VRM data model

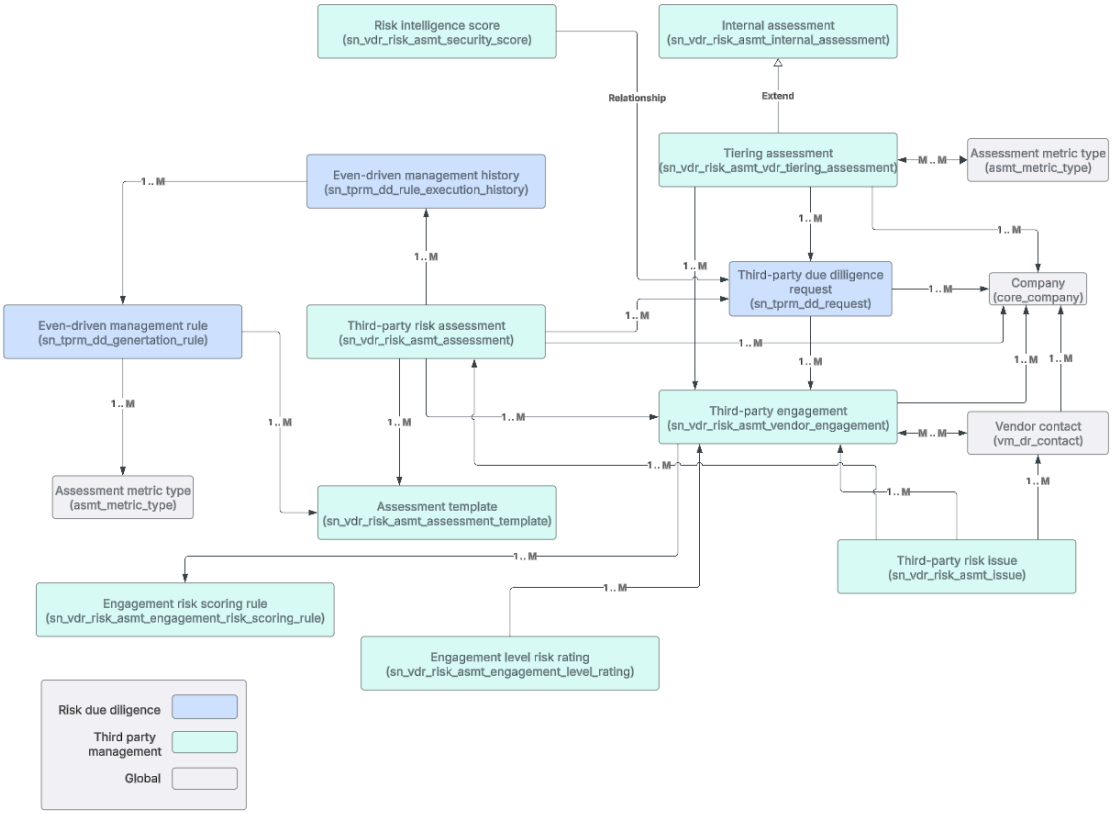



The components included in the Vendor Risk Management data model are as follows:

- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Company [core_company]
- Vendor risk assessment [sn_vdr_risk_asmt_assessment]
- Vendor engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

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### TPRM data model




The components included in the Third-party Risk Management data model are as follows:

- Risk intelligence score [sn_vdr_risk_asmt_security _score]
- Internal assessment [sn_vdr_asmt_internal_assessment]
- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Event-driven management history [sn_tprm_dd_rule_execution_history]
- Third-party due diligence request [sn_tprm_dd_request]
- Company [core_company]
- Event-driven management rule [sn_tprm_dd_generation_rule]
- Third-party risk assessment [sn_vdr_risk_asmt_assessment]
- Third-party engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Third-party risk issue [sn_vdr_risk_asmt_issue]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

## Healthcare and Life Sciences release notes

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

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### Healthcare and Life Sciences release notes

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

### Healthcare and Life Sciences Service Management Core release notes

The ServiceNow® Healthcare and Life Sciences Service Management application streamlines healthcare operations with automated processes. Healthcare and Life Sciences Service Management was enhanced and updated in the Xanadu release.

## Healthcare and Life Sciences Service Management highlights for the Xanadu release

- Promote accurate and comprehensive patient data management by leveraging multiple patient identifiers within the enhanced Healthcare and Life Sciences Service Management data model.
- Utilize the performance updates within the healthcare workspace to optimize loading times.

See Exploring Healthcare and Life Sciences Service Management Core for more information.

**Important:**
Healthcare and Life Sciences Service Management Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Patient identifier table

Use the new Patient identifier table to maintain and manage multiple identifiers such as patient MRN, social security number, and more.

For instructions on migrating data from the patient table to the patient identifier table, please reach out to Now Support for the fix script.

## Changed in this release

### Workspace performance enhancements

The Healthcare Workspace has received performance enhancements to optimize loading times.

## Activation information

Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Customer Service Management

The ServiceNow Customer Service Management (CSM) application provides the foundation for the Healthcare and Life Sciences Service Management application. You can leverage the entire functionality of the ServiceNow® Customer Service Management (CSM) application within Healthcare and Life Sciences Service Management.

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### Healthcare Computerized Maintenance Management System release notes

The ServiceNow® Healthcare Computerized Maintenance Management System application manages the medical device-related in-service process, alternative equipment maintenance (AEM) review process, medical device issues, and out-of-service process. This application is currently supported for the Xanadu release, but it will be deprecated in a future release.

## Deprecations

Starting with the Xanadu release, Healthcare Computerized Maintenance Management System is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details on this process, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. For information on maintenance and servicing, please see Field Service Management. For information on inventory and management, please see Enterprise Asset Management for Healthcare.

### Hyperautomation and Low-code release notes

The ServiceNow AI Platform® has new and updated hyperautomation and low-code features in the Xanadu release.

### App Engine Studio release notes

The ServiceNow® App Engine Studio (AES) application enables creators of varying skill levels to build applications that meet the immediate needs of your organization. App Engine Studio was enhanced and updated in the Xanadu release.

## App Engine Studio highlights for the Xanadu release

- Give users permission to work in AES or Creator Studio by assigning roles during the intake request review process in AEMC.
- Govern which AES and Creator Studio groups show as active by managing records on the User Group Permission Types [sn_app_intake_permission_type] table.
- Test AEMC on a non-production instance to ensure everything works as expected before moving to production.
- As of Xanadu Store Release 2, open an application in ServiceNow Studio directly from App Engine Studio.

See Build apps using App Engine Studio for more information.

**Important:**
App Engine Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading App Engine Studio to Xanadu

Due to a new process for assigning groups in App Engine Management Center (AEMC), ensure you have the same version of the Application Intake plugin installed on each of your instances.

## New in the Xanadu release

### Add users to one or more user groups

When viewing an intake request in AEMC, add a user to one or more AES and Creator Studio user groups.

### Manage user groups for Application Intake

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Manage which AES and Creator Studio user groups are active in your instance by updating records on the User Groups Permission Types [sn_app_intake_permission_type] table.

### Test AEMC on a non-production instance

Test AEMC on a non-production instance to ensure everything works as expected before moving to your production instance.

### Open applications in ServiceNow Studio

As of Xanadu Store Release 2, open an application in ServiceNow Studio directly from a banner link in App Engine Studio to explore the more advanced application development environment ServiceNow Studio offers.

## UI changes

### Enhanced visibility of apps created by Now Assist

The App Engine Studio App Inventory page now clearly distinguishes apps created with Now Assist in the following ways:

- A transition animation from the Now Assist Panel into AES eases navigation after the application has been generated.
- A banner prompts users to review the generated items on landing in AES.
- Metadata records are tagged with labels and other UI highlights to indicate they were generated by AI.
- Metadata records have a **Review** button to identify records that need to be reviewed.
- App submission changes help inform users that they should be reviewing prior to deployment.

## Activation information

Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Access Control

Work with access controls and roles for an application in AES.

### Catalog Builder

Edit the catalog items that you create in AES.

### Change Management

Control the life cycle of all changes systematically and facilitate changes with minimum disruption to IT services.

### Configuration Management Database (CMDB)

Build logical representations of assets, services, and the relationships between them that comprise the infrastructure of your organization.

### Create applications without writing code using Creator Studio

Edit apps built in Creator Studio and add features to customize functionality.

### Decision tables in Workflow Studio

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Add decision rules and use decision tables to decouple decision logic from code.

**Email notifications**

Create and edit email notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

**ERP Data Hub**

Simplify the use of Enterprise Resource Planning (ERP) data from the system of record, such as SAP.

**ERP Customization Mining (ERP-CM)**

Find legacy application candidates with custom ERP data that can be replatformed onto the ServiceNow AI Platform.

**Flows in Workflow Studio**

Edit the flows that you create in AES.

**Integration Hub - Import**

Import data into existing tables in AES.

**Mobile App Builder**

Add mobile experiences in AES.

**Now Assist for app generation in AES**

Create applications through a conversation with generative AI.

**Playbooks**

Edit cross-functional processes and consolidate them into automated task-oriented views.

**Table Builder**

Work with data models in a tabular format. Table Builder is exclusive to AES.

**UI Builder**

Edit the experiences that you create in AES.

**Workflow Studio**

Integrate workflow authoring, configuring, and monitoring into a single page experience.

**Workspace Builder**

Edit and customize workspaces built in AES.

### Creator Studio release notes

The ServiceNow® Creator Studio product is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development. Creator Studio was enhanced and updated in the Xanadu release.

## Creator Studio highlights for the Xanadu release

- Associate a topic with a form to appear in Employee Center
- Use questions as automation triggers
- Add dynamic behavior to forms based on user responses
- Implement custom activities for automated playbooks

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- Automate sending emails in a process
- Add question sets curated by your admin to a form

See Creator Studio for more information.

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

## New in the Xanadu release

### Associate a topic with a form

You can now add a topic to the settings for a form, enabling users to browse forms by their related topics.

### Dynamic behavior for forms

As of Creator Studio version 26.2.1, you can add dynamic updates to forms and their questions based on how users answer questions. For example, you can define a question to appear based on the answer to another question. See the Accessibility section of these release notes for accessibility details.

### Define custom activities for use in automations

As of Creator Studio version 26.2.1, administrators can define custom activities on the ServiceNow AI Platform to use in automations when building apps in Creator Studio.

### Interact with sample records within Creator Studio

As of Creator Studio version 26.2.1, app creators can now see how records generated by Creator Studio apps will appear by previewing and interacting with a sample record on the **Form submissions** tab. Selecting a record in the app's workspace opens it in a new tab within the app in Creator Studio.

### Use questions as process triggers

You can now select one of the published questions from the app's form as a trigger for its process. For example, if a user selects "blue" as the reply about their favorite color on the app's form, you can specify "blue" as the trigger for an automated process.

### New send email activity in automations

When you create a process, you can now have your app's automation automatically send an email when specified conditions are met.

### Add curated questions to a form using question sets

When creating forms, developers can now select from preconfigured question sets, enabling them to select curated questions without worrying about the details. Admins create question sets on the ServiceNow AI Platform, and question sets can't be edited in Creator Studio.

## UI changes

### Improved navigation of form settings

As of Creator Studio version 26.2.1, the form settings modal has improved usability in the following ways:

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- A new **Apply** button that appears when users select categories, topics, and user access provides a more intuitive way of saving changes and returning to the previous page in the modal.
- The **Save** button now automatically closes the modal when you select it after changing a form settings value.
- When you save changes to the properties for a question, the Question details panel now stays open and the question on the form stays highlighted, enabling you to keep working on the question without reopening the panel.

### View filtered number of apps on home page

A new counter quickly shows you how many apps exist for the **All apps**, **Your apps**, and **Shared with you** filters on the Creator Studio home page.

### Streamlined app preview page

As of Creator Studio version 26.2.1, the preview that appears when you create or open an app has updated styling.

## Changed in this release

### Better performance for reference-based form questions

The selection of a table for reference-based form questions has been improved. For example **Record choices** or **Multi-select** questions.

## Activation information

Install Creator Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

You must have the App Engine Enterprise license to use Creator Studio.

## Accessibility information

As of Creator Studio version 26.2.1, the following enhancements were made for accessibility:

- To ensure that users know if a question has dynamic behavior without opening the side panel, questions within the form canvas are tagged.
  - For sighted users, the tag is an icon.
  - For screen reader users, the corresponding ARIA tags indicate the same information on the focusable element.
- Navigating between tabs on the app settings modal no longer selects the close (X) button.

## Related ServiceNow applications and features

### App Engine Management Center

Track and manage your Creator Studio requests, deployments, applications, and collaborative developers using App Engine Management Center (AEMC).

### App Engine Studio

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Open Creator Studio apps in AES to build more custom experiences, such as email notifications and additional security.

#### Catalog Builder

Create or edit a catalog item using a visual and guided experience.

#### Form Builder

Visually create, configure, and customize the different form views for your users using the form editor in Form Builder.

#### Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience.

#### Workspace

Address customer requests and issues in a workspace, which provides a suite of tools where agents, case managers, help desk professionals, and managers work with tools to resolve customer needs.

### ERP Customization Mining release notes

The ServiceNow ERP Customization Mining (ERP-CM) product enables ERP (Enterprise Resource Planning) consultants and architects to identify customizations and recommend candidates for replatforming from the ERP system onto the Now Platform. ERP Customization Mining was enhanced and updated in the Xanadu release.

## ERP Customization Mining highlights for the Xanadu release

Note the following highlights in Xanadu Patch 3:

- Export and import scan results by using the snapshot option.
- Re-trigger AI/ML execution on demand.
- See how implementing a recommendation can increase candidate potential.

See ERP Customization Mining (ERP-CM) for more information.

**Important:**
ERP Customization Mining is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 3

#### Candidate result snapshot

Better ensure that the results of the mining process can be used to develop customization on development instance by exporting and importing ERP scan results using the snapshot option.

#### Implement re-triggering of the ERP Mining

Improve candidate scoring after the creation of new custom ERP Models by re-triggering the AI/ML execution for ERP-CM on demand.

#### Score improvement metric for recommendations

View the possible score improvement in the overall potential for a candidate if a specific recommendation is implemented.

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## Activation information

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## Related ServiceNow applications and features

### App Engine Studio

App Engine Studio consumes remote tables and extraction tables from the ERP system to enable you to create custom low-code apps and flows based on the migration candidates.

### ERP Data Hub

ERP Data Hub enables you to simplify the use of ERP data from the system of record, such as SAP. You can also create extraction tables on the ServiceNow AI Platform to transform data and create ERP models.

### Remote tables

Remote Tables connect the ServiceNow AI Platform to third-party sources or to another instance so that you can retrieve external data and optionally cache it in the memory.

### Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience. Consolidate Playbooks, Workflow Studio, Workflow Studio, Integration Hub integrations, and Decision Builder into one design environment.

### ERP Data Hub release notes

The ServiceNow® ERP Data Hub application (formerly known as ERP Canvas) enables you to connect to the ERP (Enterprise Resource Planning) system of record, query remote tables, and build data models to use ERP data on the ServiceNow AI Platform. ERP Data Hub was enhanced and updated in the Xanadu release.

## ERP Data Hub highlights for the Xanadu release

- In Xanadu Patch 3, enabled ODATA integration.
- In Xanadu Patch 3, added a monitor to track transactions and their progress.
- In Xanadu Patch 1, changed the name of the application from ERP Canvas to ERP Data Hub.
- In Xanadu Patch 1, updated the UI to clarify instructions and labels.

See ERP Data Hub for more information.

**Important:**
ERP Data Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 3

### OData integration

Extract data securely from ERP OData APIs using ETL to be used in remote tables and extraction tables.

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### Schedule extraction

Schedule data extractions into extraction tables with encoded query for delta updates.

### Monitor transactions

Use the new monitoring feature to track each transaction and its progress; filter the ERP Data Hub task information, such as successes, failures, and more, as needed.

### Enhanced heartbeat data

Use the enhanced heartbeat feature that now shows RFC, HTTP, and other connectivity status for better visibility to the end user.

## UI changes

### Xanadu Patch 1

### Get notified while entities load

A new banner alert indicates that the **Manage entities** tab is loading data, so that you don't think the page is unresponsive when it retrieves data from the ERP system.

### Improved icon for configuring nested output parameters

The icon to configure nested output parameters has changed to a more accurate intent icon (  ).

### Clarified in-app text and name for model manager page

To help you better understand how to work with ERP models, several on-screen directions have been updated. Additionally, the name of the page where you manage models has been renamed from ERP Model Management to ERP model manager.

## Activation information

Install ERP Data Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

SAP ECC and S/4 HANA are currently the only available systems that integrate with ERP Data Hub.

## Related ServiceNow applications and features

### Build apps using App Engine Studio

AES consumes Remote Tables as ERP data pills to help you create custom low-code apps and flows based on the migration candidates.

### ERP Customization Mining (ERP-CM)

Identify ERP application candidates from your system of record with custom data to re-platform using ServiceNow AI Platform® low-code apps.

### Remote tables

Remote Tables connect the ServiceNow AI Platform to third-party sources or to another instance so that you can retrieve external data and optionally cache it in the memory.

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### Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience. Consolidate Playbooks, Workflow Studio, Workflow Studio, Integration Hub integrations, and Decision Builder into one design environment.

### Integration Hub release notes

The ServiceNow® Integration Hub application extends the ServiceNow® Workflow Studio automation capabilities by enabling you to integrate your instance data with data in external systems. Integration Hub was enhanced and updated in the Xanadu release.

## Integration Hub highlights for the Xanadu release

- Send and receive messages in an Apache Avro format with ServiceNow® Stream Connect.
- Use the CyberArk Digital Vault to store and access your OAuth 2.0 credentials.
- Use your personal credentials to connect to third-party integrations.

See Integration Hub for more information.

## New in the Xanadu release

### Xanadu Patch 3

**Now Assist in Conversational Spokes**

Use Now Assist in Conversational Spokes to utilize the conversational ability of Integration Hub Spoke actions. Now Assist in Conversational Spokes offers generative AI capabilities to make spoke actions conversational. With this, you can perform business actions and automate business workflows through conversational interface.

Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of the Look up User spoke action in Microsoft Active Directory v2 spoke. You can call this action from a conversational interface like Now Assist.

### Send and receive messages in an Avro format with Stream Connect

Import and create Avro schemas to store in the Stream Connect Schemas [stream_connect_schema] table. Stream Connect producers and consumers use the schemas to convert plain-text JSON messages into an Avro binary format and back. Using an Avro format can reduce the size of the payload and simplify your integration to your local Apache Kafka instance.

### Track incoming requests for SOAP and REST APIs, and URL Export

View the data egress details in the enhanced Usage dashboard. Using the dashboard, you can track the data egress usage per source over time. This information is presented in a line chart and, if needed, you can view the amount of data transfer by source on any given date within the specified date range. The dashboard retrieves data from the Data Egress Count table [data_egress_count].

### Enable parallel loading in custom (load by script) type data sources

Use a script to partition data into smaller sections, then load the sections in parallel. Parallel loading can enable your integrations to finish faster and reduce the impact on other tasks.

### CyberArk credential storage integration **Use the CyberArk Digital Vault to store and access your OAuth 2.0 credentials**

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Use the ServiceNow® MID Server to access your OAuth 2.0 credentials stored on the CyberArk Digital Vault. The MID Server uses this information to generate OAuth 2.0 tokens for client credentials grant type that are then used to make REST API calls to the third-party server.

### Make outbound REST and SOAP calls through a MID Server using mTLS

Store mTLS password and certificate information on the instance, in a vault, or in a configuration file. The MID Server uses this information to make outbound REST and SOAP calls with the mTLS protocol.

### Use the Personal Authentication dashboard

Use your personal credentials to connect to third-party integrations. View, authenticate, revoke, and renew your personal authentications through a simplified, consolidated interface.

### Enhancements to the external trigger endpoints

Generate an endpoint for webhooks in the third-party applications that support OAuth 2.0 authentication. The endpoint enables webhooks to connect with your ServiceNow instance.

Generate the endpoints by updating the base system external event sources on your ServiceNow instance. After that, you can configure the endpoint on the third-party application and enable it to send a webhook to the ServiceNow instance to execute a flow. Based on the authentication type that the third-party system supports, you can generate a hash, secret, or token, or add roles or a user to the external event source. Finally, you generate the endpoint that you can use on the third-party system webhook.

### Automatically generate a JSON payload for the JSON Builder step

Enter a JSON payload into the step's script editor to automatically de-serialize the payload into structured input.

### Enhanced OpenAPI step

Choose to import an OpenAPI specification or a Postman Collection of a third-party outbound REST web service for building an integration. The OpenAPI step is now enhanced to support Postman API collections and is renamed as **OpenAPI/ Postman step**.

## UI changes

### Legacy dashboards migrated

The Legacy Usage Overview dashboard, Orchestration Usage dashboard, ROI dashboard, ROI dashboard, and ROI Premium dashboard are migrated to the Platform Analytics workspace.

## Changed in this release

### External Triggers framework to use new features provided by Platform Security

Upgrade the existing external triggers framework to use new features like Hash-based and Token-based authentication profiles with access policies.

## Removed in this release

- The Legacy Usage Overview dashboard is deprecated. This feature is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

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## Activation information

Integration Hub is included in Workflow Data Fabric and is available with activation of an Workflow Data Fabric subscription package. For details, see https://www.servicenow.com/products/automation-engine.html.

## Related ServiceNow applications and features

### Workflow Studio

ServiceNow® Workflow Studio enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Workflow Studio design environment to author flows and actions and to view the results that they produce.

### App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

### MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

### Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

### Connections and Credentials

Credentials and connection information are required to gain access to a computer or network device for ServiceNow® Discovery, ServiceNow® Service Mapping, and ServiceNow® Cloud Management, or to perform work using ServiceNow® Orchestration. When adding content to share on the ServiceNow® Developer Site or the ServiceNow® Store, you can configure connections and credentials relevant to your environment without modifying the built content.

### Next Experience release notes

The ServiceNow® Next Experience application delivers an intuitive, personalized experience that enables your organization to drive productivity, improve engagement, and inspire learning with the ServiceNow AI Platform®. Next Experience was enhanced and updated in the Xanadu release.

## Next Experience highlights for the Xanadu release

- Choose from multiple themes created with Theme Builder and apply them to your instance.
- A new keyboard shortcut enables you to access the OpenFrame UI.
- A new "User experience" user preference group has been added for the Turn off Next Experience, Enable analytics, and Current start page preferences.
- A new client interaction table displays UI load times for identifying and investigating performance anomalies.

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See Next Experience UI for more information.

**Important:**
Theme Builder is available in the ServiceNow Store. For details, see the "Activation Information" section of these release notes.

## New in the Xanadu release

### Next Experience keyboard shortcuts

Use a new keyboard shortcut to reduce the time required to open the OpenFrame window.

### User experience user preference group added

A new "User experience" user preference group has been added for the Turn off Next Experience, Enable analytics, and Current start page preferences.

### Pin your notifications menu

Pin your notifications menu for quick access to important updates.

### View Next Experience performance metrics

View performance metrics for any Next Experience page.

### Preserve your custom Next Experience theme during a clone

Cloning is optimized to preserve your Next Experience and Theme Builder themes. This helps ensure that the themes are not overwritten during the cloning process.

## Changed in this release

### Select a theme in Next Experience

If multiple core themes have been created using Theme Builder, then those themes and their alternate color palettes are displayed in the Theme user preference group.

## Activation information

Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Xanadu release. An opt-out system property can be created prior to upgrade if there are known problems with turning on Next Experience on an instance.

Install Theme Builder by requesting it from the ServiceNow Store.

## Browser requirements

Xanadu no longer supports Internet Explorer 11. You can't log in through that browser. The iOS version of Firefox is also not supported.

## Accessibility information

### Next Experience keyboard shortcuts

In addition to the 40 keyboard shortcuts available, there is a new keyboard shortcut to reduce the time required opening the OpenFrame window. This shortcut allows agents to dial and answer the phone from the platform.

### Next Experience Developer (NED) Tools release notes

The ServiceNow® Next Experience Developer (NED) Tools application provides support for creating components to track and enhance performance and overall improve productivity. NED Tools was enhanced and updated in the Xanadu release.

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## Next Experience Developer (NED) Tools highlights for the Xanadu release

- Record backend data for page with server logs.
- Get an overview of potential issue for components and actions with a dashboard of health indicators.
- View a waterfall of calls made to the page with information on how long each call took.
- Get information on network calls made to your pages including the type of calls, timing, frequency, and network URLs.

See Next Experience Developer Tools for more information.

## New in the Xanadu release

### Health indicators in the Next Experience Inspector

The Home view provides information and communicates potential issues on the page through a dashboard of health indicators for components and actions.

### View traces in the Next Experience Inspector

The Trace view provides a waterfall of calls made to the page with information on how the duration for each call.

### Server-side logs in the Logs tab for Next Experience Inspector

Record and view backend data by changing your preference from client logs to server logs when you're logged in as an admin.

### Manage events in the Next Experience Inspector

The Events view provides contextual information and actions for managing events.

### Service workers tab in the Next Experience Inspector

The Service workers tab provides visibility into service worker behavior.

**Tab-specific filters for each page**

Filter through the elements provided within each tab of the Next Experience Inspector.

## Removed in this release

- The Actions tab has been removed from the Next Experience Inspector.

## Activation information

Download Next Experience Developer Tools from the Google Chrome Web Store.

## Browser requirements

Download Next Experience Developer Tools from the Google Chrome Web Store.

### Now Assist for Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills that can make developing on the ServiceNow AI Platform more efficient. Now Assist for Creator was enhanced and updated in the Xanadu release.

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## Now Assist for Creator highlights for the Xanadu release

### Xanadu Patch 3

- Generate appropriate data pill values for supported flow triggers and action inputs.
- Generate a playbook with out-of-the-box activities from text, an image or both.
- Generate a UI experience with natural language description.

### Xanadu Patch 1

- Preview and modify your text directions before generating your playbook outline with Now Assist.
- Show annotations of what text directions were used to generate actions, flow logic, and subflows during flow generation.

See Now Assist for Creator for more information.

**Important:**
Now Assist for Creator is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 3

#### Add visualization to any dashboard

You can add a generated data visualization to any dashboard you can edit. Previously, you could add a visualization only to a dashboard that was open when you opened the Now Assist panel.

#### Generate a playbook from an image

Generate a playbook with out-of-the-box activities from text, an image, or both.

#### Generate a UI experience

Generate a UI experience using natural language description.

#### Edit code with Now Assist

Edit code by telling Now Assist how to improve the code. You can refactor code, add comments, validation rules, error handling, and rename variables.

#### Generate data pill values during flow generation

Generate appropriate data pill values for supported flow triggers and action inputs.

#### Use Now Assist to create spokes and actions

Build custom spokes for the required third-party application by using its API documentation. Kickstart spoke creation by copying and pasting the required API documentation snippet in Workflow Studio. This feature is useful when the required third-party application doesn't have an OpenAPI specification or Postman collection. To use the feature, activate the spoke generation skill in the Now Assist for Creator feature.

#### Modify generated data visualizations

After you generate a data visualization, you can go on through an iterative conversation to modify the visualization.

#### Reference specific tables with hash tags during flow generation

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Enter a hash tag character in the flow directions to refer to a specific table by name. Use auto-complete to select a table name from the options that match your partial entry.

### Support more chart types for generating data visualizations

The Analytics Generation data visualization generation skill now supports dial, gauge, horizontal bar, area, column, scatter, spline, and step charts, in addition to the original chart types.

### Edit in ServiceNow Studio after generating an application

Use Now Assist for App Generation in ServiceNow Studio, which offers an advanced application development environment.

### Preview an application before generating

Visually preview an application in a new tab before generating to review for accuracy and reduce the amount of corrective work.

### Update applications that have already been generated

Augment existing applications with new application objects, such as tables, roles, ACLs, and record producers.

### Create new tables by extending existing tables

Create new tables for an application created with app generation by extending existing tables, such as the task table.

### Edit existing applications without having the admin role

Non-admin users with the delegated developer role can edit applications.

### Use Now Assist to call Microsoft Active Directory v2 actions

Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of Disable User, Enable User, and Look up User actions. You can call these actions from a conversational interface like Now Assist.

### Xanadu Patch 1

### Get Playbook recommendations

Get suggestions on which activities to replace placeholder activities with.

### Re-prompt and preview while generating a playbook

Preview and modify your prompt before generating your playbook outline.

### Show annotations of the text directions used by flow generation

Show annotations of the text directions used for each item added by flow generation. Receive feedback about how your directions map to specific actions, flow logic, and subflows.

### Data visualization generation

Generate Platform Analytics charts through conversations.

## UI changes

### Xanadu Patch 3

### Now Assist for app generation opens from ServiceNow Studio

Now Assist for app generation can only be used when launching the Now Assist panel from within ServiceNow Studio.

### Xanadu Patch 1

### Enhanced visibility of apps created by Now Assist

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The App Engine Studio App Inventory page now clearly distinguishes apps created with Now Assist in the following ways:

- A transition animation from the Now Assist Panel into AES eases navigation after the application has been generated.
- A banner prompts users to review the generated items on landing in AES.
- Metadata records are tagged with labels and other UI highlights to indicate that they were generated by AI.
- Metadata records have a **Review** button to identify records that must be reviewed.
- App submission changes help inform users that they should be reviewing prior to deployment.

## Activation information

Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

### Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

### Integration Hub available spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

### MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

### Now Assist

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

### Process Automation Designer

ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

### Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions,

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element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

### RPA Hub release notes

The ServiceNow® RPA Hub application enables end-to-end automation for your organization. RPA Hub was enhanced and updated in the Xanadu release.

## RPA Hub highlights for the Xanadu release

- Create the centralized credentials that you can reuse in multiple bot processes.
- Migrate the bot process configuration and associated assets from one environment to another environment with a click of a button.
- Rearrange the recorded actions and screens according to your preference and generate the automation flow.
- Use the 15 new sample automations that were added in RPA Desktop Design Studio that cater to different use cases.
- View and manage the skill versions used in packages from a central location in RPA Hub. You can override an existing skill version that was used for each bot process.
- Manage sensitive and non-sensitive data in two separate fields of a work item.
- Use Guided Tours to get quick instructions on how to create queues and configure bot processes.

See Robotic Process Automation (RPA) Hub for more information.

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

## Important information for upgrading RPA Hub to Xanadu

Upgrade any of these currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications:

- RPA Desktop Design Studio
- Attended Robot
- Unattended Robot
- Unattended Robot Login Agent

For more information, see Download the RPA applications from RPA Hub.

The following upgrade information is applicable only when you're upgrading from San Diego or Tokyo to Xanadu.

Based on the number of records in the application file table, you could experience a potential delay while upgrading the RPA Hub applications from Tokyo or earlier releases to Xanadu.

Before upgrading RPA Hub to Xanadu, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.

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After you upgrade to Xanadu, the bot process definitions change to the new structure, which is the bot process configuration.

Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to Xanadu without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release article in the Now Support knowledge base.

## New in the Xanadu release

### Credential Management in RPA Hub

Create application credentials, robot credentials, and Time-based One-time Password (TOTP) authentications and reuse them in multiple bot processes through a credential group.

### Migration of a bot process configuration in RPA Hub

Migrate the bot process configuration and associated assets from one environment to another environment.

For example, when the bot process is ready to be migrated from a developer's environment to a UAT environment, an RPA developer or RPA administrator can select the **Ready for Migration** button on a published bot process. This action enables the **Migrate** button to appear. This button is only visible when the bot process migration isn't in progress. Then, the RPA release manager or RPA administrator can initiate the migration process by selecting the **Migrate** button. After the bot process and associated assets are migrated, a release manager can make any necessary changes, create and associate credentials, create an associated bot process record, and publish the bot process on the UAT (target) environment.

### Enhanced element interrogations using the recorder feature

In the RPA Desktop Design Studio application, while using the recorder feature, you can move and position your recorded actions and screens in the Recorded actions pane. You can also edit a recorded action and element name.

### New sample automations

Use the unattended and attended sample automations that were added to the Sample Automations page of RPA Desktop Design Studio. You can also view them in the Samples Explorer section.

- Merge CSV files
- Convert Excel to JSON
- Fetch contact info from email
- Resume Skill Matcher
- Copying a Range from One Excel File to Another
- Email Archiving or Deletion
- Streamlining Report Data Analysis
- Extract Excel Table to Embed in Email Body
- Zip and Unzip files
- XML to Excel Conversion
- Extract Data from Table and Saving to Excel

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- Merge Excel Sheets
- Download attachments from Outlook

A sample automation is a prebuilt automation that shows how an automation works in the RPA Desktop Design Studio. The RPA Desktop Design Studio provides multiple sample automations that cater to different use cases.

### Skill enhancements

View a skill package version for an associated package in a bot process or attended and unattended packages in RPA Hub. As an RPA release manager, you can override a skill version to use a specific skill package version for your bot process.

For example, to use a latest version of the skill package, you can override the skill package version in RPA Hub without publishing the attended or unattended package again. You can either override a skill version for a bot process or select the bot processes to override in the skill package version.

You can use the different versions of the same skill for different bot processes depending on your specific requirements. When the bot process executes, it uses the selected version instead of the version that was defined in the automation.

The following tabs were added:

- Use the **Skill Overrides** tab on the bot process form to view the skill version that was used. You can also use this tab to override the skill version for a specific bot process.
- Use the **Skills** tab on the package version of either the type attended or unattended to see the skills that were used in the package version.
- Use the **Bot process** tab on the skill package version to override the skill version for one or more bot processes.

In the RPA Desktop Design Studio, the Assign Bot Process feature is enabled for Skills automation projects. It shows both attended and unattended bot processes in the **Bot process** field. For the unattended processes, the associated robots are listed in a drop-down menu. For more information, see Assign bot process to an automation project.

If any skills are overridden in the bot process, use the Assign Bot Process feature in the RPA Desktop Design Studio to use the revised skill version during the current execution.

If a skill is overridden while the robot is in execution, the robot doesn't use the overridden skill for the current execution. Instead, the robot considers the updated skill version starting from the next execution.

### Sensitive request content in queues

Pass both sensitive data and non-sensitive data separately in work items.

In the Work item form, the **Sensitive Request Content** field was added to store the sensitive content. For more information, see Work item form in RPA Hub.

In the RPA Desktop Design Studio, RPA developers can handle the sensitive data in the Queue connector methods:

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- For the *CreateJSONWorkItem*, *PickWorkItem*, and *UpdateWorkItem* methods, RPA developers can identify and mark specific JSON fields as sensitive.
- For the *CreateStringWorkItem* method, RPA developers have an option to include both sensitive and non-sensitive request content. A new parameter *Sensitive Request Content* was added to capture those details. The data that is passed in the sensitive request content is stored as encrypted data and the data that is passed in the request content field is stored as plain data.

For more information about these methods, see Queue connector methods.

### New CreateFile component in the Zip category

Zip an existing folder or create a zip file by using the CreateFile component in RPA Desktop Design Studio.

### Robot user mapping in RPA Hub

Map an authorized user to an unattended robot to make the robot credentials accessible only to the mapped user.

In the Unattended robot form, the **User** field was added.

For upgrading customers, the **User** fields are automatically mapped with the user names who have recently created the process jobs for the selected unattended robots. If no process jobs are found for a selected robot, the RPA release managers must manually map the appropriate users to the robots.

### Guided Tours in RPA Hub

The following guided tours are available in the classic environment:

- Queues: Get step-by-step quick instructions in your instance on how to create queues.
- Bot process: Get step-by-step quick instructions in your instance on how to do an end-to-end configuration of the bot process and its related lists. You can select the tour to create an unattended bot process, attended bot process, or Embedded Task Automation.

### What's New tab in the Help Center for RPA Hub

Learn about the newly released features of RPA Hub in your instance.

If new content is available for you, the blue indicator on the **Help Center** button notifies that the feature content is new and unread by you on your instance.

## Changed in this release

### Process job with no logs

In the RPA Desktop Design Studio, the following process job records aren't displayed in the Attach log window:

- Process job records with no logs.
- Process job records that are stored in the robot machine.

### Credential sets are replaced by credential groups

In RPA Hub, the credential sets that were created for a bot process are now replaced with credential groups. You can now define the robot credentials, Time-based One-time Password (TOTP) authentication, and application credentials outside of the bot process and reuse them in multiple bot processes. By using

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credential groups, you don't have to create the same credentials for each bot process.

For upgrading customers, the existing credential sets and associated credentials are migrated seamlessly.

### Changes in the Start Process UI action

In RPA Hub, when you select the **Start Process** button, you can't view the robots that are in the **In Maintenance** life-cycle stage status.

When a bot process is either in the **In Maintenance** or **Build** life-cycle stage status and is using a robot pool, new robots aren't deployed for dynamic allocation.

Dynamic allocation in the robot pool is only activated for published bot processes.

### Changes in the Start Process action

When invoking the **Start Process** Workflow Studio action, the robots that are in the **In Maintenance** life-cycle stage status are treated as failed robots.

### Changes in the Start Process subflow

If a process job isn't in the **Running** status, the robot that is associated with the process job is treated as **Failed** in the **Start Process** subflow output.

### Break component issue with loops

An issue with the break components in the nested activities that failed to break their loops is now fixed. For more information, see List of components compatible with latest version.

### Microsoft Software Installer (MSI) compatibility

Older MSIs that are related to Unattended Robot, Attended Robot, and RPA Desktop Design Studio from the RPA Hub store release versions 7.0.3 and 9.0.0 are compatible and can be used with the current store release version (10.0.X) of RPA Hub.

However, there are some limitations:

- Any new automation components available in the latest version aren't available in the older versions. For example, the CreateFile component in the Zip category in version 10.0 doesn't work in older versions.
- Components of the same name with different parameters aren't backward compatible.

If robot machines are using older MSIs than the current version of the instance, any new features that are added in the later versions aren't available for older MSIs. For example, the features released after version 7.0.3 don't work in version 7.0.3 MSIs. Only those features that exist in version 7.0.3 work in that version.

## Removed in this release

The credential set related list was removed from the bot process form in RPA Hub.

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## Deprecations

- The RPA Sample templates store application is deprecated and is no longer supported or available for new activation. RPA Desktop Design Studio provides the latest experience for this functionality. For more information, see RPA Desktop Design Studio user interface.
- In RPA Hub, the **Is Request Content Sensitive** field in the Queues form was deprecated.
- In RPA Hub the **Credential Set** field in the Process Robot Credentials form was deprecated.

## Activation information

Install RPA Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

For cumulative release notes information on RPA Hub, see RPA Hub release notes.

For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes.

If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your ServiceNow AI Platform instance at **All** > **System Applications** > **All Available Applications**.

## Additional requirements

To use the Unattended Robot application, the minimum requirements are:

- Intel Processor (1vCPU).
- 4-GB RAM.
- Minimum 20-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.
- At least .NET Framework 4.7.1.
- DPI scaling setting must be deactivated.

To use the Unattended Robot application, the requirements are:

- Intel Processor (4vCPU).
- 8-GB RAM.
- Minimum 50-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.
- At least .NET Framework 4.7.1.
- DPI scaling setting must be deactivated.

An unattended robot is mapped to only one machine.

Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.

To use the Attended Robot application, the minimum requirements are:

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- Intel Processor (1vCPU).
- 4-GB RAM.
- Minimum 20-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.
- At least .NET Framework 4.7.1.
- DPI scaling setting must be deactivated.

To use the Attended Robot application, the requirements are:

- Intel Processor (4vCPU).
- 8-GB RAM.
- Minimum 50-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.
- At least .NET Framework 4.7.1.
- DPI scaling setting must be deactivated.

An attended robot is mapped to only one user.

To use the RPA Desktop Design Studio application, the minimum requirements are:

- Intel Processor (At least, Core i5).
- 4-GB RAM.
- 20-GB free disk space.
- Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.
- At least .NET Framework 4.7.1.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

To use the RPA Desktop Design Studio application, the requirements are:

- Intel Processor (Core i7).
- 8-GB RAM.
- 50-GB free disk space.
- Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.
- At least .NET Framework 4.7.1.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

## Browser requirements

ServiceNow workspaces don't support mobile devices. For more information about the list of supported browsers, see Browser support.

## Localization information

RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.

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## Related ServiceNow applications and features

### Workflow Studio

ServiceNow® Workflow Studio integrates with RPA Hub for a seamless robot execution. You can use the Workflow Studio design environment to author flows and actions, as well as view the results they produce.

### ServiceNow IDE release notes

The ServiceNow® integrated development environment (IDE) application enables developers to create scoped applications in source code in an IDE based on Visual Studio Code for the Web on the ServiceNow AI Platform. ServiceNow IDE is a new application in the Xanadu release.

## ServiceNow IDE highlights for the Xanadu release

- Develop scoped applications in an IDE based on Visual Studio Code on the ServiceNow AI Platform.
- Write source code to define the metadata that makes up applications with ServiceNow Fluent.
- Collaborate with users of different skill sets across an instance and view changes in embedded ServiceNow AI Platform user interfaces.
- Manage applications in source control with common Git providers.

See ServiceNow IDE for more information.

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

## ServiceNow IDE features

### Work in an IDE based on Visual Studio Code for the Web

Create and develop applications in a familiar integrated development environment based on Visual Studio Code for the Web. The ServiceNow IDE has many of the same features as Visual Studio Code, including type safety, IntelliSense, dependency enforcement, code search, and source control integration.

### Build scoped applications in source code

Write source code to define the metadata that makes up applications using ServiceNow Fluent. ServiceNow Fluent is a domain-specific programming language with APIs for defining the different types of application metadata. Developing applications in source code enables you to work in familiar development environments, create and modify complex applications, manage code in source control more easily, and catch errors at build time. Language processing and validation for ServiceNow Fluent is included in the ServiceNow IDE by default.

### Create and use JavaScript modules and third-party libraries

Organize and reuse code within scoped applications with custom JavaScript modules and third-party JavaScript utilities.

### Collaborate on applications with users of different skill sets

Collaborate on an application with users of different skill sets at the same time from the ServiceNow IDE and other ServiceNow AI Platform builder tools and interfaces. Developers build applications to compile source files into metadata, which they can view in embedded ServiceNow AI Platform user interfaces. Developers can

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synchronize applications to pull in changes to application metadata from other interfaces into source code.

#### Manage applications in source control

Integrate with remote Git repositories to use source control in the ServiceNow IDE. Use basic authentication or OAuth 2.0 to connect to remote Git providers and repositories.

## Activation information

Install ServiceNow IDE (sn_glider) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

#### ServiceNow SDK

The ServiceNow SDK is used in the background of the ServiceNow IDE as the application packaging service that builds applications and provides the ServiceNow Fluent APIs for developing applications in source code. Scoped applications created with the ServiceNow IDE or ServiceNow SDK can be developed with either application.

### ServiceNow SDK release notes

The ServiceNow® software development kit (SDK) enables developers to create scoped applications in source code locally in Visual Studio Code Desktop and upload changes to a ServiceNow instance. ServiceNow SDK was enhanced and updated in the Xanadu release.

## ServiceNow SDK highlights for the Xanadu release

Write source code to define the metadata that makes up applications with ServiceNow Fluent.

See ServiceNow SDK for more information.

## Important information for upgrading ServiceNow SDK to Xanadu

Upgrade to the latest version of the ServiceNow SDK with the `now-sdk upgrade` command. For more information, see Upgrade the ServiceNow SDK.

**Note:**
For more information about minor releases of the ServiceNow SDK, see the ServiceNow IDE, SDK, and Fluent articles in the ServiceNow Community.

## New in the Xanadu release

### Version 2.2.1

#### Turn off synchronizing changes to ServiceNow Fluent code

Turn off synchronizing changes to ServiceNow Fluent objects or files using the `@fluent-disable-sync` or `@fluent-disable-sync-for-file` comment directives.

### Version 2.1.1

#### Authenticate to an instance using OAuth 2.0

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Authenticate to a ServiceNow instance using OAuth 2.0 by setting the `type` parameter on the `now-sdk auth` command to `oauth`.

**Ignore ServiceNow Fluent diagnostics**

Suppress ServiceNow Fluent and TypeScript diagnostics using the `@fluent-ignore` comment directive.

**Version 2.0**

**Build scoped applications in source code**

Write source code to define the metadata that makes up applications using ServiceNow Fluent. ServiceNow Fluent is a domain-specific programming language with APIs for defining the different types of application metadata. Developing applications in source code enables you to work in familiar development environments, create and modify complex applications, manage code in source control more easily, and catch errors at build time.

**ServiceNow Fluent Language server in Visual Studio Code**

Get language processing and validation for ServiceNow Fluent in Visual Studio Code by installing the ServiceNow Fluent Language server from the Visual Studio Code Marketplace.

## Changed in this release

**Version 2.2.3**

**Convert command uses module project type by default**

The `projectType` parameter is set to `module` by default. By converting an application with the module project type, you can gradually migrate application metadata into ServiceNow Fluent code rather than converting all application metadata into code initially.

**Version 2.2.1**

**transpiledSourceDir parameter replaced with modulePaths parameter in now.config.json file**

Use the `modulePaths` parameter in the `now.config.json` file for your application to map the source directory for modules to the output directory for modules instead of the deprecated `transpiledSourceDir` parameter. The `modulePaths` parameter is used to compile TypeScript source files into JavaScript modules.

**Version 2.1.1**

**Table API includes label object**

Configure field labels [sys_documentation] for tables and columns with the *`label`* object in the *`Table`* API.

**Version 2.0.1**

**Create and convert commands include template parameter**

Specify whether to use JavaScript or TypeScript in modules with the `template` parameter on the `now-sdk create` and `now-sdk convert` commands. This parameter determines the configuration of the `package.json` and `now.config.json` files and adds a `tsconfig.json` file for TypeScript projects.

**Version 2.0**

**Default application structure**

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The default application structure includes some changes to directories and files, including the addition of a `.gitignore` file and moving the `now` object configuration in `package.json` to its own `now.config.json` file.

#### Create and convert commands include project-type parameter

Specify the type of application to create or convert with the `project-type` parameter on the `now-sdk create` and `now-sdk convert` commands. This parameter determines the default application structure based on whether you want to use ServiceNow Fluent and JavaScript modules and third-party libraries in the application (`fluent`) or only use JavaScript modules and third-party libraries (`module`).

#### Fetch command includes debug parameter

Return debug logs generated during the fetch process by setting the `debug` parameter to true with the `now-sdk fetch` command.

#### Deploy command includes reinstall parameter

Uninstall and reinstall the application on the instance by setting the `reinstall` parameter to true with the `now-sdk deploy` command. Reinstalling an application ensures that the metadata on the instance matches the metadata in the deployment package.

> **⚠ Warning:**
> Metadata that is on the instance but not in your local application is removed.

## Removed in this release

- The `scopeId` parameter was removed from the `now-sdk convert` command, which supported converting global applications. Only scoped applications can be converted.
- The `mode` parameter was removed from the `now-sdk fetch` and `now-sdk deploy` commands. A complete fetch or deploy are always executed.

## Activation information

The ServiceNow SDK is available as an npm package from the public npm registry and installed locally. For information about installing the ServiceNow SDK, see Install the ServiceNow SDK in an application.

## Additional requirements

You must have Node.js and npm installed to install the ServiceNow SDK. For more information, see Install the ServiceNow SDK in an application.

## Related ServiceNow applications and features

#### ServiceNow IDE

The ServiceNow IDE uses the ServiceNow SDK as its application packaging service to build applications, and the ServiceNow SDK provides the ServiceNow Fluent APIs for developing applications in source code in the ServiceNow IDE. Scoped applications created with the ServiceNow SDK or ServiceNow IDE can be developed with either application.

#### ServiceNow Studio release notes

The ServiceNow® ServiceNow Studio application provides a unified experience for all ServiceNow® development activities, enabling admins and developers to extend base system

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solutions and easily create custom apps. ServiceNow Studio is a new application in the Xanadu release.

## ServiceNow Studio highlights for the Xanadu release

- Create, edit, maintain, and deploy custom and globally scoped apps and app files in a single, integrated development environment instead of having to switch back and forth between tools and builders. You can also edit base system apps and files and customize store apps.
- Search for and edit any type of metadata record using the Navigator file taxonomy.
- Package app changes for deployment using System Update Sets, pipelines, and the Application Repository.
- Create applications using Now Assist for app generation.
- Bookmark applications and application files for easy, fast access.

See Building applications with ServiceNow Studio for more information.

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

## ServiceNow Studio features

### Consolidated access to all integrated ServiceNow® builders and tools

Use all of your favorite ServiceNow builders and tools in one place, without opening them in different products. For example, you can open files for flows in the Workflow Studio tool directly within ServiceNow Studio.

### Work with all supported file types and metadata

Use the Navigator panel to quickly find, bookmark, and edit any type of supported ServiceNow metadata.

### Deploy updates within ServiceNow Studio

Manage your deployments using several of the ServiceNow app life-cycle options, such as pipelines, update sets, or the Application Repository, directly within ServiceNow Studio.

### Generate apps using Now Assist

Edit applications created with Now Assist for app generation directly in ServiceNow Studio.

## Activation information

Install ServiceNow Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Access Control

Work with access controls and roles for apps and files in ServiceNow Studio.

### Catalog Builder

Create and edit catalog items directly in ServiceNow Studio.

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**Decision tables in Workflow Studio**

Add decision rules and use decision tables to decouple decision logic from code.

**Email notifications**

Create and edit email notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

**Flows in Workflow Studio**

Create and edit flows, subflows, and actions directly in a Workflow Studio tab within ServiceNow Studio.

**Integration Hub - Import**

Import data into existing tables in ServiceNow Studio.

**Mobile App Builder**

Add mobile experiences in a Mobile App Builder within ServiceNow Studio.

**Now Assist for app generation in ServiceNow Studio**

Create applications through a conversation with generative AI.

**Playbooks in Workflow Studio**

Edit cross-functional processes and consolidate them into automated task-oriented views.

**Table Builder**

Work with data models in a tabular format in a tab within ServiceNow Studio.

**UI Builder**

Create and edit experiences in a tab within ServiceNow Studio.

**Workflow Studio**

Integrate workflow authoring, configuring, and monitoring into a single page experience within ServiceNow Studio.

### Stream Connect dashboard release notes

The ServiceNow® Stream Connect dashboard application provides a central place where you can view and manage your Stream Connect integrations. The Stream Connect dashboard is a new application in the Xanadu release.

## Stream Connect dashboard highlights for the Xanadu release

- Manage your Stream Connect consumers, topics, and replicators through a single, consolidated interface.
- View detailed statistics for your Stream Connect integrations, including active entities, processed messages, and data consumption trends.
- Create or edit topics and add consumers directly through the dashboard.

See Using the Stream Connect Dashboard for more information.

**Important:**
The Stream Connect dashboard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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## Stream Connect dashboard features

### Using the Stream Connect Dashboard

View detailed statistics for your Stream Connect integrations, and create or edit topics, replicators, and consumers with the ServiceNow Stream Connect dashboard.

## Activation information

Install the Stream Connect dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

Stream Connect requires an Workflow Data Fabric subscription and a Stream Connect subscription. For more information on the Workflow Data Fabric product, see Automation Engine on the ServiceNow website.

## Related ServiceNow applications and features

### Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations.

### UI Component CLI Extension release notes

The ServiceNow® UI Component CLI Extension provides an abstraction around various component development workflows including project scaffolding, starting a local development server, and deploying a component into a ServiceNow instance. UI Component CLI Extension was enhanced and updated in the Xanadu release.

## UI Component CLI Extension highlights for the Xanadu release

Improve developer server performance with module caching.

See UI Component Extension for more information.

## New in the Xanadu release

### Module caching

Module caching improves developer server performance by storing a module in memory when imported and returning the module from the cache for future uses.

## Activation information

To install the UI Component CLI extension, install the ServiceNow CLI and add the UI component extension. For details, see Environment Setup.

## Additional requirements

The UI Component CLI extension requires either Windows 10 or a MacOS with Yosemite or later.

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### UI Builder release notes

The ServiceNow® UI Builder application is a web user interface builder for building pages for workspaces and portals or custom web experiences with Next Experience Components. UI Builder was enhanced and updated in the Xanadu release.

## UI Builder highlights for the Xanadu release

- Explore a searchable library of videos, guided tours, and product documentation to develop and practice UI Builder skills.
- Take guided tours to learn about features and complete tasks in UI Builder step-by-step.
- Improve usability in low-light conditions by using dark theme.
- Design pages that look good and function well across a variety of form factors such as laptops, tablets, and mobile devices using responsive authoring.
- Fetch information from multiple data sources and more easily bind the data to components of your choice with a new multi-table data resource right from UI Builder.

See UI Builder for more information.

## New in the Xanadu release

**Set screen conditions declaratively**

Control the visibility of pages using a condition builder as an alternative to writing a script.

**Configure contextual sidebar with tabs**

The Contextual sidebar component now uses the Tabs component as a foundation instead of viewports for simplified configuration as a vertical set of tabs.

**Control page layout for different device sizes**

Create tailored pages that are appropriate for different size screens.

**Retrieve data from varied sources for a component**

More easily add data from different data sources to a single component based on field mappings.

**Support for multiple forms on a page**

Add multiple forms and form controllers to a single page.

## Activation information

UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the ServiceNow Store.

## Browser requirements

Internet Explorer isn't supported for UI Builder.

## Related ServiceNow applications and features

**App Engine Studio**

Once you create apps in ServiceNow App Engine Studio, you can then create their user interface in ServiceNow UI Builder.

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### Workflow Studio release notes

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications. Workflow Studio was enhanced and updated in the Xanadu release.

## Workflow Studio highlights for the Xanadu release

- Create workflow items from any Workflow Studio page by using the **Create** button on the tab header.
- Create your own categories to organize actions, data streams, and subflows.
- Monitor playbook and flow operations with new usage dashboards.
- See an information banner when a new version of Workflow Studio is available.

See Workflow Studio for more information.

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

## Important information for upgrading Workflow Studio to Xanadu

As of Washington DC patch 3, updating Workflow Studio automatically updates all of its application dependencies such as ServiceNow® Workflow Studio, Playbook, and ServiceNow® Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow® Store or the list of plugins.

## New in the Xanadu release

### Create workflow items from a button on the tab header

Create workflow items from any Workflow Studio page by using the **Create** button on the tab header.

### Create a category to organize your actions

Create your own categories to organize actions.

### Create a category to organize your data stream actions

Create your own categories to organize data stream actions.

### Create a category to organize your subflows

Create your own categories to organize subflows.

### See when a new version of Workflow Studio is available

See an information banner when a new version of Workflow Studio is available.

## UI changes

### Replaced the list of flow executions with the flow usage dashboard

Opening the operations view displays the Usage dashboard for flows and subflows rather than a list of recent executions. The list of flow and subflow executions is now under the monitoring section.

### Replaced the list of playbook executions with the playbook usage dashboard

Opening the operations view displays the Usage dashboard for playbooks rather than a list of recent executions. The list of playbook executions is now under the monitoring section.

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## Changed in this release

### Update Workflow Studio and all its dependencies

As of Washington DC patch 3, updating Workflow Studio automatically updates all of its application dependencies such as Workflow Studio, Playbook, and Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow Store or the list of plugins.

## Activation information

Install Workflow Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

### Integration Hub available spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

### MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

### Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

### Decision tables in Workflow Studio release notes

The ServiceNow® Workflow Studio application provides an intuitive interface that you can use to create and manage decision tables. By changing the rules and conditions in a decision table, you can more efficiently meet changing business requirements. Workflow Studio was enhanced and updated in the Xanadu release.

## Workflow Studio highlights for the Xanadu release

- Create a decision table inline while authoring a flow or subflow in Workflow Studio.
- Use decision tables directly in your playbooks in Workflow Studio. Add the **Make a Decision - First Match** activity with inputs from your playbook to manage complex decisions.
- In large decision tables, scroll within the table to see more rows.
- Rank the order in which decision rows are read in your table, and reorder rows as needed.

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See Exploring decision tables for more information.

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

## Important information for upgrading Workflow Studio to Xanadu

Workflow Studio is automatically installed on your instance. However, Workflow Studio is a ServiceNow Store application, so to get the latest features, you must update your version manually to the most recent version. As of Washington DC Patch 3, updating Workflow Studio automatically updates all its application dependencies such as Workflow Studio, playbook, and Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow Store or the list of plugins.

## New in the Xanadu release

### Create a decision table in a flow

Create a decision table directly in your flow to add decisions quickly using the flow's inputs.

### Create a decision table in a subflow

Create a decision table directly in your subflow to add decisions quickly using the flow or subflow's inputs.

### Create a decision table in a Playbook

Add a decision table directly in a Playbook to manage complex business logic using the **Make a Decision - First Match** activity. Add inputs from the playbook and manage other actions based on the results of your decision tables.

### Rank and reorder decision table rows

Determine or change the sequence in which your decision rules are evaluated by reordering the rows in a decision table. Type a new value in the **Rank** column to easily change decision row order.

## Changed in this release

### Theme updates

Some details in the decision table UI have been updated to follow standard ServiceNow AI Platform themes.

### Usability enhancement for scrolling within decision tables

In large decision tables, scroll within the table to see more rows. Note that the headers stay at the top of the table.

## Localization information

The Localization Framework is integrated in decision tables. However, because editing in Excel doesn’t support localization, you cannot use this feature in any instance that doesn't use English.

## Related ServiceNow applications and features

### Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience.

### Exploring flows

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Flows automate a repeatable multi-step process. When the flow trigger conditions are met, the flow runs a sequence of reusable actions and flow logic to complete the process.

#### Exploring playbooks

Workflow Studio playbooks enable process owners to author cross-enterprise workflows and create a single, unified process. Build the underlying processes for playbooks that Playbook Experience agents and fulfillers use.

### Flows, subflows, and actions in Workflow Studio release notes

The ServiceNow® Workflow Studio application enables process analysts to automate work without having to code and to build multi-step flows from reusable components. Workflow Studio was enhanced and updated in the Xanadu release.

## Workflow Studio highlights for the Xanadu release

- Protect sensitive data in execution details by using the operations read role.
- Provide improved support of the variables data type for subflow and action inputs.
- Show annotations of what text directions were used to generate actions, flow logic, and subflows during flow generation.
- Sign and validate any flow, subflow, or action.

See Workflow Studio for more information.

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

## Important information for upgrading Workflow Studio to Xanadu

After upgrading, users who previously had the fd_read_operations role will now see only basic execution details such as the run state and duration. This restriction prevents users with this role from seeing sensitive information in execution details. To provide read access to all execution details such as input configuration and runtime values, grant the user the new role fd_read_operations_all.

## New in the Xanadu release

### Xanadu Patch 3

#### Generate data pill values during flow generation

Generate appropriate data pill values for supported flow triggers and action inputs.

#### Run an action from a conversation

Run a Workflow Studio action from a Now Assist conversation. Create and configure the conversational action from Workflow Studio. View and edit conversational actions within Virtual Agent Designer.

#### Run a subflow from a conversation

Run a Workflow Studio subflow from a Now Assist conversation. Create and configure the conversational skill from Workflow Studio. View and edit conversational subflows within Virtual Agent Designer.

#### Reference specific tables with hash tags during flow generation

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Enter a hash tag character in the flow directions to refer to a specific table by name. Use auto-complete to select a table name from the options that match your partial entry.

### Xanadu Patch 1

#### Show annotations of the text directions used by flow generation

Show annotations of the text directions used for each item added by flow generation. Receive feedback about how your directions map to specific actions, flow logic, and subflows.

### Xanadu family release

#### Control what users with read access can see in execution details

Grant a user role to control what users with read access can see in execution details. To limit read access to basic execution details only, grant a user the existing fd_read_operations role. To allow read access to all execution details, grant a user the new fd_read_operations_all role.

#### Sign flows, subflows, and actions

Sign and validate any flow, subflow, or action.

## UI changes

#### User preferences for flows

Flow preferences have been renamed User preferences.

## Changed in this release

#### Flow generation configures action and flow logic inputs

Use the Now Assist for Creator flow generation skill to create and configure a flow from text directions. Flow generation uses data pills to set input values for actions and flow logic.

## Removed in this release

- Removed the system property com.snc.process_flow.reporting.iteration.lastn that was used to specify the number of loop iterations that a flow would generate execution details for. To report on all iterations of a loop, create a flow execution settings record for the flow instead. For more information about flow execution settings, see Flow execution settings.
- The user preference for flow authors to include draft actions in the list of available actions has been removed. To see a custom action during flow design, publish the action. For more information, see Create an action in Workflow Studio.

## Activation information

Workflow Studio is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

#### App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

#### Integration Hub

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Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

**Integration Hub available spokes**

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

**MID Server**

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

**Now Assist for Creator**

Use generative AI skills to make developing on the ServiceNow AI Platform more efficient.

**Process Automation Designer**

ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

**Robotic Process Automation (RPA) Hub**

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

### Playbooks in Workflow Studio release notes

The ServiceNow® Playbooks builder within the ServiceNow® Workflow Studio application enables playbook owners to create multiple-flow processes in a diagram or task board interface. The Playbooks builder was enhanced and updated in the Xanadu release.

## Playbooks highlights for the Xanadu release

- Use one playbook for multiple scenarios with variants.
- Get recommendations on which activities to replace placeholder activities with.
- Preview and modify your text directions before generating your playbook outline with Now Assist.
- Generate a playbook with out-of-the-box activities from text, an image or both.
- Collect custom responses from an end user, without requiring an existing table or fields.
- Better manage access to your playbooks and playbook components.

See Exploring playbooks for more information.

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

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## Important information for upgrading Playbooks to Xanadu

After you upgrade to Xanadu, update the Playbooks and Workflow Studio applications in the ServiceNow Store.

## New in the Xanadu release

### Variants

Use one playbook for multiple scenarios with variants.

### Playbook recommendations

Get suggestions on which activities to replace placeholder activities with.

### Re-prompt and preview

Preview and modify your prompt before building your playbook.

### Image to playbook generation

Generate a playbook with out-of-the-box activities from text, an image, or both.

### Questionnaire activity

Reference flow glide variable input and output values in an activity's condition builders to collect up to 10 pieces of information from an agent or fulfiller to use later during a playbook run, without requiring an existing table or fields.

### Greater access controls

Better manage access to your playbooks and playbook components.

### Archived data enhancements

Schedule process execution data to be archived, and view the JSON files for your archived data.

### Script support for activate, restart, deactivate, and duplicate

Use a script include or business rule that calls the activate, deactivate, restart, or duplicate playbook APIs.

### Washington 25.2 release

See 25.2 features in the Washington DC Playbooks release notes:

- Playbook Assist

## Changed in this release

### Updated Roles

The pd_admin role is now playbook.admin.

**Activities trigger asynchronously**

To avoid slowing down the playbook runs, the first activities are triggered asynchronously.

## Removed in this release

Use the Questionnaire activity instead of the Collect User Data activity.

## Activation information

The application comes with the Workflow Studio ServiceNow Store app. Workflow Studio is part of the ServiceNow AI Platform® and is available by default. Get the latest Workflow Studio

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features by downloading the app in the ServiceNow Store, as well as related applications like the Process Automation Experience Demo application.

To use the playbook generation feature in Workflow Studio, download the Now Assist for Creator application.

Visit the ServiceNow Store website 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.

## Additional requirements

The following features are part of the ServiceNow AI Platform® and are active by default:

- Archived data enhancements
- Script support for activate, restart, and deactivate
- Updated roles
- Greater access controls

Download the app in the ServiceNow Store to access the following features:

- Variants
- Questionnaire activity
- Playbook Recommendations
- Re-prompt and preview

For access to all Xanadu features, download the latest app in the store.

## Localization information

Playbook generation with images is not available in the APAC region.

## Related ServiceNow applications and features

### Workflow Studio

ServiceNow® Workflow Studio consolidates , Workflow Studio, Action Designer, Integration Hub integrations, and ServiceNow® Decision Builder into one design environment. Author, configure, and monitor all of your workflows in a streamlined experience.

### Flow Designer

ServiceNow® Workflow Studio enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Workflow Studio design environment to author flows and actions and to view the results they produce.

### Playbook Experiences

ServiceNow® Playbook experiences enable you to customize the default playbook user experience for your agents.

### Next Experience Components release notes

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

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## Next Experience Components highlights for the Xanadu release

- Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Developer site Next Experience Components doc.
- 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 so 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 Xanadu release

### Components

| Component | Description |
|---|---|
| Custom illustration | Insert theme-able, inline Scalable Vector Graphics (SVG)s on a Workspace page. |
| Feedback | Capture granular user feedback for AI products through a series of pre-determined options or free-text responses. |

## Changed in this release

### Components

| Component | Enhancements |
|---|---|
| Appointment calendar | Reflow support in higher browser zoom levels of up to 400% in day and week view. |
| Badge | Option to enable partial number counts and additional characters, including the plus "+" symbol. |
| Breadcrumbs | Improved breadcrumb orientation experience with option to enable overflow menu. |
| Calendar | • Extra content slot in the header to add buttons.<br>• Column width control in the timeline view. |
| Checkbox | Customizable slot after the information button for inserting additional elements. |
| Checklist | • Additional configuration options like Disabled, Read Only, and Invalid.<br>• Font size customization. |

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### Components (continued)

| Component | Enhancements |
|---|---|
| | • Option to configure mandatory field indicator.<br>• Error notification appears when the user attempts to submit a form with an incomplete required field. |
| Contextual sidebar | Improved configuration with vertical tabs structure. |
| Date-time | • Time zone displays for users.<br>• Horizontal layout option for date-time input field. |
| Email composer | • Improved draft management experience with email footer and side panel action buttons.<br>• Improved drafting experience with larger compose area and enhancements to save vertical space.<br>• Option to enable auto-load of most recent draft.<br>• Option to suppress "Send email" button.<br>• Support for international characters in email IDs. |
| Email composer (mini) | • Improved draft management experience with email footer and side panel action buttons.<br>• Improved drafting experience with larger compose area and enhancements to save vertical space.<br>• Option to enable auto-load of most recent draft.<br>• Option to suppress "Send email" button.<br>• Support for international characters in email IDs. |
| Form | Support for 2 or more forms on a page.<br>**Note:**<br>If you want to add a form to a legacy page with an existing form, see the Form UIB Setup documentation. |
| Highlighted value | Improved display of long text with text wrapping functionality. |
| Input | • Customizable slot after the information button for inserting additional elements.<br>• Added a caret slot that follows the user's text cursor. |
| Node map | In the hierarchical layout:<br>• Movable nodes in the map.<br>• Customizable control panel.<br>• Customizable node connections in new nodes. |

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**Components (continued)**

| Component | Enhancements |
|---|---|
| | • Improved reflow in higher browser zoom levels.<br>• Support for pausing node map layout refresh (re-layout). |
| Radio button | Customizable slot after the information button for inserting additional elements. |
| Related items | • Show or hide the heading.<br>• Configure the background color.<br>• Refresh a specific list along with all other lists in the container. |
| Select | Customizable slot after the information button for inserting additional elements. |
| Text area | • Customizable slot after the information button for inserting additional elements.<br>• Added a caret slot that follows the user's text cursor. |
| Toggle | Customizable slot after the information button for inserting additional elements. |
| Typeahead | Customizable slot after the information button for inserting additional elements. |
| Typeahead multi | Customizable slot after the information button for inserting additional elements. |

## Activation information

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

## Accessibility information

Next Experience Components are updated for accessibility in the Xanadu release.

**Updated components**

The following components were updated to support Web Content Accessibility Guidelines (WCAG) 2.1 level AA:

- 360 degree visualization [sn-grc-360-degree-visualization]
- Agent Messaging [sn-agent-messaging]
- Analytics Q&A [sn-nlq-analytics]
- Appointment calendar [now-appointment-calendar]
- Audio player [sn-audio-player]
- BCM Crisis map [sn-bcm-crisis-map-connected]
- Calendar [now-calendar]
- Capacity Planning [sn-capacity]

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- Catalog Wizard [sn-catalog-wizard-connected]
- Chat Popover [now-requestor-chat-popover]
- Circuit map [sn-circuit-map]
- Confirmation message [now-confirmation-message]
- Q1 Dashboards Overview [sn-dashboards-overview]
- Data Grid UI Component [sn-datagrid]
- Data Visualization Designer [sn-viz-designer]
- DevOps Pipeline [sn-devops-pipeline]
- Display Only Form [now-record-form-section-connected]
- Email composer [now-email-client-composer-connected]
- FAM Map [sn-fam-map]
- Form record presence [now-record-common-record-presence]
- Funnel [sn-va-funnel]
- Gantt Chart [now-gantt]
- Geo Map [sn-geo-map]
- Guided Decisions App Shell Header [sn-gd-app-shell-header]
- Guided Decisions Builder [sn-guided-decisions-builder]
- Guided Decisions Experience [sn-guided-decisions-card]
- Indoor Mapping [sn-map-component]
- Metric datatable component [sn-metric-datatable]
- Node map [sn-node-map]
- OHS Injury Picker [sn-ohs-injury-picker-connected]
- PaCE dynamic form for inputing variables [sn-pace-policy-dynamic-form]
- PaCE Policy Builder [sn-pace-policy-builder]
- PaCE Policy Input [sn-pace-policy-builder-io]
- PAR Component Builder [sn-par-component-builder]
- Playbook Activity Picker [now-playbook-activity-picker]
- Playbook Form [now-playbook-experience-form-connected]
- Policy as Code Engine Test Playground Control [sn-pace-test-playground-control]
- Presentational List [now-list]
- Process Mining - Automation Discovery Report [sn-promin-automation-discovery-report]
- Process Mining - Improvement Initiatives [sn-promin-initiatives-connected]
- Process Mining - Improvement Opportunities [sn-promin-process-findings-connected]
- Process Mining - Notes [sn-promin-notes-connected]
- Process Mining - Projects List [sn-promin-process-list-connected]
- Process Mining - Routes [sn-promin-process-routes-connected]
- Process Mining Workbench [sn-promin-workbench-connected]

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- Process Optimization - Map [sn-promin-process-map-connected]
- Quick Filter [sn-quick-filter]
- Quick Filter Popover [sn-quick-filter-popover]
- Reference Selector using Condition Builder [sn-pace-policy-reference-selector-cb]
- Risk Heatmap [sn-risk-heatmap]
- Roadmap [sn-roadmap]
- Scheduled Export [sn-par-scheduled-export]
- Search facets [sn-search-facets]
- Search input [sn-search-combobox]
- Search Result Wrapper [sn-search-result-wrapper]
- Split view [split view]
- Tab filter [sn-tab-filter]
- Task Planner [sn-task-planner]
- VA Analytics Chart Container [sn-va-slotted-tile]
- VA Analytics Event Property Set [sn-va-custom-event-props]
- VA Analytics Trend Score [sn-va-score-trend]
- Workplace Stack Plan [sn-wsd-stackplan]

## Related ServiceNow applications and features

### UI Builder

UI Builder is a low-code tool that enables users 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.

### Impact release notes

The ServiceNow® Impact application is a first-of-it's-kind value acceleration solution designed to meet customers where they are in their unique ServiceNow digital transformation journey. #Built on the ServiceNow AI Platform, Impact combines expert coaching, personalized insights and recommendations, peer benchmarking, technical support, role-based training, and curated content all delivered in a personalized digital experience. Impact was enhanced and updated in the Xanadu release.

## Impact highlights for the Xanadu release

- Jumpstart your understanding and assessment of ServiceNow platform capabilities with new Accelerators that provide a demonstration of the possibilities and capabilities with instance features and maximize value exactly where you need it.
- Jumpstart your understanding and assessment of ServiceNow platform capabilities with new Accelerators that provide a demonstration of the possibilities and capabilities with instance features and maximize value exactly where you need it.
- View monthly and quarterly trends and curated recommendations for auto-generated outcomes with the updated Objectives and outcomes, formerly Value Blueprint.

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See Impact for more information.

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

## New in the Xanadu release

### Initiatives & Accelerators

- Jumpstart Your Now Assist for Creator and SPP-AU version
- Jumpstart Your Now Assist for IT Service Management (ITSM) and SPP-AU version
- Jumpstart Your Service Mapping and SPP-AU version
- Jumpstart Your Database Management
- Jumpstart Your CSM Configurable Workspace
- TuneUp Your Employee Center
- Introduction to Instance Readiness Assessment
- CoEI Influencing Funding Strategy
- UX: Catalog Request Experience Review
- Generative AI - Virtual Agent Conversational Catalog
- Value Potential

### Initiatives & Accelerators

- Extend Your Employee Center to Pro: Provides prescriptive guidance on extending the Employee Center capabilities to include Pro features.
- Jumpstart Your CSDM: Foundation: Provides an overview and breakdown of the CSDM with a focus on Foundation data.
- Jumpstart Your Document Intelligence: Provides a demonstration of the possibilities and capabilities of Document Intelligence.
- Jumpstart Your Employee Center: Includes a demonstration of the possibilities and capabilities available with the ServiceNow Employee Center portal in your instance.
- Jumpstart Your Event Management: Provides a demonstration of the possibilities and capabilities of Event Management.
- Jumpstart Your Issue Auto Resolution: Provides a demonstration of the possibilities and capabilities of Issue Auto Resolution within your ServiceNow platform.
- Jumpstart Your Process Mining: Provides a demonstration of the possibilities and capabilities of Process Mining.
- UX: Taxonomy Review and Design: Optimizes content structure and navigation in your portal, with a focus on Knowledge and Catalog to improve usability and help users easily find the correct information.
- Common Service Data Model (CSDM) Assessment - Business Services (Run) - Advanced: Provides an assessment and guidance for CSDM Run maturity, including Business Services, Business Service Offerings, Request Catalog Items, and (Business) Service Portfolio.

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- Common Service Data Model (CSDM) Assessment Technical Services (Walk) - Advanced : Provides an assessment and guidance for CSDM Walk maturity, including Technical Services and Technical Service Offerings.
- ServiceNow Protected Platform – Australia (SPP-AU) versions of Accelerators are available, where applicable. The Accelerator catalog is updated with this information.

### HealthScan

- Consent for the self-service capability that automates monthly Health Assessment scans and reports to provide details that can help you to improve the health of your ServiceNow platform implementation.
- Consume HealthScan service environment script outputs in a clear format for Self-hosted NSG Air-gapped customers.
- Access HealthScan commercial features as a GCC or NSC customer.

### Value Journey

- Use the auto generated objectives and outcomes to save time and effort in the Impact Value Journey.
- View monthly or quarterly trends and curated recommendations for generated outcomes. See Trends, Benchmarks, and recommendations related to the outcome.
- Trends and Benchmarks will be available for outcomes with data.
- Use the Data Collection App, available from the ServiceNow® Store, to transfer data automatically into your Impact portal.

### Impact Instance Observer

- Detect additional anomalies for 16 metrics with Release 18.
- Configure self-serve alerts for Garbage Collection using Host Health.

## Changed in this release

### Accelerator catalog

- Updates to the  Accelerator
- The UX (User Experience) Design: Employee Center Accelerator name is changed to UX: Design for Employee Center
- The User Experience Review: Employee Center Accelerator name is changed to UX: Portal Experience Review

### HealthScan definitions updates: November release

Some definitions have been deprecated or enhanced to improve performance, reduce false positives, and meet the latest coding practices.

**Accelerators with minor updates to the descriptions**

- The Center of Excellence & Innovation Design
- TuneUp Your Hardware Asset Management
- TuneUp Your Software Asset Management

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- UX: Design for Employee Center
- UX: Portal Experience Review
- Jumpstart Your Strategic Portfolio Management – Planning Workspace

#### Objectives and outcomes

Value Blueprint is renamed to Objectives and outcomes.

#### HealthScan definitions updates: August release

Some definitions have been deprecated or enhanced to improve performance, reduce false positives, and meet the latest coding practices.

### Intelligent Experiences release notes

Intelligent Experiences has new and updated features in the Xanadu release.

### Document Intelligence release notes

The ServiceNow® Document Intelligence application is an artificial intelligence (AI) solution that quickly and accurately categorizes and extracts information from documents. Document Intelligence was enhanced and updated in the Xanadu release.

## Document Intelligence highlights for the Xanadu release

### Xanadu Patch 9

- Boost productivity by using the document and visual insights AI agent in Now Assist to autonomously analyze and extract data from documents and images.
- Streamline document data extraction by automating document tasks.
- Use Virtual Agent to ask questions about the document content.

### Xanadu Patch 3

- Extract information from contract documents by using Now Assist in Document Intelligence.

### Early Availability

- Extract the data from single fields by using the Draw tool to select a document area and extract the information.
- Standardize the extracted data by determining how to interpret ambiguous field values and by matching extracted values with data in a referenced table.
- Process documents that are written in Simplified Chinese or Japanese.
- Monitor your Document Intelligence implementation with improved dashboard charts.

See Document Intelligence for more information.

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

## New in the Xanadu release

#### Xanadu Patch 10

#### Improved security for the document and visual insights AI agent

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Enable access control lists (ACLs) to improve the security for the document and visual insights AI agent. ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

The document and visual insights AI agent and its skills are classified as a worker or helper agent. A worker can act as an AI user with different privileges than the human user. A helper only has the privileges of a human user.

### Xanadu Patch 9

#### Document and visual insights AI agent

Use an AI agent to help process tasks that analyze and extract data from documents and images.

#### Full automation for document data extraction

Automatically extract document data and process the document task without agent review.

#### Document chat in Virtual Agent

Integrate Now Assist for Virtual Agent with Now Assist in Document Intelligence to enable chat responses based on document content.

#### Attachment summarization in ITSM

View the summaries of attachments with the record summary in ITSM.

### Xanadu Patch 3

#### Now Assist in Document Intelligence

Use Now Assist in Document Intelligence to extract information from contract documents with generative AI.

**Early availability**

#### Draw tool enhancements

Extract the data from single fields by using the draw tool to select a document area and extract the information.

#### Data normalization

Standardize the data extracted from documents with the following improvements:

- Determine a default interpretation of the ambiguous values for the date and number fields.
- Create a Reference field type to match the extracted field values with the fields in a referenced table record.

#### Dashboards in the Admin experience

Monitor the overall performance of Document Intelligence in the Document Intelligence monitoring dashboard. You can monitor the performance at the use case level in the use case performance dashboard.

#### Document classification integration workflow

Integrate document classification use cases with a custom application or workflow.

## UI changes

#### Usability enhancements to Draw tool features

Various Draw tool features are updated to create an effective user experience.

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## Removed in this release

Starting in the Xanadu release, the Platform Document Intelligence Usage dashboard is no longer supported or available through the Document Intelligence application. Performance metrics are available in the Document Intelligence Admin experience. For more information, see Document Intelligence monitoring dashboard.

## Activation information

Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), the Predictive Intelligence plugin (com.glide.platform_ml), and the Document Intelligence UIB component (com.sn_docintel_iframe). For more details, see Install Document Intelligence.

## Accessibility information

### Support for reflow

The sn-docintel-iframe component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Localization information

### Chinese and Japanese language support

Process documents in additional languages with added support for Simplified Chinese and Japanese.

## Related ServiceNow applications and features

### Now Assist in Contract Management

Use Now Assist in Contract Management to review contracts and extract information from signed contracts to add in the contract repository.

### Accounts Payable Operations

Use Document Intelligence for Accounts Payable Operations to extract information quickly and accurately from invoice documents that are received as attachments via email, as well as create invoice records in the Accounts Payable Operations application.

### Customer Service Management

Use Document Intelligence for Customer Service Management (CSM) to extract relevant information from email and case attachments, such as account numbers or customer addresses, and add that information to cases.

### Financial Services Operations

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Use Document Intelligence integrated with the digital workflows in the Financial Services Operations applications to help your organization quickly automate document processing and accurately extract information from documents to the ServiceNow AI Platform.

#### Automation Center

Use Document Intelligence for Automation Center to discover automation opportunities for document processing using DocIntel automation metrics.

### Generative AI Controller release notes

The ServiceNow® Generative AI Controller application enables you to use generative AI capabilities with third-party large language models (LLM) providers on the ServiceNow AI Platform. You can reduce complexity and enhance the user experience in your organization by generating and summarizing content, analyzing user sentiment, and writing unique prompts. Generative AI Controller was enhanced and updated in the Xanadu release.

## Generative AI Controller highlights for the Xanadu release

Xanadu Patch 3

- Review a read-only metadata log table for generative AI requests.
- Use the improved language support for skills and capabilities, including the Dynamic Translation services and native translation by the LLMs.

Xanadu Patch 1

- Updated prompts for capabilities, semantic filtering, and recursive summarization that improve latency and processing for Generative AI Controller capabilities and Now Assist skills.

See Generative AI Controller for more information.

## New in the Xanadu release

#### Xanadu Patch 3

#### Metadata log table for generative AI requests

Use the new metadata log table that includes information about the requesting conversation, the capability definition, provided feedback (if any), and error codes.

#### Translation for Now Assist

Support users who speak different languages with new language information in LLM request metadata, better controls for Dynamic Translation, and translated text logging.

#### Xanadu Patch 7

**Global Model selection for conversational skills**

Enable Now Assist Admins to choose between GPT4.o and Now Assist LLM model for data routing at a global level. This ensures compliance with any regional restrictions and helpful for APAC users who may face limitations with US-based models, such as GPT-4.0.

## Changed in this release

#### Directions for generative AI updates for Generative AI Controller

The prompts, which are the instructions to the large language model (LLM), for all four capabilities (Generic Prompt, Generate Content, Summarization, and Sentiment Analysis), semantic filtering, and recursive summarization have been updated.

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## Activation information

Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of any ServiceNow® Now Assist application. For details, see Installing Generative AI Controller.

## Localization information

Generative AI Controller uses Microsoft Azure OEM for Dynamic Translation in Now Assist for multi-language support. You can enable dynamic translation from the Now Assist Admin console.

## Related ServiceNow applications and features

### Now Assist

Now Assist includes the Now Assist Admin console to set up, configure, monitor, and use Now Assist skills on the ServiceNow AI Platform. The Now Assist panel enables users to interact with Now Assist skills in the ServiceNow® Next Experience.

### Agent Chat

ServiceNow® Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

### Customer Service Management

The ServiceNow® Customer Service Management application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get the help through the web, email, chat, telephone, and social media.

### Field Service Management

ServiceNow® Field Service Management enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as installing, repairing, or maintaining equipment.

### Flow Designer

ServiceNow® Workflow Studio is a ServiceNow AI Platform feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

### HR Service Delivery

The ServiceNow® HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a modern-day workforce.

### IT Service Management

The ServiceNow® IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

### Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and use to resolve issues.

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### Now Assist release notes

The ServiceNow® Now Assist experience brings generative AI to your organization. You can improve productivity and efficiency by delivering better self-service, recommending actions, delivering answers, and providing your users with AI Search. Now Assist was enhanced and updated in the Xanadu release.

## Now Assist highlights for the Xanadu release

### Xanadu Patch 10

- Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI.

### Xanadu Patch 3

- Protect your users from offensive content, prompt injection attacks, and filtered subjects in AI-generated content with Now Assist Guardian.
- Use the native translation capabilities of the Now LLM Service models to speak to users in their preferred languages.
- Troubleshoot Now Assist skills from the Now Assist Admin console to locate the sources of configuration problems.
- Monitor the usage and performance of generative AI features and capabilities offered under Now Assist from the Analytics tab in the Now Assist Admin console.
- Use the multi-language capabilities of Now Assist to generate a Knowledge article for an incident, case, or other supported task type in a language other than English.
- Enable agents to utilize the generative AI capabilities of Now Assist to shorten or elaborate content in a Knowledge article using the context menu feature.
- Now Assist context menu enhancements.

### Xanadu Patch 1

- Support users who speak different languages with multi-language, dynamic translation.
- Make finding tables and lists easier and more efficient by using the navigation platform skill in the Now Assist panel.
- Write with Now Assist to provide chat and email suggestions for agents based on the content of a conversation.
- Enable developers to create their own custom skills by using the Now Assist Skill Kit.
- Generate a Knowledge Base article from a selection of similar cases or incidents to help address related concerns in a single article with Now Assist in Knowledge Management.

See Now Assist for more information.

For more Platform Now Assist feature release notes, see the following topics:

- AI Search release notes
- Document Intelligence release notes
- Generative AI Controller release notes
- Now Assist in Virtual Agent release notes

**Important:**
After purchasing a generative AI product, you can install it from the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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## Important information for upgrading Now Assist to Xanadu

If you customized UI actions or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected.

If you run into issues when you're upgrading a Now Assist product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article.

## New in the Xanadu release

### Xanadu Patch 10

#### Now Assist Readiness Evaluation

Use the Now Assist Readiness Evaluation app to help you evaluate your organization's readiness to implement agentic and generative AI Now Assist capabilities.

Assessments for agentic AI include:

- IT Service Management (ITSM)
- Customer Service Management (CSM)

Assessments for generative AI include:

- AI Search
- Virtual Agent (VA)
- IT Service Management (ITSM)
- Customer Service Management (CSM)
- HR Service Delivery (HRSD)

Results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case.

### Xanadu Patch 3

#### Now Assist Guardian adds guardrails to log, block, and redirect unwanted content

Protect your users from offensive content, certain kinds of prompt injection attacks, and sensitive topics by logging attempts, blocking content, or redirecting to a new Virtual Agent topic.

#### Translation for Now Assist with native translation

Use the native translation capabilities of the Now LLM Service models or to translate user-generated and LLM-generated content into the preferred languages of your users.

#### Troubleshoot a Now Assist skill

Run diagnostics on certain Now Assist skills to identify common configuration errors that help to prevent your skills from working as intended.

#### Analyze Now Assist performance

Use the Now Assist Analytics dashboard to monitor the usage and performance of generative AI features and capabilities offered under Now Assist.

#### Configure and use a retriever with Now Assist Skill Kit

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Augment and add context to your prompts with AI Search results from custom retriever inputs.

### Get prompt assistance with Now Assist Skill Kit

Use prompt assistance to get a jump-start with your prompt development by selecting an example from the prompt library or using Now Assist to generate one.

### Evaluate skill prompts

Evaluate your prompts created within Now Assist Skill Kit using data collections created within Now Assist Data Kit. Evaluations return information on the correctness and faithfulness of the responses from running the custom skill.

### View skill run test history

View the history of your test results to assist your understanding of how changes to the prompt have adjusted the outcome.

### Generate a Knowledge article using multi-language support

Generate a Knowledge article for an incident, case, or other supported task type in languages other than English using the multi-language capabilities of Now Assist.

### Edit an article using the Now Assist context menu

Use generative AI capabilities of Now Assist to shorten or elaborate content within a Knowledge article.

### Use Now Assist Data Kit to add a dataset to the data catalog

Create a data collection and select the sampling data for publication. Once published, the evaluation data is available in Now Assist Skill Kit.

### Now Assist context menu

- Write with Now Assist is now called the Now Assist context menu.
- Explain the assessed and calculated change request risk with the Now Assist context menu in workspaces and UI16.
- Use the **Elaborate** and **Shorten** content editing capabilities of the Now Assist context menu in Knowledge articles.
- Configure the maximum number of content refinement calls using the Now Assist context menu.
- Use the Now Assist context menu recommendations to compose an email and complete the drafts.

## Xanadu Patch 1

### Dynamic theming enables different themes to be applied to chat summarization cards

Support dynamic theming for chat summarization cards.

### Write with Now Assist

Enable your agents to use Write with Now Assist for generative AI-powered text generation and editing assistance. This feature helps to improve and streamline their writing responsibilities.

### Use Now Assist Platform skills

- Use generative AI Platform skills in the Platform workflow starting with the Xanadu release to enhance and streamline your user experience.
- Enter search commands in plain language to retrieve and filter records and tables by using the Navigation skill.

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**Use Now Assist Skill Kit for Generative AI app developers**

Create and activate custom prompts and skills for your Now Assist agent use cases.

**Generate a knowledge article from multiple cases or incidents with Now Assist in Knowledge Management**

Draft Knowledge articles quickly from a configurable workspace or the classic environment based on similar cases or incidents with Now Assist. Knowledge articles can be generated by selecting from a list of similar cases or incidents, case or incident numbers, or even by searching keywords specific to a case or incident.

## UI changes

**Write with Now Assist has been renamed as the Now Assist context menu**

The Now Assist context menu uses generative AI to help agents create and edit written content, which streamlines writing tasks.

**New step in chat summarization guided setup**

You can now use the **Customize output** step to choose between paragraph and bulleted list formats.

**Service Portal and Virtual Agent display Genius Result answer cards in a carousel**

When a search returns multiple Genius Result answers, Service Portal and Virtual Agent display Genius Result answer cards in a carousel instead of a list. The modified UI lets you scroll through multiple Genius Result answers while keeping your search query's regular results more accessible on the results screen.

**Legal disclaimer in Now Assist panel and Now Assist in Virtual Agent**

The following text appears at the top of any Now Assist panel or Now Assist in Virtual Agent conversation: `Answers generated by AI. Review for accuracy.`

## Changed in this release

**Xanadu Patch 3**

**New conditions available in Define Availability step of guided setup for chat reply recommendation**

When activating or editing the chat reply recommendation skill, you can now add conditions to determine who can use the skill.

**Xanadu Patch 1**

**Get started step added to guided setup for resolution note generation**

A step has been added to the guided setup for the resolution notes generation skill to remind you to update any customized code that is associated with the skill after a new release.

## Activation information

Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available:

- Now Assist for Accounts Payable Operations (APO)
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)

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- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for PSDS
- Now Assist for Security Incident Response
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)

For more information, see Install Now Assist plugins.

## Additional requirements

The Next Experience UI Framework must be enabled to use the Now Assist panel.

## Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer.

## Localization information

Now Assist supports Dynamic Translation for Xanadu.

## Related ServiceNow applications and features

### Agent Chat

The ServiceNow® Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

### AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile®, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

### Customer Service Management

The ServiceNow® Customer Service Management (CSM) application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get the help through the web, email, chat, telephone, and social media.

### Dynamic Translation

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The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or in a chat window for a seamless localization experience.

### Field Service Management

The ServiceNow® Field Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

### Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

### HR Service Delivery

The ServiceNow® HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a current-day workforce.

### Knowledge Management

The ServiceNow® Knowledge Management (KM) application enables the sharing of information in the Knowledge Base. A Knowledge Base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

### ITOM Health

The ServiceNow® ITOM Health product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

### IT Service Management

The ServiceNow® IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

### Security Operations

The Now Assist for Security Operations application permits security analysts to resolve security incidents faster with generative AI skills. Analysts and managers can condense long activity streams on security incidents into concise, easy-to-read summaries and automatically generate closure notes. Now Assist for Security Operations is a new application in the Xanadu release.

### Workflow Studio

ServiceNow® Workflow Studio enables you to integrate workflow authoring, configuring, and monitoring into a single page experience.

### Configurable Workspace UI

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues.

## Predictive Intelligence release notes

The ServiceNow® Predictive Intelligence application enables you to create and train machine learning models to improve performance, efficiency, and flexibility to your systems. Predictive Intelligence was enhanced and updated in the Xanadu release.

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## Predictive Intelligence highlights for the Xanadu release

- The dashboard for Prediction Results has been migrated to the Next Experience UI. Upgrading customers with existing Prediction Results dashboards can use either the Next Experience UI version or access the Core UI version from within the new dashboard.
- The dashboard for Solution Statistics has been deprecated. Upgrading customers can continue to use their existing Solutions Statistics dashboards from the application menu.
- New advanced options for classification solutions are available from Xanadu Patch 9.

See Predictive Intelligence for more information.

## UI changes

### Prediction Results dashboard

The dashboard for Prediction Results has been migrated to the Next Experience UI. For new customers onboarding with the Xanadu release, the Prediction Results dashboard is available only in the Next Experience UI. For upgrading customers, the Core UI dashboard is also accessible from within the new dashboard. For more information, see Track classification prediction results over time.

## Changed in this release

### Leverage new advanced options for classification solutions, from Xanadu Patch 9.

Five new advanced options are available for classification solutions, including new parameters and a new algorithm.

- Configure include only top N labels. Limit the classification model to use only the top most frequent labels. You can choose a number as the limit.
- Minimum records needed for label to include it. Set a threshold for the minimum number of records a label must have in your dataset to be included in model training.
- Remove others label. Reduce noise in the model and enhance predictive accuracy by removing records with the label "others" from training data.
- Use LightGBM algo for classification model training. Enable the LightGBM (Light Gradient-Boosting Machine) algorithm for training classification models.
- Config parameters for model config in classification. Customize training behavior by including a dictionary of parameters in the JSON format.

## Deprecations

The dashboard for Solution Statistics has been deprecated. Upgrading customers can continue to use their existing Solutions Statistics dashboards from the application menu. For new customers onboarding with the Xanadu release, the Solutions Statistics dashboard is not available. For more information, see Review classification solution statistics.

## Activation information

Predictive Intelligence is a ServiceNow AI Platform feature that is available with activation of the Predictive Intelligence Reports (com.glide.platform_ml_pa) plugin and its dependent Predictive Intelligence (com.glide.platform_ml) plugin. For details, see Install Predictive Intelligence.

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## Related ServiceNow applications and features

### Document Intelligence

Use Document Intelligence to extract and categorize key information from documents using artificial intelligence (AI).

### Task Intelligence

Create and train machine learning models to automate task creation, triage, and investigation.

### IT Asset Management release notes

IT Asset Management has new and updated features in the Xanadu release

### Software Asset Management release notes

The ServiceNow® Software Asset Management application systematically tracks, evaluates, and manages the cost, utilization, compliance, and optimization for software and SaaS applications. The Software Asset Management application was enhanced and updated in the Xanadu release.

## Software Asset Management highlights for the Xanadu release

- Gain insights into your software asset inventory from the first day, control version sprawl, and manage end of life (EOL) software products with the prescribed workflows.
- Use the added support for the Nutanix virtualization technology to meet your license compliance requirements for Microsoft Windows Server, SQL Server, and Red Hat Enterprise Linux Server (RHEL Server).
- Track and optimize IBM licenses across public clouds by using the IBM License Compliance for the Software Asset Management application.
- Track and manage the indirect usage of SAP applications, avoiding any unexpected licensing costs by using the SAP Digital Access licensing model.

See Software Asset Management for more information.

**Important:**
SaaS License Management, Data Collection for Oracle Global Licensing and Advisory Services, IBM License Compliance for Software Asset Management, ITAM Health Check, and Software Asset Management Guided Experiences are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Software Asset Management to Xanadu

After upgrading to the Microsoft Entra ID spoke 4.3 version, the *`Microsoft Azure AD - Download Group Membership`* directory job isn't executed for existing Microsoft Azure AD SSO or Directory integrations. This directory job also isn't created for new Microsoft Azure AD SSO or Directory integrations. Instead, the *`Microsoft Azure AD - Download Groups`* directory job downloads all groups and group memberships configured on Microsoft Azure AD.

## New in the Xanadu release

### Direct integration support for the Tableau Cloud application

Gain visibility into the subscriptions and reclaim stale licenses by integrating your ServiceNow instance with the Tableau Cloud application.

### Gain a complete view of your GitHub Enterprise Cloud Subscriptions

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Take advantage of the enhanced ability to optimize your GitHub Enterprise Cloud subscriptions, including outside collaborators, pending invitations, and pending outside collaborators.

**Minimize cost while optimizing Smartsheet subscriptions without the need for the Event Reporting add-on**

Optimize your Smartsheet subscriptions without the additional Smartsheet Event Reporting add-on. Use the Smartsheet integration to retrieve the last login information, enabling you to analyze the subscriptions that aren't used efficiently, reducing software spend for Smartsheet.

**Integrate your SaaS applications with minimal user permissions**

Minimize security risks and protect information by granting access only to the necessary user or API permissions for optimizing SaaS licenses.

**Get visibility into the login-based licenses of Salesforce CRM applications**

Gain insights into the number of Salesforce CRM login consumptions without the need to create user subscriptions.

**License your organization for Oracle Java SE Universal with the Employee license metric**

License all your employees that are using Oracle Java SE Universal with the Employee license metric. The tier-based licensing model also supports licensing discounts.

**Expand your analysis of asset information using the export capabilities in the Software Asset Workspace**

Gain more insights and streamline operations with support for exporting asset information from the Software Asset Workspace.

**Improve Software Asset Management licensing outcomes with actionable insights into discovered inventory**

Gain insights into discovered inventory, normalization, EOL software products, software version, and edition proliferation in your estate. Act to improve normalization, reduce version and edition proliferation, and remediate EOL software.

**Expand your analysis of overlapping software usage with added insights from spend transactions**

View data related to spend transactions in the Overlapping usage view in Software Asset Workspace. You can gain insights into the combined data from applications including spend detection, Direct integration profiles, and SSO integration profiles.

**Determine license compliance for Microsoft Windows Server, SQL Server, and RHEL Server deployed on Nutanix virtualization technology**

Address your license compliance requirements for Microsoft Windows Server, SQL Server, and RHEL Server with deployments on Nutanix virtualization technology.

**Reduce manual effort for managing Microsoft Windows Server Client Access Licenses (CAL) with automated usage tracking**

Track and manage the users and devices that are accessing your server software using ServiceNow® Discovery and use the automatic base CAL creation support for Microsoft Windows Server.

**Optimize Microsoft Visio, Project Online, and Microsoft 365 Copilot subscriptions on the Microsoft 365 Admin Center**

Track the usage of Microsoft Visio, Project Online, and Microsoft 365 Copilot subscriptions through the Microsoft 365 Admin Center and create reclamation

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candidates for any unused subscriptions. Additionally, you can monitor blocked users across all subscriptions who are consuming licenses for potential removal.

### Improve licensing accuracy for software suites with additional configuration for detecting software suites

Improve licensing accuracy for software suites by setting an inference number for suite components. For newly created software models that include suite components, the **Number** inference option is selected by default.

### Limit the License usage view to managed software

Display software model results for only those software models that are associated with entitlements, limiting the License usage view to managed software.

### Gain comprehensive insights into cluster configuration, licensing, and optimization

Simplify cluster analysis by consolidating infrastructure, license usage, optimization, and cluster health data into a single, comprehensive view. This consolidation empowers Software Asset Management (SAM) managers to comprehend their cluster setup, examining details such as hosts, virtual machines, and software running on the cluster. Additionally, they gain insights into software license usage, optimization, and health issues. Equipped with this knowledge, SAM managers can make informed decisions that cover all aspects of their clusters.

### Gain improved normalization coverage for similar discovery models through wide-net normalization

Achieve improved normalization of software products that have similar discovery models through wide-net normalization. With wide-net normalization, the Software Asset Management application uses a single normalization rule to normalize software products that share the same patterns for the discovered major version, discovered publisher, and discovered product. The Software Asset Management application can then immediately normalize your discovered software products without requiring the Content Service team to create additional normalization rules for similar discovery models. With this streamlined normalization process, you can reconcile and determine the license compliance of your software products more efficiently.

### Manage content requests for software products directly through the Software Asset Management application

Submit, review, and disposition content requests for software products directly through the Software Asset Management application. If any publicly available software products don't exist in the Software Asset Management Content Library, you can add them to your ServiceNow instance as custom software products. By adding these custom software products to your instance, you can immediately use them in your downstream processes while automatically submitting corresponding content requests to the Content Service team. After these content requests are processed by the Content Service team, you can consolidate the custom software products with the software products that are added to the Software Asset Management Content Library.

### Manage license compliance for Red Hat Enterprise Linux (RHEL) software across hybrid infrastructures

Use bring your own subscription (BYOS) support for Red Hat Enterprise Linux (RHEL) to determine the license compliance of your RHEL software across both on-premise and public cloud environments. Supported public cloud providers include AWS, Microsoft Azure, and Google Cloud Platform (GCP). Use your license compliance information to remediate any RHEL software installations that are non-compliant.

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### Optimize IBM licensing across public clouds by using the IBM License Compliance for Software Asset Management application

Use the IBM License Compliance for Software Asset Management application to track and measure IBM licenses across public clouds. Supported public cloud providers include AWS, Microsoft Azure, and Google Cloud Platform (GCP).

### Optimize license costs for Microsoft Windows Server and Microsoft SQL Server deployments on your clusters

Use the Microsoft Core License Optimization reports to gain insight into the recommended cost-based licensing optimizations for your Microsoft clusters. Use this information to maximize cost savings across your Microsoft cluster deployments.

### Manage licenses for indirect access to SAP applications using SAP Digital Access licensing model

Track the usage of SAP applications through a third-party application or a non-SAP intermediary software by using the SAP Digital Access model. In this licensing model, the usage of SAP applications is licensed by the count of documents created by the third-party application. The documents include the following:

- Sales
- Invoices
- Purchase Orders
- Service & Maintenance
- Manufacturing
- Quality Management
- Time Management
- Financial
- Material

### Access software content data in National Security Cloud (NSC) Department of Defense (DOD) Impact Level 5 (IL5) deployments

Access Software Asset Management Content Library data and receive regular software content updates for your NSC DOD IL5 deployments through the NSC DOD IL5 Content Data Service (CDS).

### Gain increased visibility to Java landscape with enhanced ServiceNow Discovery application and reporting certified by Oracle Global License Advisory Services (GLAS)

Access Oracle verified GLAS data by downloading Oracle Java reports populated by the ServiceNow Discovery application. The Discovery application also supports the discovery and evidence download of the Oracle database and middleware.

## UI changes

### Reports displaying the combined data for SaaS and spend detection applications in the Overlapping usage view

On the Overlapping usage view of Software Asset Workspace, the following widgets have been changed:

- Highest count in overlapping software application is replaced by Total count for SaaS and spend detection applications
- Highest spend in overlapping software application is replaced by Total spend for SaaS and spend detection applications

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### Report visualizations with details of published products on the License usage view

On the Publisher details page of the License usage view, the following widgets have been changed:

- True-up cost and Savings are replaced with score cards
- Software Model Statistics are removed
- Progress indicators are split into two widgets, with one widget showing only unlicensed entities

## Removed in this release

The following legacy dashboards are no longer available for new Xanadu users who have activated the Software Asset Management Professional (com.snc.samp) plugin or upgraded to Xanadu without activating the Software Asset Management Professional (com.snc.samp) plugin prior to Xanadu.

- Office 365 and Adobe Cloud dashboard
- Software Asset Analytics dashboard
- Software Publisher Analytics dashboard
- SaaS Overview dashboard
- Software Asset Management dashboard
- Engineering License Overview dashboard
- Normalization and Content Service dashboard
- Software Asset Management Foundation dashboard
- Overlapping Software dashboard

**Note:**
If you activated the Software Asset Management Professional (com.snc.samp) plugin prior to Xanadu but didn't activate the Workspace plugin (com.sn_sam_workspace), you have access to the legacy dashboards. If you activate the Workspace plugin, you aren't able to access the legacy dashboards from the **Software Asset** navigation menu in your instance. You can, however, access the legacy dashboards from the **Dashboards** navigation menu.

## Deprecations

- In the Software installation [cmdb_sam_sw_install] table, the Installs associated to lifecycle column is deprecated.
- In the Software lifecycle Reports [sam_sw_product_lifecycle_report] table, the Installs column is deprecated. You can view the Software installation related list by selecting the Name column.

## Activation information

Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace plugin (com.sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface. For details about the plugins and how to request them, see Components installed with Software Asset Management Professional.

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In the ServiceNow AI Platform® Xanadu release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, you can move to the new workspace for an intuitive and personalized experience.

For releases prior to Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic user interface. For details about the plugins and how to request them, see Request the Software Asset Management plugins.

To activate Next Experience, make sure that the *glide.ui.polaris.experience* system property in your instance is set to true.

Install the following Software Asset Management applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website 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.

- Software Asset Management - SaaS License Management
- Data Collection for Oracle Global Licensing and Advisory Services
- IBM License Compliance for Software Asset Management
- ITAM Health Check
- Software Asset Management Guided Experiences

## Related ServiceNow applications and features

### Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your asset environment.

### Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

### Cloud Cost Management

The ServiceNow® Cloud Cost Management application enables you to analyze all costs that are associated with your cloud assets. You can use this information to optimize operations and reduce your cloud spend.

### Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

### Procurement

The ServiceNow® Procurement application helps you to create purchase orders and to obtain items for fulfilling service catalog requests.

## Hardware Asset Management 11.0.0 release notes

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment. Hardware Asset Management was enhanced and updated in the Xanadu release.

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## Hardware Asset Management highlights for the Xanadu release

- Manage the entire life cycle of the assets that DaaS providers offer to their customers by using the Device as a Service (DaaS) feature.
- Enable hardware asset requests to be fulfilled with minimal intervention by using the Zero Touch request flow.
- Get defective hardware assets in a stockroom repaired quickly using the Repair flow.
- Locate and pick the assets in your stockroom efficiently by using the ServiceNow Mobile Agent application.

See Hardware Asset Management for more information.

**Important:**
Hardware Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Hardware Asset Management to Xanadu

After upgrading to Xanadu, you can view both the Core UI Performance Analytics dashboards and the Next Experience Platform Analytics dashboards for Hardware Asset Management.

**Note:**
While migrating the Core UI Performance Analytics dashboards to the Next Experience Platform Analytics dashboards, auto-migration is disabled by default to avoid duplicate dashboards.

## New in the Xanadu release

### Offer assets and asset management services through Device as a Service feature

Provide assets and asset management services to the customers of DaaS providers via a subscription model.

### Manage the hardware asset requests by using the Zero Touch request flow

Fulfill the hardware asset requests directly through an external vendor by using the Zero Touch request flow. When an employee submits a request for a hardware catalog item associated with the Zero Touch request flow, the request is sent to the external vendor who ships the asset directly to the employee.

### Manage repair of defective assets in the stockroom by using the Repair flow

Request repair of assets that are defective or pending repair by using the Repair flow, which includes troubleshooting, repair, and evaluation tasks. Repair orders are processed either in the Hardware Asset Workspace or the ServiceNow Mobile Agent application.

### Manage inventory picking within a stockroom

Pick assets in your stockroom easily for sourcing, hardware asset requests, and hardware asset refresh workflows by enabling the Pick task for your stockroom. The task lists the assets that you should pick from the stockroom, with aisle and space details providing the exact location from which the asset should be picked. Indoor mapping capabilities enable you to get directions to the location of the asset in the stockroom on your ServiceNow Mobile Agent application.

## UI changes

### Core UI Performance Analytics dashboards redirected to Hardware Asset Workspace

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The following Core UI Performance Analytics dashboard module links are redirected to Hardware Asset Workspace:

- Procurement Overview
- Asset Contract Overview

### Analytics Overview and My Asset Analytics dashboards

The following Platform Analytics dashboard versions of the Asset Overview and My Assets Core UI dashboards are available:

- Analytics Overview
- My Assets Analytics

## Deprecations

Beginning with the Xanadu release, the following Core UI Performance Analytics dashboards aren't available to new users of Hardware Asset Management:

- Hardware Asset Dashboard
- Hardware Normalization Dashboard
- My Assets
- Procurement Overview
- Asset Contract Overview
- Asset Overview

**Note:**
The Core UI Performance Analytics dashboards are available to the existing users of Hardware Asset Management.

## Activation information

Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Software Asset Management

The Software Asset Management application enables you to track, evaluate, and manage the software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

### Enterprise Asset Management

The Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

### Contract Management

The Contract Management application enables you to track and manage your contracts.

### Procurement

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The Procurement application helps you to create purchase orders and to obtain items for fulfilling service catalog requests.

### Now Assist for Hardware Asset Management (HAM) release notes

The ServiceNow® Now Assist for Hardware Asset Management (HAM) application brings agentic AI to Hardware Asset Management. Now Assist for Hardware Asset Management (HAM) is a new application in the Xanadu release.

## Now Assist for Hardware Asset Management (HAM) highlights for the Xanadu release

Xanadu Patch 10 - Configure Access Control Lists (ACLs) for AI Agents and agentic workflows.

Xanadu Patch 9 - Automate and streamline your hardware asset request process by using an agentic workflow.

See Now Assist for Hardware Asset Management (HAM) for more information.

**Important:**
Now Assist for Hardware Asset Management (HAM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Now Assist for Hardware Asset Management (HAM) to Xanadu

Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents:

- Hardware asset management sourcing AI agent
- Transfer order creation AI agent
- Purchase order creation AI agent

## Now Assist for Hardware Asset Management (HAM) features

Xanadu Patch 10

### Configure ACLs for AI agents and agentic workflows

Configure the Access Control Lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Xanadu Patch 9

### Optimize hardware asset sourcing using the suite of AI agents

Automate your hardware asset sourcing by using AI agents in the Help manage hardware asset requests agentic workflow. These AI agents can efficiently handle tasks such as automatically consuming assets from local stock, creating transfer orders, and generating purchase orders. By automating complex and repetitive tasks in the hardware asset request process, AI agents help to reduce manual intervention significantly, speed up request resolution, enhance the productivity of asset managers, and improve operational efficiency.

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## Activation information

Install Now Assist for Hardware Asset Management (HAM) by requesting it from the ServiceNow Store.

**Note:**
To take full advantage of the Now Assist for HAM features, you should upgrade to Xanadu Patch 10 and install the Now Assist for Hardware Asset Management (HAM) store application.

Visit the ServiceNow Store website 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.

## Additional requirements

The Now Assist for Hardware Asset Management (HAM) application requires the Hardware Asset Management Pro plus license.

## Related ServiceNow applications and features

### Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

### Now Assist skills

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Enterprise Asset Management release notes

The ServiceNow® Enterprise Asset Management application manages the entire life cycle of your enterprise's connected and non-connected assets, which enables you to maintain and maximize the life of your assets while minimizing any costly downtimes. Enterprise Asset Management was enhanced and updated in the Xanadu release.

## Enterprise Asset Management highlights for the Xanadu release

- Track and manage the calibrations that are made to your enterprise assets throughout their life cycles.
- Use designated roles to manage industry-specific assets and models through customized workspaces.
- Optimize your inventory by getting the defective enterprise assets in the stockroom repaired quickly using the Repair flow.

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- Return assets that are in your personal stockroom easily by creating Drop off tasks.
- Locate and pick the assets in your stockroom efficiently and with little effort by using the ServiceNow Mobile Agent application.

See Enterprise Asset Management for more information.

**Important:**
Enterprise Asset Management, Enterprise Asset Management for Healthcare, Operational Technology (OT) Asset Management, and Expanded Model and Asset Classes are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Define required calibrations for your enterprise assets by using calibration attributes

Use calibration attributes to define the calibrations that are required for your enterprise assets. Specify the details and requirements of each calibration, such as the calibration frequency, the calibration quality standard, and the accuracy measurement guidelines. Maintain comprehensive and up-to-date records of each calibration so that you can improve the performance, safety, and longevity of your enterprise assets.

### Schedule and track enterprise asset calibrations through work orders

Use work orders to schedule, to execute, and to track the progress of your enterprise asset calibrations. View and manage corresponding work order tasks by using the guided playbook experience on either your ServiceNow® instance or the ServiceNow Mobile Agent application.

### Use personalized workspaces and roles tailored for healthcare and facility management industries

Enhance data security within your organization by creating and managing medical and facility assets and models in their customized workspaces. Use specific roles to limit access to these assets and models to improve the confidentiality and integrity of your data.

### Manage repair of defective enterprise assets in the stockroom by using the Repair flow

Request repair of assets that are defective or pending repair by using the Repair flow. Enterprise asset manager can submit an asset repair request in the Enterprise Asset Workspace or by using the Service Catalog. The Repair flow includes troubleshooting, repair, and evaluation tasks. Repair orders are processed either in the Enterprise Asset Workspace or the ServiceNow mobile Mobile Agent application.

### Drop off and receive assets at a stockroom

Return the assets that you have in your personal stockroom to a different stockroom by creating a Drop off task. The asset manager of the destination stockroom receives the assets that you dropped off through a Receive task. The asset manager then verifies the received asset and closes the Drop off task.

### Manage inventory picking within your stockroom

Pick assets in your stockroom easily for sourcing, enterprise asset requests, and enterprise asset refresh workflows by enabling the Pick task for your stockroom. The task lists the assets that you should pick from the stockroom. The aisle and space details of the asset provide the exact location from where the asset should be picked. You can work on pick tasks assigned to you by using the ServiceNow mobile Mobile Agent application. With the indoor mapping capabilities, you can

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also get directions to the location of the asset in the stockroom on your ServiceNow mobile Mobile Agent application.

### Access Planned Work Management application's capabilities through the Enterprise Asset Workspace

Enable users of Field Service Management Pro or Field Service Management Enterprise to utilize the Planned Work Management application's functionality to manage work plans from within the Enterprise Asset Workspace.

### Manage your operational assets efficiently in the workspace

Get a comprehensive view of all your Operational Technology (OT) and Operational Equipment (OE) assets and manage them efficiently in the OT Asset Workspace. The OT asset manager and OT asset technician roles enable you to manage these assets.

### View the hierarchy details of an enterprise model in the Enterprise Asset Workspace

Gain visibility into hierarchy details of enterprise models directly on the contextual sidebar of the Model form. You can view all the model components of the pre-assembled and user-assembled models in a tree-like format.

### Manage the life cycle of enterprise models efficiently

Manage the complete life cycle of your enterprise models efficiently by applying calculated model life-cycle templates. When you associate any life-cycle template with an enterprise model record, details of all the life-cycle phases are calculated and shown on the Model form.

### Start the process of onboarding multiple assets directly in the Enterprise Asset Workspace

Onboard multiple assets in one go by creating Onboarding orders in the Enterprise Asset Workspace. The asset onboarding playbook is a guided experience that includes a deployment activity. This activity enables you to create deployment tasks for assets using Enterprise asset deployment tasks or Work order tasks. You can also specify the location where you want to deploy the assets.

### Firmware model classes added to the Expanded Model and Asset Classes Store application

Manage the firmware details by using Discovered firmware model and Firmware model classes available with the Expanded Model and Asset Classes Store application.

## UI changes

### Alternative equipment maintenance models widget

The alternative equipment maintenance models widget is added to the Model Management view of Enterprise Asset Workspace.

### New widget in the Work Management view

The following widgets are added to the Work Management view of Enterprise Asset Workspace:

- Alternative equipment maintenance assets
- Number of assets to be maintained within 30 days
- Closed work orders in the past 30 days

### Swap option in the Enterprise model management view

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The **Swap** option that's available for a parent of a multicomponent asset enables you to swap only one child asset at a time.

### Release assets option in the Enterprise model management view

The **Release assets** option that's available for a parent of a multicomponent asset enables you to release only one child asset at a time.

### Creating and viewing pallet models

Starting with version 8.1.0 of the Enterprise Asset Management application, the options to create and view pallet models has moved from the **Pallet** tab to the **All models** tab in the Enterprise model management view of the Enterprise Asset Workspace and in the OT model management view of the OT Asset Workspace. The **Pallet** tab is no longer available.

### Creating and viewing pallet assets

Starting with version 8.1.0 of the Enterprise Asset Management application, the options to create and view pallet assets has moved from the **Pallet** tab to the **All assets** tab in the Enterprise asset estate view of the Enterprise Asset Workspace and in the OT asset estate view of the OT Asset Workspace. The **Pallet** tab is no longer available.

## Activation information

Install the following applications by requesting them from the ServiceNow Store:

- Enterprise Asset Management
- Enterprise Asset Management for Healthcare
- OT Asset Management
- Expanded Model and Asset Classes

Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Field Service Management

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely.

### Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

### Procurement

The ServiceNow® Procurement application helps you create purchase orders and obtain items for fulfilling service catalog requests.

### Cloud Cost Management 8.0.0 release notes

The ServiceNow® Cloud Cost Management application (formerly known as ServiceNow® Cloud Insights) helps you to analyze the cloud resource costs so that you can identify and act on opportunities to save money and optimize the operations of your organization. Cloud Cost Management was enhanced and updated in the Xanadu release.

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## Cloud Cost Management highlights for the Xanadu release

- Easily diagnose and rectify issues in Cloud Cost Management implementations.
- View the spend details of your AI resources through a Machine Learning service category.

See Cloud Cost Management for more information.

**Important:**
Cloud Cost Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Cloud Cost Management to Xanadu

On upgrading to Cloud Cost Management 8.0 version, the new Tag Category **AI Service** is available for Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP) service providers. Because Cloud Cost Management executes the Billing Download job only from the current month onwards, the spend on AI services will be included only for the current month. If you want to view the billing details for the months prior to the current month, you must manually execute the Billing Download job. Once the Billing Download job is executed successfully, you can view the spend data of your AI services.

## New in the Xanadu release

### Troubleshoot billing issues in Cloud Cost Management implementation

Compare MetricBase (Clotho) data with your Spend data for Amazon Web Services (AWS), Azure, and Google Cloud Platform (GCP) to diagnose and troubleshoot Cloud Cost Management billing issues. You can also download the comparison data as a CSV file to analyze any mismatch in the cost values from both of the sources.

### Gain insights into your spend of AI resources

View the total spend details for your AI services under the Machine Learning service category in your current billing download for AWS, Azure, and GCP. You can also filter your results by cloud category, tag category, and tag values.

### Manage high transaction volume efficiently by installing the Cloud Cost Management Infra Stack application

Process and download billing files quickly with improved data download speed by installing the Cloud Cost Management Infra Stack application in addition to Cloud Cost Management version 8.1.

## Deprecations

Starting with the Xanadu release, note the following deprecations:

- The Core UI interface for the Cloud Cost Management application is no longer deployed, enhanced, or supported. For continued access and functionality, transition to the Cloud Cost Management Workspace. For more information, see Cloud Cost Management Workspace.
- The Cloud Spend Dashboard is no longer deployed, enhanced, or supported. The Asset Executive Workspace provides this functionality. For more information, see Visibility into Cloud Cost Management KPIs using the Asset Management Executive Dashboard.
- The Cloud Insights Billing application, which supports the Cloud Provisioning and Governance product with limited functionality, is being prepared for future deprecation. It will not be available on ServiceNow Store for download and installation but will continue to be supported.

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For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

Activate Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### IT Asset Management

ServiceNow® IT Asset Management includes a family of products that work together to integrate the technological, contractual, and financial aspects of technology asset management through the complete asset life cycle.

### Software Asset Management

The ServiceNow® Software Asset Management application enables you to systematically track, evaluate, and manage software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

### Now Assist for Hardware Asset Management (HAM) release notes

The ServiceNow® Now Assist for Hardware Asset Management (HAM) application brings agentic AI to Hardware Asset Management. Now Assist for Hardware Asset Management (HAM) is a new application in the Xanadu release.

## Now Assist for Hardware Asset Management (HAM) highlights for the Xanadu release

Xanadu Patch 10 - Configure Access Control Lists (ACLs) for AI Agents and agentic workflows.

Xanadu Patch 9 - Automate and streamline your hardware asset request process by using an agentic workflow.

See Now Assist for Hardware Asset Management (HAM) for more information.

**Important:**
Now Assist for Hardware Asset Management (HAM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Now Assist for Hardware Asset Management (HAM) to Xanadu

Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents:

- Hardware asset management sourcing AI agent
- Transfer order creation AI agent
- Purchase order creation AI agent

## Now Assist for Hardware Asset Management (HAM) features

Xanadu Patch 10

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### Configure ACLs for AI agents and agentic workflows

Configure the Access Control Lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

Xanadu Patch 9

### Optimize hardware asset sourcing using the suite of AI agents

Automate your hardware asset sourcing by using AI agents in the Help manage hardware asset requests agentic workflow. These AI agents can efficiently handle tasks such as automatically consuming assets from local stock, creating transfer orders, and generating purchase orders. By automating complex and repetitive tasks in the hardware asset request process, AI agents help to reduce manual intervention significantly, speed up request resolution, enhance the productivity of asset managers, and improve operational efficiency.

## Activation information

Install Now Assist for Hardware Asset Management (HAM) by requesting it from the ServiceNow Store.

**Note:**
To take full advantage of the Now Assist for HAM features, you should upgrade to Xanadu Patch 10 and install the Now Assist for Hardware Asset Management (HAM) store application.

Visit the ServiceNow Store website 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.

## Additional requirements

The Now Assist for Hardware Asset Management (HAM) application requires the Hardware Asset Management Pro plus license.

## Related ServiceNow applications and features

### Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist panel

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

### Now Assist skills

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Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### IT Operations Management release notes

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

### ITOM Health release notes

The ServiceNow® ITOM Health product includes the Event Management, Agent Client Collector, Health Log Analytics, and Service Reliability Management applications. With ITOM Health, you can track and maintain the health of the services in your organization. ITOM Health was enhanced and updated in the Xanadu release.

## ITOM Health highlights for the Xanadu release

Agent Client Collector highlights:

- Configure the agent log level from the instance without needing to access the `acc.yml` configuration file.
- Ensure secure agent connections by adding a self-signed certificate.
- Gather expanded information on your Linux and Windows servers by using expanded Linux and Windows checks.

Health Log Analytics highlights:

- Enhance your system with the latest updates: Security fixes; Filebeat, Elasticsearch, and Microsoft Azure Event Hubs data input updates; Java JDK 17 update and support, and dependency upgrades.
- Stream system logs from Glide to Health Log Analytics using the Glide Syslog data input.

Event Management release notes highlights:

- View configuration item (CI) information on the preview panel in Express List.
- Optimize alert resolution with Now Assist AI-driven investigation of past related incidents.
- Generate an alert group description in Express List using Now Assist.
- Launch an alert analysis from the Now Assist panel.

**Important:**
Agent Client Collector is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading ITOM Health to Xanadu

Enhance your application service mapping by installing the App Service Extension app from the ServiceNow® Store.

## New in the Xanadu release

### Load the allow list only from the configuration file

Enhance your security by loading the allow list from the configuration file and ignoring the allow-list parameters.

### Configure the agent log level from the instance

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Configure the agent log level directly from the ServiceNow® instance without needing to access the `acc.yml` configuration file.

### Ensure secure agent connections

Ensure that your agent connections are secure by adding a self-signed certificate to your operating system's truststore. Adding a certificate to the truststore verifies that the certificate is authentic.

### Use the new application Service Reliability Management

Use the Service Reliability Management application to respond, collaborate, track, and self-remediate when working on alerts and incidents.

### Configure the Dynatrace connector instance

Starting in version 3.6.3, Event Management supports collecting raw metric data collection using the Dynatrace metric connector.

### Enable expanded processing for the MID server on Network Interface Controllers (NICs) during keepalive operation

Starting in version 3.6.3, benefit from enhanced stability when running a keepalive operation. You can use the enhanced MID Server capability to configure the number of Network Interface Controllers (NICs) that can be monitored by a keepalive operation.

### Stream log data from the System Log table in Glide to the Health Log Analytics AI engine

Use the Glide Syslog data input to stream log messages from the System Log table (Glide Syslog) in Glide to the Health Log Analytics AI engine (Occultus).

**Note:**
Only a single Glide Syslog data input can exist in the system. This data input doesn't run on a MID Server.

### Enrich automation

Map current alert fields values to specified new values through the **Change alert values** option, in the "If these conditions are met, don't add an alert in ServiceNow" section.

### Group automation

Track and optimize alert grouping efficiency through a new header displaying key details from the Test Automation section, including total alerts, alert groups, ungrouped alerts, and compression.

### View data on configuration items on the preview panel in Express List

View additional details about configuration items (CIs) that are bound to alerts on the Express List preview panel.

### Speed up alert resolution with a Now Assist analysis of past related incidents

Enhance efficiency and reduce downtime with a Now Assist analysis of past incidents related to the current alert. Now Assist investigates historical data to identify past incidents related to the current alert and reports their frequency and criticality levels. It also provides a summary of effective strategies used to resolve them. In addition, Now Assist offers contact information for individuals or teams who have resolved similar incidents in the past and could assist when needed.

### Generate an alert group description in Express List using Now Assist

Use Now Assist to generate a description of an alert group in Express List that encompasses all the alerts within the group. The generated description replaces the original description of the group.

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### Launch an alert analysis from the Now Assist panel

Analyze an alert from the Now Assist panel. The alert analysis displays directly in the Now Assist panel for convenient review.

## UI changes

### Integrations Launchpad enhancements

The **Related events** tab has been renamed **Events**.

The banner message has been updated, with a highlighted background added to emphasize the change.

The Health state has been renamed Integration Stats.

The Alert compression rate has been renamed Grouping ratio.

### Alert automation enhancements

The text on the landing pages for all automations has been updated to provide clearer context for each automation.

The text below the "If these conditions are met, don't add an alert in ServiceNow" section has been removed.

In Group automation, in the Simulation section, **Re-run test** has been renamed **Re-run simulation**.

## Changed in this release

### Alert automation enhancements

In Group automation, in the Simulation section, **Re-run test** has been renamed **Re-run simulation**.

The **Active** toggle switch has been replaced with a check box.

### Enrich automation

A new section, **And finally**, featured two radio buttons, **Run other enrich alert automations** and **Don't run other enrich alert automations**, which replace the previous **Continue running automations of this type** toggle switch. Although this section is new, the functionality is unchanged. Selecting **Run other enrich alert automations** continues running automations with the same filter conditions, while **Don't run other enrich alert automations** halts additional automations after execution except for those owned by other assignment groups.

### Associate services to use in Service Reliability Management

System admins can select any supported service and associate it to use in Service Reliability Management regardless of the owner or support group configurations.

## Deprecations

The following dashboards have been deprecated:

- Event Management scorecards
- Event Management insights
- Event Management overview
- Health Log Analytics Overview

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Service Management Dashboard is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

## Activation information

ITOM Health is available with activation of the Event Management plugin (com.glideapp.itom.snac). To work with Health Log Analytics, you must purchase ITOM Predictive AIOps, a more comprehensive ITOM Health package. For details, see Event Management setup.

Install Service Operations Workspace (ITOM) by installing the AIOps Experience [sn_sow_aiops] application from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### ITOM Visibility

The ITOM Visibility product consists of Discovery, Service Mapping, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting . Discovery and Service Mapping provide a unified, connected view of your entire IT network and the services that it supports.

### ITOM Optimization

ITOM Optimization contains the Cloud Provisioning and Governance feature. By using this feature, you can provision a private and public cloud infrastructure and services to achieve consistent management and cost visibility.

### Service Operations Workspace for ITSM

Service Operations Workspace ITSM and ITOM are integrated to streamline incident and operations management. ITSM focuses on managing service incidents, requests, and changes, while ITOM is responsible for operational tasks like monitoring infrastructure, handling alerts, and maintaining system health. Together, they provide a unified workspace that enables seamless collaboration between service management and operations teams, improving efficiency in resolving issues and maintaining service performance.

### Now Assist for IT Operations Management (ITOM)

The ServiceNow® Now Assist for IT Operations Management (ITOM) application analyzes alerts in Event Management. Alert analyses include a human-readable brief of the alert and technical information to help you investigate the alert more effectively.

### Event Management release notes

The ServiceNow® Event Management application helps you to identify health issues across the datacenter on a single management console. Event Management provides alert aggregation for discovered services, application services, and automated alert groups. Event Management was enhanced and updated in the Xanadu release.

## Event Management highlights for the Xanadu release

- Visualize the chain of events that caused an issue by viewing an alert group timeline in Express List.
- Understand the connection between the alerts by using Alert Assist's AI-driven technical analysis on alert groups.

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- Use the enhanced service map for alert impact visualization in Service Operations Workspace and Express List.
- Select all alerts in Express List to perform bulk actions.
- Remove alerts from an alerts group in Express List.
- Hide closed alerts in Express List.
- View data on Impacted Services in the preview panel in Express List.
- Create an incident with an AI-generated summary from alerts in Express List.
- View data on configuration items (CIs) on the preview panel in Express List.
- Optimize alert resolution with AI-driven investigation of past related incidents by Now Assist.
- Generate an alert group description in Express List using Now Assist.
- Launch an alert analysis from the Now Assist panel.

See Event Management for more information.

## New in the Xanadu release

### Customize the default order of the alert correlation algorithm

Configure the alert correlation algorithm sequence by customizing it according to your needs.

### Create team-based alert management rules

Assign alert management rules to specific assignment groups so that only those alerts that are assigned to the specified group are executed.

### Create tag based alert clustering definitions by teams

Create tag clusters only for alerts that are assigned to an alert group by assigning tag-based alert clusters to specific groups.

### Restrict alert groups across alert assignment groups

Improve the accuracy and relevance of the alert correlation by grouping alerts according to a diverse set of requirements.

### Scale out for alert group creation

Ensure efficiency when running a job during high-alert traffic by scaling out the alert grouping job.

### View unified service map and the impact paths in Service Operations Workspace

Explore the updated service map in the Service Operations Workspace, designed to focus on the path that was affected by an alert to help you quickly assess its impact on a service. The map displays all configuration items (CIs) for services with up to 60 CIs, regardless of alert status. For services with over 60 CIs that have alerts, it shows the path of the most severe, most recent alert. You can also investigate an even broader view of the service topology. Access the service map directly from Service Operations Workspace, or through the preview panel or an impacted service in Express List.

### Perform bulk actions on alerts in Express List

Perform an action on up to 1,000 alerts in the Active alerts list simultaneously.

### Remove alerts from an alerts group in Express List

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Remove secondary alerts from an alert group directly from the Express List pane or from the preview panel.

**Hide closed alerts on the preview panel and in Link View in Express List**

View only the open alerts on the preview panel and in Link View in Express List by toggling to hide the closed alerts.

**View data on impacted services on the preview panel in Express List**

View information about Impacted Services on the preview panel and in Link View in Express List and open the Service Map and Metric Explorer directly from the panel.

**Create an incident with Now Assist in Express List**

Generate incidents from alerts in Express List with a summary created by genAI that includes details on configuration items and impacted services.

**View data on configuration items on the preview panel in Express List**

View additional details about configuration items (CIs) that are bound to alerts on the Express List preview panel.

**Speed up alert resolution with a Now Assist analysis of past related incidents**

Enhance efficiency and reduce downtime with a Now Assist analysis of past incidents on the same or related CIs. Now Assist investigates historical data to identify past incidents related to the current alert and reports their frequency and criticality levels. It also provides a summary of effective strategies used to resolve them. In addition, Now Assist offers contact information for individuals or teams who have resolved similar incidents in the past and could assist when needed.

**Generate an alert group description in Express List using Now Assist**

Use Now Assist to generate a description of an alert group in Express List that encompasses all the alerts within the group. The generated description replaces the original description of the group.

**Launch an alert analysis from the Now Assist panel**

Analyze an alert from the Now Assist panel. The alert analysis displays directly in the Now Assist panel for convenient review.

## Changed in this release

**Alert page performance enhancements**

Benefit from the enhanced load time of the alert forms and service dashboard.

**Calculate impact during loop dependency**

Support for circular (loop) dependency between configuration items in the impact tree is enabled.

**Automated alert groups perform tag-based alert clustering**

Tag-based alert group correlation is performed as part of automated alert groups.

## Removed in this release

The Event Management Mobile application is no longer available.

## Deprecations

The following dashboards have been deprecated:

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- Event Management scorecards
- Event Management insights
- Event Management overview
- Health Log Analytics Overview

The Service Management dashboard is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process article (KB0867184) in the Now Support knowledge base.

## Activation information

Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.

## Related ServiceNow applications and features

### Metric Explorer

ServiceNow® Agent Workspace for Metric Intelligence provides a central interface that enables you to view the health of a CI associated with an alert. Health details for a CI include various metric charts with control bounds and aggregations for single score charts.

### Now Assist for IT Operations Management (ITOM)

The ServiceNow® Now Assist for IT Operations Management (ITOM) application analyzes alerts in Event Management. Alert analyses include a human-readable brief of the alert and technical information to help you investigate the alert more effectively.

### Health Log Analytics release notes

The ServiceNow® Health Log Analytics application helps you predict IT issues before they impact users by ingesting, analyzing, and correlating machine-generated log data in real time. When Health Log Analytics detects a deviation from a normal pattern, it alerts you of a possible issue. Health Log Analytics was enhanced and updated in the Xanadu release.

## Health Log Analytics highlights for the Xanadu release

- Enjoy a significantly faster log streaming rate with the Lighting gRPC client for MID Server communication with the ServiceNow instance.
- Stream system logs from Glide to Health Log Analytics.

See Health Log Analytics for more information.

**Important:**
Health Log Analytics is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Enjoy a significantly faster log streaming rate with the Lighting gRPC client for MID Server communication with the ServiceNow instance

Increase log streaming speeds to Health Log Analytics by up to six times through the Lightning gRPC client, which enhances MID Server communication with

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your ServiceNow instance. Note that the Lightning gRPC client requires manual configuration to activate.

**Stream system logs from Glide to Health Log Analytics**

Use the Glide Syslog data input to stream log messages from the System Log table (Glide Syslog) in Glide to the Health Log Analytics AI engine (Occultus).

> **Note:**
> Only a single Glide Syslog data input can exist in the system. This data input doesn't run on a MID Server.

## Activation information

Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Localization information

The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.

## Related ServiceNow applications and features

**Event Management**

The Event Management application uses events generated by Health Log Analytics. When Health Log Analytics detects an anomaly in your log data, it sends an event to Event Management. Event Management receives the event and generates an alert based on event and alert management rules.

**Agent Client Collector**

Agent data inputs beginning in Health Log Analytics Version 21.0.1 - September 2021 use Agent Client Collector to stream logs to the ServiceNow instance.

**MID Server**

Health Log Analytics uses the ServiceNow® MID Server product to stream logs to the ServiceNow instance.

**Service Operations Workspace**

Health Log Analytics generates alerts in the ServiceNow Service Operations Workspace, a configurable workspace that provides a unified experience for multiple IT Operations Management workflows.

### Agent Client Collector release notes

The ServiceNow® Agent Client Collector application enables you to monitor the service availability, performance, and infrastructure of your system. Agent Client Collector was enhanced and updated in the Xanadu release.

## Agent Client Collector highlights for the Xanadu release

- Ensure secure agent connections by adding a self-signed certificate.
- Enhance check functionality by using expanded Linux and Windows checks, enabling you to gather additional information on your Linux and Windows servers.
- Upgrade the Cloud Native Operations for Visibility Informer from the ServiceNow instance.

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- Store Instance credentials in the Microsoft Azure Vault when Informer uses Azure Kubernetes Engine (AKS).
- Enjoy multi-architecture support for docker image.

See Agent Client Collector for more information.

**Important:**
Agent Client Collector is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Load the allow list only from a configuration file

Enhance system security by loading the allow list from the file specified in the *allow-list* parameter of the configuration file while ignoring the allow lists that are bundled with the plugins.

### Configure agent log level from the instance

Configure the agent log level from the ServiceNow instance without having to access the `acc.yml` configuration file.

### Ensure secure agent connections

Ensure that your agent connections are secure by adding a self-signed certificate to your operating system's truststore, which verifies that the certificate is authentic.

### Update existing assets

Update your Agent Client Collector (ACC) plugins to the latest version by removing your existing plugins before reinstalling.

### Use expanded Linux and Windows checks

Enable enhanced check functionality by using the expanded Linux and Windows checks provided with the system.

### Upgrade Agent Client Collector for Kubernetes – Visibility Informers remotely

Starting in version 3.6.3, upgrade Informer pods in Kubernetes clusters remotely from the ServiceNow instance to avoid dependence on your Kubernetes admin.

### Override Informer parameters from the Instance

Starting in version 3.6.3, control CNO for Visibility Informer execution parameters from the ServiceNow instance to avoid dependence on your Kubernetes admin.

### Store Instance credentials in Microsoft Azure Vault when Informer uses Azure Kubernetes Service (AKS)

Starting in version 3.6.3, if your organization uses AKS, you can store the secret in the Microsoft Azure Vault. The Informer then pulls the ServiceNow credentials for accessing your instance from the Azure Vault.

### Enable Informer to connect to the instance using OAuth2.0 authorization

Starting in version 3.6.3, the Informer can use OAuth2.0 authorization to connect to the ServiceNow instance for enhanced security.

### Enable expanded processing for the MID server on Network Interface Controllers (NICs) during keepalive operation

Starting in version 3.6.3, benefit from enhanced stability when running a keepalive operation by using the enhanced MID Server capability to configure the number of Network Interface Controllers (NICs) that can be monitored by a keepalive operation.

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### Upgrade Agent Client Collector manually on a macOS system

Starting in version 3.6.3, run the consolidated upgrade procedure manually for the Agent Client Collector in a macOS environment.

### Configure the Dynatrace connector instance

Starting in version 3.6.3, Event Management supports collecting raw metric data collection using the Dynatrace metric connector

### Consolidate agent errors

Starting in version 4.1.0, view errors for all agents on the Agent Error Messages page. Additionally, you can view errors per individual agent by selecting the agent and selecting the **ACC Error Messages** tab .

### Use Linux commands to enable additional system capabilities beyond your permission level

Starting in version 4.1.0, use Linux commands to grant enhanced permissions, which are enabled once the installation `.exe` file is executed. These enhanced capabilities are provided securely, ensuring that there is no security risk to your environment.

### Use the new Windows event check for enhanced event details

Starting in version 3.12.0, use the new Windows event check to collect and filter Windows event logs.

### Use the network port check to determine port availability

Starting in version 3.12.0, use the Network port check to create events for all ports of a specified host address, which indicates whether each port is available or in use.

### Enjoy multi-architecture support for docker image

Starting in version 3.9.0 (Informer version 2.3.0), the docker image supports both arm64 and amd64 architectures. Upgrading from the previous image to the new one will not cause any disruptions. However, the new image requires more storage space in your image repository than the previous one.

### Change the Informer's extensibility settings from the instance

Starting in version 3.9.0 (Informer version 2.3.0), update the Informer's extensibility configuration directly from the Instance using the *`Additional resources ConfigMap`* parameter. By providing a JSON map with keys such as `resources`, `mappings`, and `mappings_oob`, you can instruct Cloud Native Operations for Visibility to retrieve additional information. If one of these keys exists and the system finds a change, it patches the ConfigMap and restarts the Informer.

### View the OpenShift version in the Cluster version field on the Kubernetes Cluster CI

Starting in version 3.9.0 (Informer version 2.3.0), see the OpenShift version and the Kubernetes Cluster version in one place. OpenShift operates on top of Kubernetes, so there's an OpenShift version and a Kubernetes Cluster version. By installing the Informer with the **--set openShift=true** flag, the system adds the OpenShift version number to the **cluster_version** field on the Kubernetes Cluster CI in addition to the Kubernetes Cluster version.

## Changed in this release

### Use the updated Windows event check

Starting in version 3.12.0, the Windows event check `os.windows.check-event-log` has been renamed `os.windows.check-event-log-count` and has enhanced data gathering capabilities.

#### Updated plugin dependency

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Starting in version 4.1.0, the Service Error Management plugin is dependent on the ACC-F scoped app. The plugin gets installed automatically when the customer installs the ACC-F scoped app from the ServiceNow store.

**New allow list parameter for checks running in shell execution mode**

Starting in version 4.1.0, when running a check in with execution mode (*Exec Mode*) set to **shell**, add the *allow_shell* parameter and set it to **true** for the allow list entry corresponding to the check.

## Activation information

Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed.

## Related ServiceNow applications and features

**Event Management**

Agent Client Collector works within an instance on which Event Management is installed to monitor infrastructure components. Agent Client Collector and Event Management share some connectors that pull metric data and events from the same data sources.

**Health Log Analytics**

The Health Log Analytics application predicts IT issues before they impact users. The application helps you to solve issues faster by ingesting, analyzing, and correlating machine-generated log data in real time.

### Service Reliability Management release notes

The ServiceNow® Service Reliability Management (SRM) application helps your organization to respond, collaborate, track, and self-remediate when working on alerts and incidents. Service Reliability Management is a new application in the Xanadu release.

## New in the Xanadu release

**Service Reliability Management and Service Level Objective Management**

Explore the Service Reliability Management and Service Level Objective Management pages in the Service Operations Workspace.

**Important:**
Service Reliability Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Activation information

Install Service Reliability Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

**Agent Client Collector**

Agent Client Collector works within an instance on which Event Management is installed to monitor infrastructure components. Agent Client Collector and Event

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Management share some connectors that pull metric data and events from the same data sources.

**Health Log Analytics**

The Health Log Analytics application predicts IT issues before they impact users. The application helps you to solve issues faster by ingesting, analyzing, and correlating machine-generated log data in real time.

**Metric Explorer**

ServiceNow® Agent Workspace for Metric Intelligence provides a central interface that enables you to view the health of a CI associated with an alert. Health details for a CI include various metric charts with control bounds and aggregations for single score charts.

### ITOM Cloud Accelerate release notes

The ServiceNow® ITOM Cloud Accelerate application provides the workflows to evaluate the cloud readiness of your organization and enforce the ITOM Cloud Accelerate guidelines. ITOM Cloud Accelerate was enhanced and updated with Terraform support for Google Cloud Platform (GCP), and UI changes in the Xanadu release.

## ITOM Cloud Accelerate highlights for the Xanadu release

- Leverage additional Out Of Box catalog items with Google Cloud Platform (GCP).
- Use the multiple repositories structure with the Terraform app and Infrastructure as Code (IaC) Discovery.
- Access and manage your cloud resources and publish your cloud offerings to a catalog by using the added features in the ServiceNow Cloud Services Catalog user interface.

See ITOM Cloud Accelerate for more information.

**Important:**
ITOM Cloud Accelerate is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Changed in this release

**Enhanced Cloud Services Catalog Cloud Services Catalog experience**

Improved the hierarchical structure of multiple repositories with the support of Terraform Connector IaC discovery capabilities.

Support for integration of Google Cloud Platform (GCP) with Terraform Open Source.

## Activation information

The ITOM Cloud Accelerate features are available as an application with the activation of the Cloud Accelerate plugin, which requires a Cloud Governance subscription. Contact your ServiceNow sales representative to procure the ITOM Cloud Accelerate entitlement.

The https://servicenow.com/docs/bundle/xanadu-it-operations-management/page/product/cloud-services-catalog/concept/csc-home.html application is available with the ITOM Cloud Accelerate entitlements. Alternatively, you can install it by requesting them from https://store.servicenow.com/sn_appstore_store.do#!/store/application/bc3429fc24e02910f877b722d6bbdcaf.

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You must have Employee Center as a prerequisite to launch and use the Cloud Service Catalog application.

**Note:**

Cloud Provisioning and Governance is already included as a part of ITOM entitlements so you don't need to procure it separately. For details, see https://servicenow.com/docs/csh?topicname=request-plugin-cloud-mgt&version=xanadu&pubname=xanadu-it-operations-management.

If you have exchangeable ITOM Optimization: Cloud Insights licenses, contact your ServiceNow account representative to migrate your licenses to ITOM Cloud Accelerate without charge.

## Related ServiceNow applications and features

### Cloud Configuration Governance

The Cloud Configuration Governance application provides a set of ready-to-use policies that enable you to check the configuration settings of cloud resources in your organization to identify configuration violations.

### Cloud Action Library

The Cloud Action Library provides ready-to-use actions and subflows that enable you to interact with the cloud resources of the organization.

### Cloud Migration Assessment

The Cloud Migration Assessment enables you to plan, organize, and track the process of relocating your enterprise IT resources and workloads to cloud platforms.

### ITOM Optimization

ITOM Optimization provides automated cloud workflows that you can use to manage cloud resources through their life cycles. It enables certified and enterprise-compliant cloud deployment, cost visibility, and other cloud management processes.

### ITOM Visibility

The ITOM Visibility product consists of Discovery, Service Mapping, and Tag Governance. For more information, see Discovery, Service Mapping, Tag Governance, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Discovery and Service Mapping give you a unified, connected view of your entire IT network and the services that it supports.

### ITOM/OT SU Licensing and subscriptions

ITOM and OT SU Licensing enables you to view the total number of licenses assigned to your applications.

**Third-party products that integrate with the Cloud Service Catalog:**

Extend the capabilities of ITOM Cloud Accelerate and its connectors by integrating the following third-party products with it:

- Cloud Services
  - Amazon Web Services
  - Microsoft Azure

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- VMware
- Google Cloud Platform

- Ansible configuration management to radically automate the deployment of catalog items across platforms and cloud service providers with job templates.

### ITOM Optimization release notes

The ServiceNow® ITOM Optimization application automates the cloud workflows that you use to manage the cloud resources throughout their life cycles. You can also deploy certified and enterprise-compliant clouds, get visibility into your costs, and manage other cloud management processes. Cloud Provisioning and Governance was enhanced and updated in the Xanadu release.

## ITOM Optimization highlights for the Xanadu release

- Use the Cloud Services Catalog with ITOM Cloud Accelerate for the enhanced capabilities of Cloud Provisioning and Governance (CPG). These capabilities include the Out Of Box catalog items and the simplified and automated provisioning of cloud resources.
- Move your exchangeable ITOM Optimization licenses as you transition from Cloud Provisioning and Governance to ITOM Cloud Accelerate.

See ITOM Optimization for more information.

## Important information for upgrading ITOM Optimization to Xanadu

Enhance your application service mapping by installing the App Service Extension app from the ServiceNow® Store.

## New in the Xanadu release

### Cloud Provisioning and Governance Cloud Admin Portal

Explore the Next Experience dashboard pages that are now available on Cloud Admin Portal.

The Cloud Admin Portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog application.

## UI changes

### Cloud Admin Portal

You can now use the link to the dashboard pages on the Cloud Admin Portal. You can access these Next Experience dashboard pages on a new tab based on your user role:

- Cloud root cause analysis dashboard
- Cloud operations dashboard
- Cloud tag values dashboard

## Changed in this release

### Cloud Admin Portal

The Cloud Admin Portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog application.

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## Deprecations

Deprecation of Cloud API (CAPI)- based Cloud Discovery on new instances:

- CAPI-based Discovery is deprecated for new instances with Xanadu.
- Contact your administrator to install the latest version of the Discovery and Service Mapping Patterns ServiceNow® Store application to use the Discovery feature.
- For an existing instance, manually migrate to Patterns-based Discovery.
- The **Discover Schedules** tab in the Cloud Admin Portal is going to redirect to Cloud Discovery Workspace.

**Note:**
See Migrate from CAPI to Patterns to learn more about the migration from CAPI to Patterns-based Discovery.

For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

### ITOM Visibility release notes

The ServiceNow® ITOM Visibility application provides a unified, connected view of your entire IT network and the services that it supports. ITOM Visibility was enhanced and updated in the Xanadu release.

## ITOM Visibility highlights for the Xanadu release

- Elevate the Discovery Admin experience with Discovery Admin Workspace. Benefit from a unified workspace for configuring Discovery, tracking progress, and managing errors, with diagnostic tools that provide insights into discovered data.
- Enrich your CMDB with a larger number of configuration items using ITOM Content Service.
- Create application services with CMDB based mapping.
- Avoid dependence on your Kubernetes admin by upgrading Cloud Native Operations Informer pods and modifying Informer execution parameters directly from the instance.
- Enjoy multi-architecture support for docker image in Cloud Native Operations for Visibility.

See IT Operations Management for more information.

**Important:**
Discovery and Service Mapping Patterns is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading ITOM Visibility to Xanadu

For an improved Service Mapping experience, install Service Mapping Plus version 1.13.0 from the ServiceNow® Store.

Enhance your application service mapping by installing the App Service Extension app from the ServiceNow® Store.

## New in the Xanadu release

**Use Discovery Admin Workspace features to jumpstart discovery implementation.**

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- View discovery trends and tasks and access relevant ITOM Visibility apps and information through Discovery Admin Workspace Home.
- Gain insights into the performance of all your discoveries through the information in the **Schedules** tab.
- Analyze discovery errors and troubleshoot them using information in the **Diagnostics** tab.
- Access on-demand reports and optimize discovery operations using information in the**Insights** tab.

### Discover products with Discovery and Service Mapping Patterns

Discover the following products through Discovery and Service Mapping Patterns:

- Dell EMC Data Domain storage.
- Dell EMC PowerMax storage.
- AWS services in the China region - Available with the Discovery and Service Mapping Patterns November 2024 store release (1.21.0) on the ServiceNow AI Platform Xanadu Patch 3 instance.
- REST-based Fortinet firewall and FortiGate VDOMs - Available with the Discovery and Service Mapping Patterns November 2024 store release (1.21.0).
- Azure Marketplace - Available with the Discovery and Service Mapping Patterns November 2024 store release (1.21.0). The pattern supports the discovery of the following Azure Marketplace products:
  - Virtual Machine
  - SaaS
  - Azure Application

### Oracle Java process discovery

Discover Java processes to comply with Oracle licensing agreements- Use the ITOM Oracle GLAS plugin (1.8.4) November 2024 store version to track Java installations and usage.

### MID Server features for better discovery performance

- Run other applications without storing any credentials on the instance with the Microsoft Azure Key vault.
- MID Server supports log file compression. The new log file handler settings are available as MID Server properties on the instance. The compression mode isn't enabled out of the box.

### Use CMDB based mapping to create new application services

Use Automated Service Suggestions and CMDB data instead of the MID Server, to create new application services.

### Use the latest CNO for Visibility features

Starting in version 3.6.3, benefit from new features in Cloud Native Operations for Visibility.

- Upgrade the CNO for Visibility Informer from the ServiceNow instance.
- Control Informer execution parameters from the instance.

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- Store instance credentials in the Microsoft Azure Vault when Informer uses the Azure Kubernetes Engine (AKS)
- Enable Informer to connect to the instance using OAuth2.0 authorization

### Enjoy multi-architecture support for docker image

Starting in version 3.9.0 (Informer version 2.3.0), the docker image supports both arm64 and amd64 architectures. Upgrading from the previous image to the new one will not cause any disruptions. However, the new image requires more storage space in your image repository than the previous one.

### Change the Informer's extensibility settings from the instance

Starting in version 3.9.0 (Informer version 2.3.0), update the Informer's extensibility configuration directly from the Instance using the *`Additional resources ConfigMap`* parameter. By providing a JSON map with keys such as `resources`, `mappings`, and `mappings_oob`, you can instruct Cloud Native Operations for Visibility to retrieve additional information. If one of these keys exists and the system finds a change, it patches the ConfigMap and restarts the Informer.

### View the OpenShift version in the Cluster version field on the Kubernetes Cluster CI

Starting in version 3.9.0 (Informer version 2.3.0), see the OpenShift version and the Kubernetes Cluster version in one place. OpenShift operates on top of Kubernetes, so there's an OpenShift version and a Kubernetes Cluster version. By installing the Informer with the **--set openShift=true** flag, the system adds the OpenShift version number to the **cluster_version** field on the Kubernetes Cluster CI in addition to the Kubernetes Cluster version.

### Use Service Fingerprints to refine the selection of application service candidates

Explore unique, classified components of application service candidates provided by Automated Service Suggestions. By supplying specific information such as the product name and description, gain deeper insights into the most suitable candidate to convert to an application service.

## Changed in this release

### Use the enhanced Shazzam probe to collect data

View the extended data collected by the Shazzam probe in the Discovery Admin Workspace **Insights** tab.

### Revised Service Mapping roles

Gain improved visibility of ML-powered candidates in Service Mapping with updated roles:

- service_mapping_admin replaces sm_admin.
- service_mapping_user replaces sm_user.

### Use the enhanced Discovery and Service Mapping Patterns for extended discovery

Note the following new Pattern extensions and improvements:

- Pure Storage FlashArray
- Azure SQL license information
- Google Cloud Platform (GCP) resource inventory discovery

### Scale up your Azure change processing

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Update your CMDB in real time with your Azure cloud resource changes. After upgrading to the enhanced November 2024 Patterns (1.21.0) version, run an Azure cloud discovery on all service accounts to ensure receiving all updates.

**Stay informed about Cloud Discovery patterns updates**

Download and use the Cloud Discovery patterns spreadsheet with the latest up-to-date information on Cloud Discovery patterns, including REST-API permissions.

**Run top-down discovery using Service Mapping integrated with Agent Client Collector**

Top-down Service Mapping and Automated Service Suggestions are supported with Agent Client Collector.

## Deprecations

Starting with the Xanadu release, the Discovery Dashboard is no longer part of the Discovery plugin. Use Discovery Admin Workspace instead.

## Activation information

ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require an ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes.

## Related ITOM applications and features

**ITOM Health**

The ServiceNow® ITOM Health product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

Event Management gathers alerts from infrastructure events that both third-party monitoring tools and the ServiceNow® internal agent capture. Event Management uses IT-related information that ServiceNow® Discovery gathers so it can map alerts to configuration items. Based on the collected information, Event Management then provides dashboards that show a consolidated view of all service-impact events.

The Agent Client Collector application enables you to do the following:

- Monitor your service availability.
- Examine the health and performance of your environment.
- Ensure that your infrastructure and its applications are running properly.

Agent Client Collector collects events and metrics. It runs in either a Windows or Linux environment.

**ITOM Optimization**

ITOM Optimization provides automation for the cloud workflows used to manage the cloud resources throughout their life cycle. It enables certified and enterprise-compliant cloud deployment, cost visibility, and other cloud management processes.

**ITOM Licensing**

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ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM Health, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

### IT Service Management release notes

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

### Benchmarks release notes

The ServiceNow® Benchmarks application gives you instant visibility into your key performance indicators (KPIs) and trends. Benchmarks was enhanced and updated in the Xanadu release.

## Benchmarks highlights for the Xanadu release

Experience the all-new KPI in the self-solved deflections category of ITSM Benchmarks to help resolve the digital issues encountered by users on a daily basis.

See Benchmarks for more information.

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

## New in the Xanadu release

### Benchmark KPIs

The new Self-solved using AI search QnA and Self-solved using Proactive Engagement for DeX KPIs added to the self-solved deflections are benchmarked for all the cohorts. These new contributing indicators help organizations track the self-solved deflection.

## Activation Information

Benchmarks is a ServiceNow AI Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Xanadu and is available from the ServiceNow Store.

## Related ServiceNow applications and features

### Performance Analytics (Indicator data sources)

The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of service delivery.

### Success Dashboard

The ServiceNow® Success Dashboard enables the leadership team and process owners to gain insights into the performance of their ServiceNow® IT Service Management (ITSM) implementation using the KPIs defined by the ServiceNow AI Platform®.

### Continual Improvement Management

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Use the ServiceNow® Continual Improvement Management application to request improvement opportunities and implement phases and tasks to meet performance goals, track progress, and measure success.

#### Strategic Portfolio Management

The ServiceNow® Strategic Portfolio Management application enables you to align work with business goals to deliver products and services in a way that supports your strategic priorities.

### DevOps Change Velocity release notes

The ServiceNow® DevOps Change Velocity application improves visibility into your DevOps data in a single system, automates and accelerates change processes, and helps you gain insights to measure the performance of your DevOps environment. DevOps Change Velocity was enhanced and updated in the Xanadu release.

## DevOps Change Velocity highlights for the Xanadu release

- Leverage DevOps data for change automation by configuring Change Management features from the Service Operations Workspace Admin Center.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See DevOps Change Velocity for more information.

## Important information for upgrading DevOps Change Velocity to Xanadu

If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.

**Important:**
DevOps Change Velocity is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

#### Change Management in SOW Admin Center

Configure Change Management features from the Service Operations Workspace Admin Center to increase change efficiency, accelerate change approvals, drive data-driven risk analysis, and leverage DevOps data for change automation.

#### OAuth 2.0 authentication for Azure DevOps (ADO)

Use OAuth 2.0 authentication to connect your Azure DevOps tool with DevOps Change Velocity ensuring a more secure authentication method.

#### OAuth 2.0 authentication for Jira Cloud

Use OAuth 2.0 authentication to connect your Jira Cloud tool with DevOps Change Velocity ensuring a more secure authentication method.

#### Bitbucket Cloud tool integration with ServiceNow

Integrate the Bitbucket Cloud coding tool with DevOps Change Velocity to connect, discover, import, and process real-time repository events in DevOps Change Velocity.

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### DevOps Change Workspace UI for simplified creation of custom tool integration with planning, coding and orchestration capabilities

Integrate a new custom tool across planning, coding and orchestration capabilities with basic know-how of ServiceNow using an intuitive DevOps Change Workspace UI. It offers easy navigation to the ServiceNow Platform for defining transformer or adapter rules, or integrate the ability to do so within the Workspace wherever applicable, and embeds necessary documentation links and tooltips to support self-service.

### Import based evidence collection

Improve instance efficiency by skipping step-level pipeline processing for accelerated change management and evidence collection for GitHub Actions and Azure DevOps (ADO) orchestration tools.

## Changed in this release

### Reflow for configurable workspace

DevOps Change Configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.

### DevOps data in change request

View, add, and edit DevOps data in a manually created change request in Service Operations Workspace for a unified change request experience in both DevOps Change Workspace and Service Operations Workspace.

### Enhancements to DevOps Model change

- In-product guidance enables you to leverage DevOps models and easily create DevOps changes without disruption of your change process.
- To make the Change - DevOps – Implement flow of the DevOps model more suitable for DevOps changes, change tasks are no longer automatically created.
- The new Change – DevOps – Update execution state flow in the DevOps model means you no longer have to activate the DevOps Change Request Manual Approval flow to send a callback to the third-party orchestration tool.
- Fast-track your change process by using a new DevOps Simplified change model, which doesn't contain the Assess state. Change approval for this model is based on the DevOps Simplified Model Change policy.

### Branch details for artifacts and packages

Branch details from pipeline executions are now available for artifacts and packages for better tracking.

### Create lists

Option to create customized lists added to the Changes, Tools, and Administration modules in the DevOps Change Workspace.

### Jira Server connection using API key

Connect to your Jira Server using API key authentication rather than basic authentication.

### GitHub Actions reruns

Re-running failed GitHub jobs will now use the existing change request created for the failed jobs instead of creating new change requests.

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### Generalized Docker Container solution to support any orchestration tool

Use the generalized and extensible Docker Container solution to integrate any orchestration tool with DevOps Change Velocity for invoking pipeline actions like change request creation and collecting relevant DevOps data without having to rely on tool specific plugins or extensions.

### Simplified onboarding of planning tools that are not supported in the base system

Integrate planning tools that are not supported in the base system by leveraging transformer rules. GitLab Issues is now available as one of the planning tools and is built leveraging this new approach so you can discover plans, import work items, and configure webhooks for work items (issues) in GitLab.

### Enhanced manual DevOps change creation experience

Add work items data in a manually created DevOps change request in#Service Operations Workspace#for#TSM.

### Default BitBucket branch property

Specify the default Bitbucket branch name that must be used to create an import request in the *sn_devops.bitbucket_default_branch* property.

### Additional scans for DevOps Health Scan Content pack

Additional set of proactive checks focused on problems that tend to occur before or after an upgrade along with identifying configuration issues like plugin and version incompatibilities, or pipelines that chronically fail, have been added.

### Import pull-request records for Bitbucket Server or Bitbucket Data Center

Import pull-request records for Bitbucket Server or Data Center for improved insights and efficiency.

### Change request creation with errors in DevOps data retrieval for Harness pipelines

Enable change request creation even if there is an error in retrieving the DevOps data for a Harness pipeline.

### Branch name filter

Search for build numbers by the branch name while associating DevOps data to a change request in the Service Operations Workspace (SOW) or Classic UI.

### Test summary name in GitHub Actions

The servicenow-devops-test-report custom action in GitHub now includes an optional test-summary-name parameter to specify the test summary results name.

### Token based authentication for Rally

Configure webhooks for Rally using token based authentication instead of using the integration username and password.

### Renamed variables for Docker

The environmental variables in the Generic Docker actions for DevOps Change Velocity have been renamed by removing the CI prefix for better clarity.

### Security scan results

Security scan results on the change record associated to a pipeline execution with a linked package are now displayed in the **Security Summaries** tab.

### Source of commits in SOW

View the source of commits like pipeline execution, branch, repository, and so on for a change request in the DevOps data section of the Service Operations Workspace.

### Track file changes

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The **Track file changes** option is now disabled by default when a repository is configured to prevent any potential security risks.

### Close code value for a change request

Two new properties have been added in DevOps Change Velocity, so that you can specify a close code value for a change request based on the change request completion state when the autoCloseChange parameter is enabled.

### Support for MID Server cluster

Improve load balancing and failover protection by selecting a MID Server cluster when connecting to a tool instance associated with a MID Server cluster. This configuration enables multiple MID Servers with relevant capabilities to be grouped.

### Improved UX for DevOps Change health scans

Run health scans and analyze findings efficiently in the DevOps Change workspace with an intuitive and user-friendly interface.

### Pipeline association for GitHub Actions

When onboarding GitHub Actions pipelines through the App onboarding catalog or the onboarding APIs, now only the selected pipelines are associated with the DevOps app. If no pipeline is selected, all pipelines within the specified repository are associated.

### Tool connection check status

If a tool is marked as Disconnected because of a system-generated failure during an unsuccessful connection check, any subsequent successful check automatically updates the connection status to Connected. If you manually disconnect the tool, the tool status remains Disconnected even if there's a subsequent successful connection check.

### New roles for vulnerability integration

- The sn_vul.app_sec_manager role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the DevOps Vulnerability Integrations plugin (sn_devops_vul_ints) is installed.
- The sn_vul_veracode.configure_integration role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the Vulnerability Response Integration with Veracode plugin (sn_vul_veracode) is installed.

## Activation information

Activate DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Accessibility information

### Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

### Reflow

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256

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CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Related ServiceNow applications and features

### Performance Analytics

ServiceNow® Performance Analytics is an in-platform process optimization solution to create management dashboards, report on KPIs and metrics, and answer key business questions. The application helps improve quality and reduces the costs of service delivery.

### Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services.

### Agile Development

The ServiceNow® Agile Development application helps you deliver software projects more efficiently by managing and tracking software development life cycles using an iterative, incremental, and flexible approach.

### Risk Management

The ServiceNow® Governance, Risk, and Compliance Risk Management application helps you continuously monitor and identify high-impact risks, improve your risk-based decision-making, and reduce reaction time effectively. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

### Digital End-User Experience release notes

The ServiceNow® Digital End-User Experience (DEX) solution is a cloud-based tool providing IT with comprehensive visibility and monitoring for user applications, networks, and devices. The DEX suite includes two products: Application and Device Health, which helps IT resolve device and application issues proactively, and Desktop Assistant, which provides easy access to self-service options. DEX was enhanced and updated in the Xanadu release.

## DEX highlights for the Xanadu release

- Monitor and analyze performance metrics seamlessly through comprehensive visibility of applications, networks, and end-user devices.
- Detect and resolve potential problems before they affect end users through DEX alerts and insights.
- Proactively engage your users and resolve issues they might face.
- Resolve the issues that your users face with actions available in list of predefined issue resolutions called Action library.

See Digital End-User Experience for more information.

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

## Important information for upgrading Digital End-User Experience to Xanadu

- For information about DEX data migration, see the KB1646364 article in the HI Knowledge Base.
- To upgrade your DEX Desktop Assistant, do the following:
  1. Install the latest version of the Desktop Assistant in your instance.
  2. With admin rights, re-install the Desktop Assistant on your local machine even if you have the latest version.

## New in the Xanadu release

### DEX Insights

See a complete picture of your device performance, user interactions, and network health with DEX data. DEX Insights provide a simplified view with clear insights so you can identify issues and remedies before they slow you down.

### Integration with ServiceNow Proactive Engagement

Keep things running smoothly and avoid interruptions. DEX integration with ServiceNow Proactive Engagement helps make managing your digital experience smoother. It monitors your devices and apps, sends you alerts about potential problems, and guides you through fixing them.

### Desktop Assistant with Now Assist

Troubleshoot and solve problems independently with Desktop Assistant, which gives you direct access to generative AI on a user-friendly interface.

### Actions and Actions Library

Automate and streamline issue resolution within digital experience environments using the Actions and Actions Library in DEX. You can use prebuilt solutions and set up automated actions to resolve issues on your own efficiently.

## UI changes

### UI error handling

Enhanced error handling scenarios have been added on the following pages:

- User or Device details
- Web applications
- Installed applications

### Application users page enhancements

More options have been added to the Status option list, and the last 15-minute option is now a default to improve performance.

### Scalable pagination

You can now choose to see 10, 20, 50, or 100 pages at a time.

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## Activation information

Install DEX by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Browser requirements

For the web/SaaS application, enable the DEX browser extension for monitoring web/SaaS applications to collect various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension.

## Localization information

Localization is applicable to DEX in all languages supported by the ServiceNow AI Platform.

## Related ServiceNow applications and features

### DEX for Service Desk Agents

As a Service Desk agent, view device metrics from within the platform by navigating to the DEX device health page. You can access the page from the Core UI incident experience or from the Investigate tab Service Operations Workspace (SOW).

### Proactive Engagement

Help prevent problems and self-resolve issues before they affect your performance.

### Now Assist for IT Service Management (ITSM)

From Desktop Assistant, use generative AI to enhance your productivity and efficiency through conversation and proactive experiences.

### Digital Portfolio Management release notes

The ServiceNow® Digital Portfolio Management Workspace enables you to view and manage the full life cycle of your services and applications. The Digital Portfolio Management Workspace was enhanced and updated in the Xanadu release.

## Digital Portfolio Management highlights for the Xanadu release

- Introduced the DPM Admin Center to set up the DPM Workspace. The Admin Center includes workflows to identify and set up business and technical services, business applications, and application services. The DPM Admin Center includes guided steps, prompts, and links to solutions and helpful resources.
- Replaced the custom DPM relationship map with the ServiceNow platform Unified Map to provide a more holistic view of service and application relationships.
- Updated the key performance indicator (KPI) functionality.
  - Added descriptive KPI tooltips to clarify the indicator data.
  - Set the system property **KPI latest score** to true for new and zBoot customers.
- Updated the configuration options for the Needs attention panels.
  - Added problem (PRB) records to the Needs attention attributes.
  - Updated the team logic in the DPM Contacts tab in the Needs attention panel.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

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See Digital Portfolio Management for more information.

**Important:**
Digital Portfolio Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Use the Admin Center in Digital Portfolio Management

Use the DPM Admin Center guided walk-through to set up your DPM Workspace. The Admin Center guides you to identify data in your instance that's ready to view in DPM. Use the provided suggestions to set up and configure the DPM Workspace for that instance. For example, if planning data isn't used in the instance, then the DPM Admin Center guides you on how to hide the Plan tab. The DPM Admin Center also provides links to appropriate tables to create or edit services, applications, and portfolios. Here are more tasks a DPM administrator can do with the DPM Admin Center.

- Use workflows to identify and set up solutions (services, service offerings, business applications, and application services). The guided walk-through includes insights into each solution's data readiness for DPM.
- Access the settings pages to configure the DPM Workspace using the provided system properties.
- Configure solution page headers and the General info section of the Info tab.
- Map KPI groups to solutions to view metrics in the DPM Workspace.
- Use links to helpful resources.
- Refer to common question links to aid implementation.
- Follow the prompts for more setup tasks.

### View relationship maps in Digital Portfolio Management

Use the ServiceNow platform Unified Map to see a more holistic and comprehensive view of your service and application relationships. The Unified Map replaces the custom DPM relationship map, but you still access the Unified Map in the context of the DPM Workspace. For more information on the platform map, see Unified Map.

### Update KPIs in Digital Portfolio Management

- Update the description of a KPI indicator that's provided by the base system. The KPI indicators on solution records come from Performance Analytics (PA). In the DPM Workspace, you can select a tooltip on a solution indicator card to see a description that clarifies the indicator data. Even though the descriptions come with the base system, administrators can update the descriptions to accommodate the organization.
- With the June 2024 release and after, the **KPI latest score** system property is set to true for new and zBoot customers.

### Work with Needs attention panels in Digital Portfolio Management

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- Added problem (PRB) records to the Needs attention attributes so that you can identify problems on the following solutions.
  - Services and service offerings. Problems are related to the service offering via the service offering record on the form, impacted services related list, and on the affected CIs related list. Problems are then rolled up to the parent service and should be deduplicated at the parent service level.
  - Business applications. Problems are related to the application service via the configuration item field on the form. Problems are then rolled up from the application service to the business application and should be deduplicated at the parent service level.
  - Application services. Problems are related to the application service via the configuration item field on the form.
- Updated the team logic in the DPM Contacts tab for each solution. When you select the Contacts icon ( ) next to the Needs attention panel, the Teams tab includes multiple teams that support the record. The multiple team assignment is an existing platform feature that was added to Service Portfolio Management so the teams can be viewed in the DPM Workspace. For more information on the platform feature, see Teams related list.

## Changed in this release

### Reflow for configurable workspace

The Digital Portfolio Management configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the Accessibility information that follows.

## Activation information

Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Accessibility information

### Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

### Reflow

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

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## Related ServiceNow applications and features

### Service Portfolio Management

Use the ServiceNow® Service Portfolio Management application to set up and manage your services and offerings, and then organize them in portfolios. In the Digital Portfolio Management application, you can view the health and status of those portfolios and track them in one centralized location.

### Service Builder

As you view service information in Digital Portfolio Management, you can create and edit services and service offerings with quick access to the ServiceNow® Service Builder application.

> **Important:**
> If you use Service Builder and plan to upgrade to the current version of DPM, you must also upgrade to the current version of Service Builder at the same time.

### Performance Analytics

Use ServiceNow® Performance Analytics to create reports on key performance indicators (KPIs) to monitor and analyze metrics.

### Digital Portfolio Management related applications and data sources

Other related ServiceNow applications bring in data from your services, service offerings, business applications, and application services for you to view all of them in your unified workspace view. All the related applications are optional and aren't required to use Digital Portfolio Management. This topic also offers links to Knowledge Base articles with more data source information.

### Incident Management release notes

The ServiceNow® Incident Management application restores normal service operations while minimizing the impact to business operations and maintaining quality. Incident Management was enhanced and updated in the Xanadu release.

## Incident Management highlights for the Xanadu release

Control when an incident record link in the email notifications redirects to the incident record in Service Operations Workspace (SOW).

See Incident Management for more information.

## Changed in this release

### Email notification link redirection behavior

In email notifications, you can now decide where the links to an incident record are redirected. Instead of an incident record automatically opening in the classic UI16 interface in Incident Management, the incident record can be opened in SOW. The incident record link in an email notification opens in SOW only if the following conditions are met:

- The **Redirect SOW Email notification** (*sow_email_notification_redirect*) system property is set to true.
- The user selecting the incident record link has the sn_sow.sow_user role.

The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.

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To ensure consistency, the email notification template is updated to send the notification from SOW in the same format as sent from classic UI16 interface. Also, the template theme is updated to match the Next Experience theme.

## Activation information

Incident Management is a ServiceNow AI Platform feature that is active by default.

### Now Assist for IT Service Management (ITSM) release notes

The ServiceNow® Now Assist for IT Service Management (ITSM) application brings generative AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Xanadu release.

## Now Assist for IT Service Management (ITSM) highlights for the Xanadu release

**Xanadu Patch 9**

- Identify the category, subcategory, and configuration item for a given incident automatically using a team of AI agents in the Triage and categorize ITSM incidents agentic workflow.
- Get recommendations to resolve incidents by using a team of AI agents for catalog, knowledge, and past incidents in the Investigate and resolve ITSM incidents agentic workflow.
- Manage Microsoft 365 group members using AI agents in the Manage Microsoft 365 group members agentic workflow.
- Generate the **Risk and impact analysis** and the **Justification** fields using the AI agents in the Generate change request plans agentic workflow.

Xanadu Patch 7: Scale your workflows, enhance productivity, and complete work autonomously using IT Service Management AI agent collection.

Xanadu Patch 3

- Provide change managers with an explanation of the risk rating in a change request by using the Now Assist icon .
- Enable agents to ask questions that are related to an incident in the Now Assist panel.
- Enable agents to generate resolution notes for an incident on demand by using the Now Assist context menu.
- Provide requesters with proactive actionable notifications as part of ITSM Virtual Agent pre-built large language model (LLM) topic conversations.

Xanadu Patch 1

- Enable agents to make a more informed decision quickly and efficiently when they're approving a change by using change request summarization.
- Enable agents to reply to common questions asked in chats by using the Now Assist icon in chat reply recommendations.
- Enable agents to get a better understanding of the chat and incident context by using the Sidebar discussion summarization when they're proposing resolutions to the requesters.

See Now Assist for IT Service Management (ITSM) for more information.

**Important:**
Now Assist for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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# New in the Xanadu release

## Xanadu Patch 9

### Using IT Service Management AI agent collection

Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

#### Available agentic workflows

| Agentic workflows | Description |
|---|---|
| Triage and categorize ITSM incidents | Identify the category, subcategory, and configuration item for an incident automatically, and link associated major incidents or known problems. |
| Investigate and resolve ITSM incidents | Get recommendations to resolve an incident based on the incident number. Check for related catalog items, Knowledge articles, and similar resolved incidents to generate resolution steps for the incident. |
| Manage Microsoft 365 group members | Add or remove groups and email distribution lists from the Microsoft 365 group. |

### IT Service Management AI agent collection Generate change request plans agentic workflow

Use the following additional AI agents to handle change requests.

| AI agent | Description |
|---|---|
| Change risk and impact analysis AI agent | Analyzes the potential risk and impact of a change request. |
| Change justification proposal AI agent | Proposes justification for a change request. |

### Generate a Major Incident email content recommendation by using Now Assist for IT Service Management (ITSM)

Draft a communication for a major incident using an email template. You can fill in the template field values with an AI-generated response.

### Generate comments and work notes using the Now Assist context menu

Enable your agents to generate comments and work notes quickly and add them to incidents using the Now Assist panel.

### Incident sentiment and sentiment trend

Make informed decisions on incidents by considering the requester's sentiments and the reasoning behind them.

### Suggested steps generation in Now Assist for IT Service Management (ITSM)

Automatically generate suggested steps to resolve an incident by analyzing the solutions from clusters of similar resolved incidents.

### Summarizing attachments in the Incident summarization skill

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Summarize, analyze, and extract data from attachments that are of type PNG or JPEG using Document Intelligence in the Incident summarization skill.

### Using self service to deflect incidents in a ServiceNow portal by using Now Assist for IT Service Management (ITSM)

Designed to reduce the number of incidents to be resolved by deflecting issues with self-service.

### Customizing a Now Assist for IT Service Management (ITSM) change risk skill

Efficiently explain the risk of a change request by adding custom input fields to the following input tables:

- Change request
- Past similar change request
- Incident caused by change

### Refining a change risk explanation response

Refine the explanation to a change risk by shortening or lengthening a response by using Now Assist for IT Service Management (ITSM).

### Risk Assessment as input to calculate a change risk

Use risk assessment values as an input to explain the risk of a change request.

### Generating an email response by using Now Assist for IT Service Management (ITSM)

Get recommendations for email responses that agents can review and send to users. Agents can also get email template and content edit recommendations from Now Assist for IT Service Management (ITSM).

### Monitoring task status using pre-built LLM topics with Now Assist in ITSM Virtual Agent

Copy and customize a ITSM Virtual Agent core ITSM topic template to track the status of a task by using Now Assist in ITSM Virtual Agent.

### Xanadu Patch 7

### Using IT Service Management AI agent collection

Use IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

**Available AI agents use cases**

| AI agent use case | Description |
|---|---|
| Generate post incident reviews | Enhance IT productivity during major incidents by minimizing the time required to generate post-incident reviews using AI agents. This process helps improve communication and avoid outages. |

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**Available AI agents use cases (continued)**

| AI agent use case | Description |
|---|---|
| | **Important:** To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management. |
| Generate change request plans | Enhance IT productivity and help decrease the time to schedule change and manage change risk using AI agents. These AI agents can look up similar changes, generate implementation, back out, and test plans to manage change effectively. |
| Categorize incidents | Autonomously recommend incident categorization using AI agents. The AI agent assigns a category, subcategory, and a configuration item (CI) to incidents based on the incident description. The assigned CI is also based on callers associated with that item. |
| Notify users with Twilio | Send text messages via SMS to recipients manually using AI agents to help improve the time required for subject matter expert response.<br>**Important:** To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke. |

## Xanadu Patch 3

### Risk rating explanation for a change request

Provide your change managers with a better understanding of the risk rating of a change request, including the potential impacts and risks, by generating the risk explanation by using the Now Assist icon. The risk rating explanation can be generated on the change request form and in the Now Assist panel.

### Ask questions about an incident by using the Now Assist panel

Enable your agents to quickly obtain common incident information conversationally within the incident record by asking questions in the Now Assist panel. Topics

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include the caller's assets, caller's recent incidents, on-call experts, and similar resolved incidents.

**Enhanced incident resolution notes using the Now Assist context menu**

Provide your agents with enhanced resolution notes information in the incident summary, including the root cause and steps taken to resolve the issue, by using the Now Assist context menu.

**Proactive actionable ITSM Virtual Agent notifications**

Provide your agents with proactive actionable notifications as part of ITSM Virtual Agent pre-built Large Language Model (LLM) topic conversations that are designed to help your users complete common IT-related tasks.

**Change request summarization enhancements**

Provide your change managers with an improved change request summary including additional details, such as the affected configuration items (CIs) and impacted services.

**Incident summarization enhancements**

Provide your agents with an improved incident summary by including additional details, such as the service level agreements (SLAs), affected CIs and impacted services, and child incidents.

**Xanadu Patch 1**

**Summarize a change request**

Provide your change managers with a better understanding of the content, intent, and impact of a change request by viewing the change summarization on the change request form and in the Now Assist panel.

**Generating a knowledge article from similar incidents**

Enable your agents to generate a comprehensive knowledge article by leveraging information from a similar set of incidents.

**Generating chat reply recommendations**

Provide your agents with quick answers to common questions that are asked in chats by using the Now Assist icon ✦ in chat reply recommendations.

**Summarizing a Sidebar discussion**

Enable your agents to summarize Sidebar chats and post summaries into the work notes of incidents, changes, requests, problems, and knowledge base tasks (any record type where Sidebar discussions are enabled) by using Sidebar discussion summarization.

## UI changes

### Xanadu Patch 9

**Terminology change**

- The term use case is replaced with the term agentic workflow. For example, the Notify users with Twilio use case is now referred to as the Notify users with Twilio agentic workflow.
- The naming of the AI agents has changed. For example, Twilio SMS texter has been renamed to Twilio SMS texter AI agent.

**New look and feel for the display of incident and change request summarizations**

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Get the summary of an incident or a change request by using the new and more intuitive summarization user interface. The new interface is available in Service Operations Workspace and in the Core UI.

## Changed in this release

### Xanadu Patch 9

**System property to display knowledge article templates**

Display Knowledge article templates that you can use to create articles by using a system property. In earlier releases, the templates were displayed by default.

**IT Service Management AI agent collection Triage and categorize ITSM incidents agentic workflow**

The Categorize incidents use case has been renamed to the Triage and categorize ITSM incidents agentic workflow.

The following AI agents have been added to the workflow:

- Link major incident AI agent
- Link incident to problem AI agent

The Incident categorize AI agent has been renamed to Categorize incident AI agent.

**Xanadu Patch 3 Resolution notes generation skill enhancements (for upgrade customers)**

Enhance your existing incident resolution notes generation skill to show the root cause and resolution steps taken. Enable this enhancement by using the toggle switch on the Configure response screen in the Now Assist Admin console.

> **Note:**
> This option is available only when the incident resolution notes generation skill has been activated prior to upgrading.

## Activation information

Install Now Assist for ITSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

- **Important:**
  To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.

- **Important:**
  To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.

## Additional requirements

The Now Assist for ITSM application requires an IT Service Management Pro Plus or Enterprise Plus license.

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## Related ServiceNow applications and features

### Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist panel

Use this conversational interface in Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

### Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### On-Call Scheduling release notes

The ServiceNow® On-Call Scheduling application helps you verify that dedicated support team members are available to resolve issues when they occur. On-Call Scheduling was enhanced and updated in the Xanadu release.

## On-Call Scheduling highlights for the Xanadu release

- Reduce and resolve gaps in on-call shifts more efficiently with the new 2024 schedule engine.
- Reduce the time required to add, remove, or move members from a shift more efficiently.
- Confirm member continuity with the new schedule engine.

See On-Call Scheduling for more information.

## Changed in this release

### On-Call Scheduling new schedule engine

The new 2024 schedule engine offers a more efficient and improved experience for managing your schedules and shifts. On-Call Scheduling supports an automatic upgrade to the new schedule engine.

### On-Call Scheduling new schedule engine

The new schedule engine introduces the following enhancement:

- Shift support to resolve gaps resulting from member placement.
- Resolve daily rotation gaps, caused by adding or removing members, holiday schedules, or extra time.
- Verifies user continuity based of the last on-call member from the previous schedule.
- Improved performance by reducing the time required to add, remove, or move members.

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## Activation information

On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries:

- FullCalendar library
- DHTMLX scheduler

**Note:**
The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.

## Related ServiceNow applications and features

### Notify

In addition to emails, you can send on-call escalation notifications as SMS alerts and voice calls. Engage on-call escalation in ServiceNow® Notify conference calls.

### ITSM Mobile Agent

Access the upcoming shifts and time-off requests of team members in the ServiceNow® ITSM Mobile Agent app. Send On-Call Scheduling escalation notifications as mobile push notifications.

### Service Operations Workspace for ITSM

Identify available On-Call Scheduling members of a support group who can be contacted to resolve an issue in ServiceNow® Service Operations Workspace.

### ITSM Mobile Agent release notes

The ServiceNow® ITSM Mobile Agent app delivers base system mobile-first experiences designed for IT agents to triage, act on, and resolve incidents on the go. ITSM Mobile Agent was enhanced and updated in the Xanadu release.

## ITSM Mobile Agent highlights for the Xanadu release

Starting in version 9.0, you can do the following:

- Experience the new data visualizations for the analytics on the My team and Major incidents applets.
- Enable dark theme for active calls on the Collaborate section of the My work applet.

See ITSM Mobile Agent for more information.

**Important:**
ITSM Mobile Agent is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## UI changes

### Data visualizations changes for the analytics section

Starting in version 9.0, experience the new accessible data visualizations for the analytics on the following sections of the applets:

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- My team applet: Performance metrics, My team's weekly opened incidents, and My team dashboard.
- Major incidents applet: Major incident dashboard, and Major incidents opened graph.

These changes are available in the base system for both the new or upgrade customers. You can also view mobile analytics in the Platform analytics workspace to configure or create new data visualization. For more information, see Create a mobile analytics preview.

For the upgrade customers who have already customized the analytics sections of the applets, the data visualizations changes are not available by default. You can enable the new analytics section records from the Mobile Agent section of the Mobile App Builder to view the visualized changes.

## Activation information

Install ITSM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Accessibility information

**Dark theme**

Starting in version 9.0, enable the dark theme for active calls in the Collaborate section of the My work applet in ITSM Mobile Agent. This option is commonly used to alleviate eye strain and improve readability.

**Data visualization changes**

Starting in version 9.0, accessible data visualizations for the analytics on sections of the applets are available. For more information, see the UI changes section.

### Performance AnalyticsITSM dashboards release notes

The ServiceNow® Performance Analytics ITSM dashboards provide several Platform Analytics solutions that contain preconfigured dashboards. Performance Analytics ITSM dashboards was enhanced and updated in the Xanadu release.

## Performance Analytics ITSM dashboards highlights for the Xanadu release

Experience the enhanced Performance Analytics ITSM dashboards in the Xanadu release.

See Legacy: Performance Analytics ITSM Dashboards for more information.

## New in the Xanadu release

**Next Experience Legacy: IT Executive dashboard**

Get insights into the IT Service Management (ITSM) data using the ITSM Success Dashboard. This dashboard provides metrics for executives and managers to take informed decisions. Agents can use the Service Operations Workspace for ITSM Agent dashboard to get information about their work. These dashboards replace the existing Performance Analytics dashboards.

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## Related ServiceNow applications and features

### Performance Analytics (Indicator data sources)

Use ServiceNow® Performance Analytics to create reports on key performance indicators (KPIs) to monitor and analyze metrics.

### Success Dashboard

The ServiceNow® Success Dashboard enables the leadership team and process owners to gain insights into the performance of their ServiceNow® IT Service Management (ITSM) implementation using the KPIs defined by the ServiceNow AI Platform®.

### Service Operations Workspace for ITSM

Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently by using ServiceNow® Service Operations Workspace. Manage your schedule and complete training by using ServiceNow® Workforce Optimization for ITSM in the Service Operations Workspace.

### Proactive Engagement release notes

The ServiceNow® Proactive Engagement application helps organizations improve their employee digital experience, productivity, and satisfaction by proactively enabling employees to self-solve digital issues that they experience on a day-to-day basis. Proactive Engagement is a new application in the Xanadu release.

## Proactive Engagement highlights for the Xanadu release

- Proactive Engagement integrates with the ServiceNow® Digital End-User Experience (DEX) solution to proactively detect issues and enable end users to resolve them.
- Configure the DEX metric rule and Proactive Engagement resolution with Engagement settings.
- Use the Proactive Engagement workbench experience for lifecycle management of resolutions.

See Proactive Engagement for more information.

## Proactive Engagement features

### Exploring Proactive Engagement

Use Proactive Engagement to empower employees to self-solve digital experience issues by using the proactive issue detection and resolution capability of Digital End-User Experience.

### Configuring Proactive Engagement resolutions with DEX

Engage employees through ServiceNow® Virtual Agent and configure Engagement settings to define how employees can self-solve digital experience issues.

### Proactive Engagement life-cycle management

View and manage the life cycle of Proactive Engagement resolutions through the workbench.

Explore and utilise the different use cases ServiceNow® has to offer as part of the Proactive Engagement base system.

## Activation information

Install Proactive Engagement by requesting it from the ServiceNow Store. Activate the following plugins:

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- Proactive Engagement (sn_pren)
- DEX Application and Device Health (sn_dex)
- Glide Virtual Agent (com.glide.cs.chatbot)

Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Digital End-User Experience

The ServiceNow® Digital End-User Experience (DEX) solution is a cloud-based tool providing IT with comprehensive visibility and monitoring for user applications, networks, and devices. The DEX suite includes these products: Application & Device Health for IT to proactively resolve device and application issues and Desktop Assistant for easy access to self-service options.

### ITSM Virtual Agent

The ServiceNow® Virtual Agent application enables you to scale your IT organization, where technicians can address more challenging IT-related user requests and incidents. ITSM Virtual Agent was enhanced and updated in the Vancouver release.

### Success Dashboard

The ServiceNow® Success Dashboard enables the leadership team and process owners to gain insights into the performance of their ServiceNow® IT Service Management (ITSM) implementation using the KPIs defined by the ServiceNow AI Platform®.

### Problem Management release notes

The ServiceNow® Problem Management application helps you identify the cause of errors in the IT infrastructure that are reported as occurrences of related incidents. Problem Management was enhanced and updated in the Xanadu release.

## Problem Management highlights for the Xanadu release

- Introduction of Problem Management models to provide support for additional problem and problem task scenarios
- Known error articles are enabled by default for new customers
- Configure email notifications to redirect to Service Operations Workspace instead of the classic UI16 experience
- Re-assess a problem task from Work In Progress

See Problem Management for more information.

## New in the Xanadu release

### Initial support for Problem Management models

Introduction of Problem Management models, beginning with one default problem model (General) and two default problem task models (Root cause analysis and General).

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The default models are equivalent to the base life cycle in the Washington DC release. This initial support allows for the creation of custom models to tailor additional scenarios for specific use cases.

**Note:**

If you are using Service Operations Workspace 5.x and you enable Problem Management models, you will manage problems and problem tasks in the classic UI16 experience, rather than in Service Operations Workspace.

Service Operations Workspace 6.x is based on the Xanadu release and it supports Problem Management models.

## UI changes

### Problem form

The **First reported by** field has been renamed **Origin task** for new customers.

### Prompt when using the Add All button in the Multi-Record Associator

Verify the number of incidents that will be associated with the current problem, helping to prevent associating multiple unintended records.

## Changed in this release

### Re-assess a Problem Task from the Work in Progress state

Additional flexibility for the workflow of a problem task analyst.

### Email notification redirection behavior

When users select the problem record link in their email notifications, they can be redirected to the problem record in Service Operations Workspace instead of the classic UI16 experience. The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.

### Known error articles available by default

Problem Knowledge Integration is activated by default for new customers.

### Problem Management Migration Utility

The Xanadu base problem files list is updated so the Problem Management Migration Utility can detect customizations.

## Activation information

Problem Management is a ServiceNow AI Platform feature that is active by default.

### Service Operations Workspace for ITSM release notes

The ServiceNow® Service Operations Workspace application is a configurable workspace that provides a unified experience for multiple IT Service Management and IT Operations Management capabilities. You can configure your agent experience by using the interface of Service Operations Workspace for ITSM. Service Operations Workspace for IT Service Management was enhanced and updated in the Xanadu release.

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## Service Operations Workspace for ITSM highlights for the Xanadu release

- Use the simplified navigation from Admin Center to manage configurations for incidents, problems, change requests, and the contextual side panel in the record pages in Service Operations Workspace for ITSM. It improves the administrator's experience.
- Migrate your ITSM Agent Workspace features to Service Operations Workspace for ITSM with an on-screen utility.
- Configure the user access for various record pages in Service Operations Workspace for ITSM by using granular roles.
- View the Configuration Item (CI) dependency map for reference fields in an incident record.
- View the VIP field decorator on a caller field in an incident record for VIP users.
- Test the features and workflows for Incident Management in Service Operations Workspace for ITSM with quick start tests.
- Broadcast communication messages as announcements in Major Incident Management.
- Resolve the password reset related incidents by using the **Password reset** UI action on an incident record.
- Identify an interaction record for its precise processing by specifying the values for its **Opened for** and **Short description** fields.
- Enable a service desk agent to reset a user password in Service Operations Workspace for ITSM.
- Get AI-powered search results for these record types: incident, incident task, problem, problem task, change request, change request task, interaction, and request. These AI-powered search results help you to quickly find the solutions you need.
- Manage the life cycle of a problem by using the configurable and dynamic **Overview** tab.
- Use Guided Tours to learn about a concept or process within Service Operations Workspace for ITSM.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.
- Starting in version 6.1 you can do the following:
  - Configure the Interaction Management features from the SOW admin center.
  - Provide users with current resources for learning about SOW admin configuration.
  - View the requester’s device details from the record information card to quickly resolve hardware-related issues.
  - Add one or more approvers to the request or a request item to speed up the process and fulfill the user's request more efficiently.
  - Improve the system performance by configuring the count of number of incident records in the incident list page.
  - Copy the sys ID or the URL of a record from the SOW list page to share with other agents, enabling quicker resolution of the issue.
  - Chat or make calls to communicate with stakeholders using the **Collaborate** option in the contextual sidebar of problem and problem task records.
  - Configure the automatic closure of interaction record from an incident record.
  - Flag the events on the activity stream of a major incident to add the events to the post incident report events timeline.

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- View the post incident report information on the **Post incident report** tab with the Incident management granular roles.
- Add related interaction records to an incident record.
- Define, customize, and apply tags to the activities in the activity streams of an incident record.
- Experience a clean UI with collapsible activity stream tiles.
- Resolve incident or support issues faster and more efficiently with response templates.
- Get similarity-based problems and change requests as recommendations by recognizing the similar patterns between the fields of the incident table and the problem or change request table.
- Manage the Standard Change life cycle.
- Explore and filter the Standard Change Catalog.
- Propose mass configuration item updates in Change Management.

See Service Operations Workspace for ITSM for more information.

**Important:**
Service Operations Workspace for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Service Operations Workspace to Xanadu

Ensure that the following applications have compatible upgraded versions:

- Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
- Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)

### Compatible Service Operations Workspace versions

| Service Operations Workspace for ITSM (sn_sow_itsm_cont) | Service Operations Workspace for ITOM (sn_sow_itom_cont) |
|---|---|
| 1.1.x | 21.0.y |
| 1.2.x | 21.1.y |
| 1.3.x | 21.2.y, 21.5.y, and 21.6.y |
| 2.0.x | 22.0.y |
| 2.1.x | 22.1.y and 22.y.y |
| 3.1.x | 23.y.y |
| 4.x.x | 24.y.y |
| 5.0.x | 24.2.y |
| 5.1.0 | 25.2.0 |
| 6.1.1 | 26.0.12 |

## New in the Xanadu release

### Admin Center changes

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- Migrate your ITSM Agent Workspace features to Service Operations Workspace by using the on-screen utility without having to rebuild these features. This migration includes customizations done on ITSM Agent Workspace for various forms, UI actions, and lists.
- Configure the availability and order of the contextual side panel tabs in record pages.
- Configure modern Change Management features from the Service Operations Workspace Admin Center to increase change efficiency, accelerate change approvals, drive data-driven risk analysis, and leverage DevOps data for change automation.
- Configure the visibility settings of the **Overview** tab for each problem record state.
- Configure the visibility settings of the **Overview** tab in the incident record page for tier 1 agents from the Incident record section of Incident Management in Admin Center.
- Configure Service Desk assisted Password Reset to accomplish the following tasks:
  - Assign the password reset service desk role to the user.
  - Create a credential store record to configure access to your credential store server while a user is changing or resetting a password.
  - Configure the verification methods for the service desk process.
  - Configure the password policies.
- Starting in version 6.1, you can do the following actions from the SOW Admin Center:
  - Configure Interaction Management in SOW.
  - Browse through a collection of SOW learning resources to help users understand more about SOW configuration.

### Granular roles

Configure the user access for various record pages in Service Operations Workspace for ITSM by using the following granular roles, and the user's access to these record pages is based on the role assigned.

- Incident: sn_incident_read and sn_incident_write
- Request: sn_request_read, sn_request_write
- Problem: sn_problem_read, sn_problem_write
- Change: sn_change_read and sn_change_write

Because these granular roles inherit the sn_sow.sow_home and sn_sow.sow_list roles, the users with the granular roles can access the Service Operations Workspace for ITSM home and list pages.

**Note:**
When upgrading to Xanadu, the email_composer user role is added to the users along with the respective granular roles. The time to add the role depends on the number of users having the granular roles for write function and impacts the overall instance upgrade time. Adding the email_composer user role ensures that the granular write users have access to the email templates in SOW.

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### Interaction record page enhancements

View the requester's details, their assets, recent interactions, and related links from the Opened for card. This centralized access point provides an agent with a comprehensive overview to efficiently manage the requester's information.

To streamline the workflow and maintain focus on interactions, a modal-based interface for record association is implemented for the interaction record in Service Operations Workspace. This interface simplifies the workflow by automatically suggesting tables that are frequently associated with Interactions, including the change, incident, knowledge, problem, and request. This enhancement is designed to streamline operations and enhance user efficiency.

Starting in version 6.1, view all available metrics of the requester's assets that are collected through the Digital End-User Experience (DEX) architecture from the interaction record.

### Incident record page enhancements

The incident record page has the following enhancements:

- View the Configuration Item (CI) dependency for the following reference fields:
  - Configuration item
  - Service
  - Service Offering
- View the VIP field decorator for a caller field in the **Details** tab and in the **Record information** tab of the contextual side panel for VIP users.
- Search and filter the configuration items (CI) that are based on the configuration class when you add the affected CIs to an incident record.
- When an agent reports a knowledge gap from an incident record, the success message that contains the created knowledge feedback task record link is displayed. You can select the link to open the knowledge feedback task record on a separate tab to provide the information and create an article for the knowledge gap.
- For issues related to Password Reset, you can now select **Password Reset** as the incident category. After this category is set and the incident record is saved, you can resolve the incident by using the Reset password UI action. For more information on Password Reset, see Password Reset in SOW.
- Starting in version 6.1, the incident record has the following enhancements:
  - The activity stream displays the activity information in tiles that are collapsible. By default, the first activity tile, either a work note or comment, is expanded and the consecutive tiles are collapsed. This ensures a clean UI and enables you to expand and view the activity information when required. It ensures a clean UI and enables you to view the activity information when required. To enable this feature, set the **Enable the expandable activity stream tiles** (*enableExpandableActivityStreamTiles*) UX page property to `true`.
  - An internal tag is added to the work notes.
  - You can define, customize, and apply tags to the activity streams. These tags help you filter the activity based on the tags. You can use the **Activity stream property** (*activitystreamprops*) property to define and customize your tags.
  - Add related interaction records to an incident from the Interactions related list of the **Related records** tab.

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- Resolve cases or support issues faster and more efficiently with response templates. Access the response templates (formerly known as templated snippets) from the contextual side panel of an incident record to quickly copy the reusable messages and provide quick and consistent messages to users, or to display standard chat response messages to the requesters in chat.
- Use the **Opened By** field in the Origin card of the Record information side panel tab of an incident to view the user who created the incident's origin record.
- Use the **Type** field in the Origin card of the Record information side panel tab of an incident to view the channel type of the incident's origin record. For example, if the origin is an interaction record, the type can be Chat.
- If an incident is created from an interaction record, you have the following options:
  - View chat transcript: View the chat history with the caller of the interaction record. This option is available only if the interaction record is of the Chat type and is in Closed complete or Closed Abandoned state.
  - View work notes: View the work notes history of the interaction record.

### Announcements for a major incident

Keep your users informed about an ongoing major incident by broadcasting communication messages about it. Create and configure announcements from the **Communicate** tab of the major incident record. Announcements can appear in an announcement banner or an announcement widget that users can view on their IT service portal.

### Major incident record enhancements

Starting in version 6.1, you can do the following:

- View the information on the **Post incident report** tab using the incident management granular roles such as sn_incident_read and sn_incident_write.
- Flag events on the activity stream of a major incident to include them in the post incident report events timeline.
- Access the Collaborate side panel tab and its features from the incident communication task (ICT) record associated with the major incident record.
- Select or change the SMS templates for the major incident SMS communication to the required end users with the following roles:
  - major_incident_manager
  - sn_incident_write user who has the required communication related roles
  - ITIL user to whom the major incident is assigned

### Automatic closure of an interaction from an incident

Starting in version 6.1, when an incident record created from an interaction record is resolved, the interaction record is automatically set to **Wrap up** or **Closed complete** state. You must set the **Auto close the origin interaction** (*sn_sow_inc.autoclose_origin.interaction*) system property to `true` and the **Close interaction from incident** business rule must be `Active`.

### SOW list page enhancements

Starting in version 6.1, you can do the following:

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- View the user who updated the incident record using the **Updated** column on the SOW incident list page.
- Copy the sys ID or the URL of a record from the SOW list page to share with other agents, enabling quicker resolution of the issue.
- Configure the *fuzzyCount* property to display the number of records on the list page.

### Collaboration in Problem Management

Starting in version 6.1, you can chat or make calls to communicate with stakeholders using the **Collaborate** option in the contextual side panel of problem and problem task records.

### Change Management enhancements

Starting in 6.1, you can do the following:

- Find your change model or template when raising new changes by using the enhanced filtering and search capabilities for the Standard Change Catalog.
- Manage the Standard Change life cycle.
- Propose, modify, and retire Standard Change templates.
- Propose mass configuration item (CI) updates.
- Propose changes to single CIs.
- Automate the update and audit trail of CIs, with mass updates and change proposals recording the attributes being changed and (optionally) updating the CMDB automatically.

### Quick start tests for Incident Management in Service Operations Workspace for ITSM

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Incident Management features work as expected. If you customized Incident Management, copy quick start tests and configure them for your customizations. The following quick start tests are added for Incident Management in Service Operations Workspace for ITSM:

- Create problem from incident: Enables you to test the problem creation from an incident by using the Create problem UI option.
- Verify Assign to me button functionality: Enables you to test the incident assignment by using the Assign to me UI option.

### Password Reset in Service Operations Workspace for ITSM

Assist users to quickly access their accounts by enabling them to reset the user password.

### Exploring Recommended Actions for ITSM in Service Operations Workspace

Manually search for AI-powered recommendations that assist in swiftly addressing issues. AI-enhanced search results are available for these record types: incident, incident task, problem, problem task, change request, change request task, interaction, and request.

### Overview tab for problem records

Configure how and what information is displayed in the sections of the dynamic **Overview** tab for each problem state.

### Manage life cycle of problem tasks

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Provide additional flexibility for problem task analysts, including the ability to reassess problem tasks from the Work in Progress state.

### Initial support for problem models

Introduction of Problem Management models, one default problem model (General) and two default problem task models (Root cause analysis and General).

The default models are equivalent to the base life cycle in the Xanadu release. This initial support enables you to create custom models to tailor additional scenarios for specific use cases.

**Note:**

If you're using Service Operations Workspace 5.x and you enable Problem Management models, you manage problems and problem tasks in the classic UI16 experience, rather than in Service Operations Workspace.

Service Operations Workspace 6.x is based on the Xanadu release and it supports Problem Management models.

### Shortcuts for creating fix tasks from a problem

Use the following shortcuts from the **Overview** tab of a problem:

- **Create defect** (part of Agile Development 2.0)
- **Create enhancement** (part of Agile Development 2.0)
- **Create improvement initiative** (part of Continual Improvement Management)

### Guided tours

Learn about Service Operations Workspace for ITSM through a sequence of interactive steps that guide you through a specific concept or process.

Starting in version 6.1, the following guided tours are available:

- Overview of the PAR dashboard
- Overview of the various tabs and actions of an incident record page.
- Generate and download a post incident report for sharing it with all the stakeholders.
- Overview of the various tabs and actions of a problem record page.
- Get tailored recommendations for problems
- Get tailored recommendations for interactions
- Get tailored recommendations for requests

### Add approvers to approve a request

Starting in version 6.1, to expedite the process and effectively meet the user's request, you can add one or more approvers to the request or to a specific request item. This helps to streamline the approval workflow and ensure that the user's needs are fulfilled quickly and efficiently.

## Changed in this release

### Landing page configurations from Admin Center

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All landing page configurations such as the landing page redirection, donut configurations, and so on are grouped under the **Landing Page Configurations** section of the **Configurations** tab.

### Reordering of modules on the left navigation pane

The left navigation pane modules, such as Inbox and Lists, are reordered for improved access to these modules.

### Role to create a request from interaction and incident records

A user should now have either the itil role or sn_request_write role to create a request from interaction and incident records. Before Xanadu, users needed the interaction_agent role to create the request.

### DevOps data in change request

- View, add, and edit DevOps data in a manually created change request in Service Operations Workspace for ITSM for a unified change request experience in the DevOps Change Workspace and Service Operations Workspace for ITSM.
- Starting in version 6.1, view, add, and edit work items data in a manually created DevOps change request in Service Operations Workspace for ITSM.

### Creating change requests from problem records

You can create additional change requests, because the action is no longer hidden after it has been used once.

### Inline editing in the Problem Tasks tab

Change a field in the problem tasks list instead of opening the record and changing it on the form.

### Sidebar enhancements for incidents

The sidebar will now display recommendations for users who can assist agents in resolving incidents or tasks. A standard set of recommendations are provided to enhance the support workflow.

ITSM Pro provides the customized recommendations using an AI-based algorithm, ensuring that the most appropriate users are suggested to assist with the task.

The group addition feature offers the ability to add entire groups to a conversation. By default, all members of a group will be included in the conversation. For groups with designated on-call members, only those members are added to the conversation, enabling for more focused and efficient communication.

### Reflow for Configurable Workspace

Service Operations Workspace for ITSM configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.

### Email notification redirection behavior in Problem Management

When users select the problem record link in their email notifications, they can be redirected to the problem record in Service Operations Workspace instead of the classic UI16 experience. The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.

### Work notes in Compose section

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Starting in version 6.1, the Work notes (Private) is displayed as default in the **Compose** section instead of the **Comments (Customer visible)** section for incident records.

**View the Close icon**

Starting in version 6.1, the “X” symbol of the Close icon is clearly visible on the SOW landing page.

**Complementary landmark for screen reader support**

Starting in version 6.1, the complementary landmark is available on the SOW landing page for the screen reader support.

**View the Problem and Change record information with incident granular roles**

Starting in version 6.1, when a user with incident granular roles (sn_incident_read and sn_incident_write) selects the preview info icon on the problem and change records from the related records section of the **Details** tab on an incident record, a pop up displays a message that they don’t have the permission to view the record.

**View impacted location for proposed major incident candidate**

Starting in version 6.1, you can view the impact locations for a proposed major incident candidate along with promoted major incident.

**Expansion of the compose section with activity stream**

Starting in version 6.1, when a file containing a lengthy name is attached to an incident record, and the activity stream is expanded to view the file name, the compose section also expands on the same level as the activity stream.

**Copy URL action for Incident list page**

Starting in version 6.1, you can copy and share the incident record on the Incident list page with the required stakeholders.

**Arrow orientation in record information panel**

Starting in version 6.1, the arrows next to the links in the Opened for card in the record information panel now point in the right direction, including for right-to-left languages.

**Access to form header links**

Starting in version 6.1, you can now select the form header links irrespective of the size of the browser.

## Activation information

Service Operations Workspace for ITSM is active by default and its default version is 5.0 in Xanadu. When you upgrade from any previous release to Xanadu from ServiceNow Store, Service Operations Workspace for ITSM 5.0 is automatically installed.

## Accessibility information

**Accessibility improvements**

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

**Reflow**

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256

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CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

**Resize text**

Starting in version 6.1, text size can be increased to 400% through your browser settings without loss of content or functionality for Incident Management and Password Reset in SOW.

## Related ServiceNow applications and features

### Advanced Work Assignment

Automatically assign interactions to your agents based on their availability.

### Change Management

Control the life cycle of a change and implement the change with minimum disruption to IT services.

### Incident Management

Enable users to identify IT issues and log incidents through the Incident Management system. Efficiently track, classify, and prioritize incidents to work effectively toward their resolution.

### Interaction Management

Respond to an incoming chat, phone, walk-up, or messaging interaction quickly by using an interaction that provides a centralized location for all communication channels.

### Knowledge Management

Provide an agent with knowledge articles that include information such as self-help, troubleshooting, and task resolution.

### Notify

Provide support for SMS and voice channels on the platform to communicate with your team and customers.

### Now Assist for ITSM

Use the ServiceNow® Now Assist for ITSM application to summarize your incident information, generate resolution notes, and generate the chat information for an interaction. You can enable your agents to understand the chat and incident context and to propose quicker resolutions.

### On-Call Scheduling

Identify available on-call members of a support group who can be contacted to resolve an issue.

### Password Reset

The ServiceNow® Password Reset application enforces strong and secure passwords by enabling end users to reset or change their passwords either by using the self-service process or by requesting the assistance of a service desk agent.

### Predictive Intelligence

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Use machine-learning algorithms to provide dynamic and contextual recommendations for resolving an incident.

**Problem Management**

Identify the root cause of recurring incidents or a major incident to help prevent them from happening again.

**Recommended Actions for ITSM in Service Operations Workspace**

Get field recommendations and guidance in the side panel for the incident form in the Service Operations Workspace.

**Request Management**

Initiate a catalog request flow from a different IT Service Management flow, such as an incident flow, by using catalog requests.

**Service Level Management**

Access incident service level agreement (SLA) information on the Service Operations Workspace for ITSM landing page and incident record page.

**ServiceNow for Microsoft Teams**

Enable users to collaborate through the connected experience provided by Service Operations Workspace for ITSM.

**Service Operations Workspace for ITOM**

Configure your operator experience through a unified interface for multiple ServiceNow® IT Operations Management workflows.

**Task Intelligence for ITSM**

Use machine learning to set up, deploy, and track solution-based models to achieve important business outcomes.

**Universal Request**

ServiceNow® Universal Request empowers customers in their journey toward Enterprise Service Management (ESM) or Global Business Services (GBS) by enabling agents to resolve cases seamlessly across the enterprise to provide a better employee experience.

**Walk-up Experience**

Manage walk-up interactions and queues effortlessly by using Service Operations Workspace for ITSM.

**Workforce Optimization for ITSM**

Manage agent schedules by using Workforce Optimization for ITSM Scheduling. Use ServiceNow® Coaching to review and complete assigned trainings.

### Service Portfolio Management release notes

The ServiceNow® Service Portfolio Management application enables you to plan, design, build, and implement your service portfolios. Service Portfolio Management was enhanced and updated in the Xanadu release.

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## Service Portfolio Management highlights for the Xanadu release

- Updated the availability system property [com.sn.availability.v2] so you can set the time zone for service availability records.
  - Added the ability to change the global time zone for all availability results to reflect that time zone.
  - Added the ability to set the time zone for availability results to reflect a service offering commitment.
  - Updated the availability recalculations to reflect the time zone that you set.
  - Added a read-only time zone field on service availability records.
- Added a **Teams** related link tab to the service offering records so you can assign more than one team to support a service offering (one-to-many relationship).

See Service Portfolio Management for more information.

## New in the Xanadu release

### Set the time zone for availability results in Service Portfolio Management

Set the availability system property [com.snc.availability.v2] to true so you can set the time zone that you want to calculate availability results. The Availability calculations settings page provides you with the choice to calculate availability using the service offering commitment time zone (yes or no). It also provides you with the option to set the global availability time zone by selecting a time zone from a provided list. After you select **Yes** to calculate availability with the commitment time zone, the **Time zone** field on the commitment record is used to calculate the availability results. The **Time zone** field on the availability record is read only. After you opt to set the global time zone, all the availability results will use the time zone that you set as global.

**Note:**
The underlying system properties that govern the global time zone and the commitment time zone are exclusive. You can set the global time zone or set the time zone to reflect a service offering commitment but you can't set both at the same time.

### Assign multiple teams to support a service offering in Service Portfolio Management

Use the added Teams related list in service offerings to assign different group types to support a service offering. The related list functionality is an existing platform feature that was added to the Service Portfolio Management application so you can see the related support teams in the Digital Portfolio Management view. For more information on the platform feature, see Teams related list.

## Activation information

The Service Portfolio Management Core plugin [com.snc.service_portfolio_core] is available by default for IT Service Management licensed customers. For more information, see Activate Service Portfolio Management.

## Related ServiceNow applications and features

### Configuration Management

Service Portfolio Management — Core adds the Service Offering table [service_offering] to the CSDM.

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### Service Catalog

Service Portfolio Management integrates with the ServiceNow® Service Catalog at the service offering level of the application. You can choose services from an existing catalog as well as initiating service catalog additions.

### Service Level Management

Service Level Agreement (SLA) commitment support functionality is added to Service Portfolio Management by integrating with ServiceNow® Service Level Management.

### Service Builder

ServiceNow® Service Builder provides a guided walk-through to help service and portfolio owners create and edit services and service offerings.

### Digital Portfolio Management

Add ServiceNow® Digital Portfolio Management (DPM) from the ServiceNow Store to view all your Service Portfolio Management data in one centralized place. If you transition to the standard service portfolio structure as described in Service Portfolio Management portfolios, then you can use key performance indicator (KPI) groups in DPM to report on services, nodes, and portfolio performance.

## Task Intelligence for ITSM release notes

The ServiceNow® Task Intelligence for ITSM application uses machine learning to set up, deploy, and track solution-based models to achieve important business outcomes. Task Intelligence for ITSM was enhanced and updated in the Xanadu release.

## Task Intelligence for ITSM highlights for the Xanadu release

- Set up and configure a new training similarity model that identifies similarities between the fields of an incident table and a selected training table.
- Set up a similarity model using a similarity template card or the Incident Similarity model to provide recommendations for similar records on incident records and reduce handle time for agents.
- Set up the prediction preferences for a similarity model, train it with your data, and deploy the model to predict similar records.
- Track and monitor the performance of a deployed similarity model.
- Edit, train, and redeploy a similarity model based on the performance results.
- Manage how frequently the models are automatically retrained by setting the training frequency during model configuration.
- Staring in version 7.0.0, you can do the following:
  - Specify the purpose of a similar prediction model and configure the prediction preferences.
  - Set up and configure a new similarity model- **Similar open Change Requests for Incidents** to predict similar change requests based on the fields configured.
  - Set up and configure a new similarity model **Similar open Problems for Incidents** to predict similar problems based on the fields configured.
  - Choose the set of records used for training the similar incident model by selecting the conditions on the training tables and training fields for training the similarity models.

See Task Intelligence for ITSM for more information.

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**Important:**
Task Intelligence for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Set up a similarity model

Set up and configure a similarity model that learns the patterns of similarity between two types of tables by comparing their fields.

You can use the similarity template card to set up a new similarity model or select the Incident Similarity model available in the base system.

### Metrics of similarity model

View the number of predictions made by a selected similarity model and the number of incidents records that provided predictions.

### Edit and redeploy the model

You can edit, retrain, and redeploy a similarity model to enhance the performance based on the model performance and impact.

## Changed in this release

### Classification model renaming

The classification model available with the base system has been renamed from **ITSM OOTB TI Solution** to **Incident Categorization**.

### Monitoring and Analytics

You can now view the number of records predicted by the similarity models in the Task intelligence analytics page.

### Updated Load Records icon

Starting in version 7.0.0, you can now viw the updated **Load Records** icon on Train the model screen.

## Activation information

Install Task Intelligence for ITSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Service Operations Workspace for ITSM

ServiceNow® Service Operations Workspace is a configurable workspace that provides a unified experience for multiple IT Service Management and IT Operations Management workflows. Configure your agent experience using the interface of Service Operations Workspace for ITSM.

### Exploring Recommended Actions for ITSM in Service Operations Workspace

ServiceNow® Advanced Recommended actions for ITSM enables you to configure and display relevant actions to agents based on record context. Agents can use these actions to help customers and resolve issues.

### Machine learning solutions for IT Service Management

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Machine learning in IT Service Management enhances business scalability and improves business operations for organizations.

### Vendor Management Workspace release notes

The ServiceNow® Vendor Management Workspace application enables you to monitor the performance of your company's vendors and manage all vendor-related information from one location. Vendor Management Workspace was enhanced and updated in the Xanadu release.

## Vendor Management Workspace highlights for the Xanadu release

- Use new vendor key performance indicators (KPIs) to monitor vendor performance.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See Vendor Management Workspace for more information.

**Important:**
Vendor Management Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Updated Vendor KPIs

Use the new vendor KPIs that replace the legacy KPIs in the deprecated Service Offering Metric Data [service_offering_metric_data] table.

## Changed in this release

### Reflow for configurable workspace

Vendor Management Workspace configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the Accessibility information section that follows.

## Deprecations

Starting with the Xanadu release, the Vendor Success Indicators plugin (com.snc.vendor.insights) is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

Install Vendor Management Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. For more information, see Activate Vendor Management Workspace.

## Accessibility information

### Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

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### Reflow

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Related ServiceNow applications and features

### Digital Portfolio Management

Manage and maintain all your services, applications, and products from a single location by using the ServiceNow® Digital Portfolio Management (DPM) application.

### Performance Analytics (Indicator data sources)

Use ServiceNow® Performance Analytics to create reports on Key Performance Indicators (KPIs) to monitor and analyze metrics.

### Risk Management

Use ServiceNow® Risk Management to assess risks that may negatively impact the performance of your vendors.

### Workforce Optimization for ITSM release notes

The ServiceNow® Workforce Optimization for ITSM application enables you to manage and maintain the productivity of your workforce from a single location. Workforce Optimization for ITSM was enhanced and updated in the Xanadu release.

## Workforce Optimization for ITSM highlights for the Xanadu release

- Use the Workforce Optimization for ITSM Admin Console to configure your application.
- Synchronize team calendars and events with Microsoft Outlook.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See Workforce Optimization for ITSM for more information.

**Important:**
Workforce Optimization for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Admin Console Experience

Use the admin console to set up and configure the Workforce Optimization for ITSM application.

### Synchronize the schedule calendar with Microsoft Outlook

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When you synchronize the agent's calendar in the Schedule module with Microsoft Outlook, agents can view all your schedule, shifts, and events that display in the agent calendar also in your Microsoft Outlook calendar.

### Recurring events in the team calendar

When you create an event, you can make it a recurring event.

## Changed in this release

### Reflow for configurable workspace

Workforce Optimization for ITSM configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the Accessibility information section that follows.

### Renaming a published schedule

You can edit the name of a schedule after it is published.

## Activation information

Activate the Workforce Optimization for ITSM plugin (sn_wfo_cfg_itsm) by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM Visit the ServiceNow Store website 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.

## Accessibility information

### Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

### Reflow

The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

## Related ServiceNow applications and features

### Advanced Work Assignment

Use ServiceNow® Advanced Work Assignment to assign work items automatically to your agents by their availability, capacity, and skills.

### Coaching

Use ServiceNow® Coaching to monitor and improve the performance of your employees. You can evaluate their skills and get them the training that they need for skill growth.

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**Learning Posts**

Create an omni-channel learning experience for your employees by empowering them with the right learning at the right time.

**Performance Analytics (Indicator data sources)**

Use ServiceNow® Performance Analytics to create reports on Key Performance Indicators (KPIs) to monitor and analyze metrics.

**Predictive Intelligence**

Use ServiceNow® Predictive Intelligence to recommend the skills for agents that are based on the work that they've completed.

**Process Mining**

Analyze business processes and optimize them quickly.

**Service Operations Workspace for ITSM**

Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently by using Service Operations Workspace. Manage your schedule and complete training by using Workforce Optimization for ITSM in the Service Operations Workspace.

**Skills Management**

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams.

**Surveys**

Create, send, and collect responses for basic surveys. If installed, you can also use the Survey widget to set up a survey within the ServiceNow® Service Portal.

### ITSM Success Dashboard release notes

The ServiceNow® ITSM Success Dashboard application provides insights into the IT leadership team and process owners that they can use to measure the performance of their ServiceNow® IT Service Management (ITSM implementation. ITSM Success Dashboard was enhanced and updated in the Xanadu release.

## ITSM Success Dashboard highlights for the Xanadu release

Experience the new KPIs introduced in the self-solved deflections category of ITSM Success Dashboard to help resolve the digital issues encountered by users on a daily basis.

See ITSM Success Dashboard indicators for more information.

**Important:**
ITSM Success Dashboard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

- The new Self-solved using AI Search QnA and Self-solved using Now Assist Search QnA KPIs are added to the self-solved deflections. These new contributing indicators assist users to resolve their digital issues using AI Search and the Now LLM Service.
- The ITSM Self-solved using Proactive Engagement for DEX indicator is added to self-solve deflection where employees self-solve their digital experience issues by leveraging the proactive issue detection and resolution capability of the ServiceNow® Digital End-user Experience product.

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- Experience the new KPIs introduced in the On-call dashboard to help track the acknowledged escalations encountered by the users on a daily basis.
- Access all the change success score related metrics categorized under the **Change Success Score** tab in the new Change Management Dashboard.

## Activation information

Install ITSM Success Dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

The ServiceNow® Benchmarks application provides instant visibility into your key performance indicators (KPIs) and trends, as well as comparative insights relative to the industry averages of your peers and to the industry top performers.

### Performance Analytics (Indicator data sources)

The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of service delivery.

### HR Success Dashboard indicators

HR Success Dashboard indicators provide performance insights to the HR leadership team and process owners. You can measure the performance of the HR implementation using the different KPIs.

### Release Management release notes

The ServiceNow® Release Management application enables you to manage, plan, schedule, and control all aspects of hardware and software releases so that you can create a defined set of release components. Release Management is deprecated starting with the Xanadu release.

## Release Management highlights for the Xanadu release

The Digital Product Release application is the preferred application to track and manage the release processes of digital products.

See Digital Product Release for more information.

## Deprecations

Starting with the Xanadu release, Release Management v2 is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Digital Product Release provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

Release Management is available with activation of the Release Management plugin (com.snc.release_management_v2). For details, see Activate Release Management.

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### Manufacturing Commercial Operations release notes

The ServiceNow® Manufacturing Commercial Operations application enables you to manage the end-to-end life cycle of your products, subscriptions, and services. Manufacturing Commercial Operations was enhanced and updated in the Xanadu release.

## Manufacturing Commercial Operations highlights for the Xanadu release

- Capture change requests for orders and order line items with Order Exceptions Case Management for Manufacturing Commercial Operations. Manage and track the progress by creating case tasks for other team members or assign case lines to other agents effectively.
- Enable manufacturers, customers, suppliers, channels, and partners to connect and track services directly between instances without configuring and maintaining custom integrations. Service Exchange for Manufacturing Commercial Operations was enhanced and updated in the Xanadu release.
- Enable Service Exchange for Manufacturing Commercial Operations to help with the following tasks:
  - Enables manufacturers to adopt new features, publish product offerings, and provide uninterrupted service to their customers who haven't upgraded.
  - Assesses entitlements for compatibility before synchronizing them to customers, suppliers, channels, and partners.
  - Supports automated synchronization of configuration data between manufacturers and customer instances. Enables customers, suppliers, channels, and partners to run specific processes before synchronizing tasks with their manufacturers.

See Exploring Manufacturing Commercial Operations for more information.

**Important:**
Manufacturing Commercial Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Automate the order exceptions management process with Manufacturing Commercial Operations Exception and Dispute Management

Streamline operational tasks by using the order exceptions case type. Enable greater visibility and traceability into cases and order exceptions by capturing all the change requests for orders and order line items in a consolidated case with case lines. Manage and track the progress by creating case tasks for other team members or assign case lines to other agents.

### Create a sales contract from customer-approved quotes with integration with CM Pro

Automate the process of creating contracts from customer-approved quotes, improve data accuracy, and streamline dispute resolution by allocating responsibilities between parties.

## Activation information

Install Manufacturing applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Manufacturing Commercial Operations. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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requests 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

### Field Service Management

The ServiceNow® Field Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations.

### Strategic Portfolio Management

Align work with strategy to deliver products and services in a way that supports your business goals and priorities. ServiceNow® Strategic Portfolio Management (SPM), formerly IT Business Management, enables you to use digital transformation to drive more customer value faster.

### Mobile Platform release notes

The ServiceNow® Mobile Platform enables you to access your ServiceNow instance from anywhere. Mobile Platform was enhanced and updated in the Xanadu release.

## Mobile highlights for the Xanadu release

- Define the visibility of specified areas of the mobile platform based on user attributes, by using user criteria permissions.
- Streamline task collaboration for agent-to-agent chat with the Sidebar experience on the Mobile Platform using a top icon function button instance that points to record screens.
- Provide intelligent and conversational self-service with ServiceNow® Now Assist in ServiceNow® Virtual Agent for Mobile Platform.
- Dynamically auto-fill inputs based on user selections on input form screens.

See Mobile Platform for more information.

## New in the Xanadu release

### Now Assist for Mobile Agent app

Use the power of generative AI in the Mobile Agent app to summarize records and complete tasks more efficiently. Users can create a condensed summary of work order tasks or generate resolution notes.

### User criteria permissions

Control the visibility of different areas of the mobile platform by defining user criteria permissions. User criteria permissions, unlike the user roles permissions, enable you to segment your users into different groups, like location, department, or company. With user criteria permissions, you can change information within a single area of a group to update all users' details associated within that group. For example, a company relocates, and the management requires that users in the new location have access to different mobile content. Admins can update the user criteria permissions, so that this new content is displayed to all users in this group.

### Mobile App Builder

- Support for all Mobile Platform Xanadu features.
- Component recommendations by Now Assist across many records.

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## UI changes

### Mobile App Builder enhancements

- Component recommendations by Now Assist, rather than a simple alphabetical list.
- Choose and create cards visually by using Mobile Card Builder integrated within Mobile App Builder.
- Access more records with expanded duplicate functionality that includes card templates, launcher screen, and functions.
- Streamlined creation of list screens with embedded record screens for a simplified user experience.

### Mobile Card Builder enhancements

- Create a card from scratch in Mobile Card Builder.
- Open Mobile Card Builder within the same browser tab as Mobile App Builder to streamline transitions between the tools.
- Cards and card templates functions now contain three predefined button functions in addition to the existing options. The preconfigured functions users can choose are Cancel, Continue, and Log Out actions.

## Changed in this release

### Now Assist for Virtual Agent enhancements

Deliver direct, relevant, and conversational responses to questions using generative AI, including the ability to give feedback to messages generated by AI in Virtual Agent.

### Now Assist in AI Search on Mobile

Provide AI-generated or AI-selected answers to user searches with the ability for users to provide feedback on the relevancy of the curated answers.

### Two new button instances

- Provide users with an additional shortcut to items or actions in record screens with the top icon function button instance, providing support for the agent-to-agent mobile Sidebar experience.
- Add shortcuts to the Indoor Wayfinding experience with the custom map bottom drawer function button instance.

### Mobile client scripting enhancements

Streamline input form screen completion with auto-filled inputs based on one or many user inputs.

### Navigation bar enhancement

Add badging capability to navigation bar tabs, which enables badging on any navigation tab icons.

### Configure mobile apps to use device date/time formats

Set the *useDeviceSettingsForDateTimeFormats* mobile property to `True` to configure the date/time fields in mobile apps to use the date/time format

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that is used on the mobile device. This feature is available on the 18.2.0 mobile client release version and later.

### Hide the seconds display in date/time fields

Use mobile properties to hide the display of seconds in mobile cards, record screen details pages, or activity streams. This feature is available on the 18.2.0 mobile client release version and later.

### Configure an external authentication browser for iOS apps

Configure an external browser on iOS apps that are used during authentication so external URLs that are opened by the same browser type can maintain sessions and cookies. This feature is available on the 18.3.0 mobile client release version and later.

### Search in a ServiceNow instance with Siri shortcuts

Configure your ServiceNow instance to enable Siri voice search in your mobile app on the instance using global search. This feature is available on the 18.4.0 mobile client release version and later.

### Notification tab enhancements

Use the following enhancements added to the Notification tab within the navigation bar:

- Option to mark all notifications as read, providing the ability to manage your notification entries.
- Highlighted display of critical alerts in the notification area.

### Mobile Publishing enhancements and changes

- Auto-populate instance URLs when new branded app builds are requested and when existing branded apps are updated.
- Support for unlisted iOS branded apps.
- New requirement for iOS Microsoft Intune apps to be registered with Microsoft Entra ID (formerly Azure AD).
- Add deep links when you make new Android branded app requests for both private and public distribution.

## Activation information

ServiceNow Mobile Platform is a ServiceNow AI Platform® feature that is active by default.

## Accessibility information

Accessibility improvements for the ServiceNow Mobile Platform include the following updates:

- Improved the ability to connect your mobile device to a Bluetooth keyboard, especially in the areas of maps and filters. This update improves navigation throughout mobile apps.
- Improved management and layout of banner messages, when multiple messages are displayed simultaneously.

# Now Assist release notes

Now Assist product enhancements and updates in the Xanadu release.

Now Assist brings generative AI capabilities to the ServiceNow AI Platform. With Now Assist, 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.

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### Now Assist release notes

The ServiceNow® Now Assist experience brings generative AI to your organization. You can improve productivity and efficiency by delivering better self-service, recommending actions, delivering answers, and providing your users with AI Search. Now Assist was enhanced and updated in the Xanadu release.

## Now Assist highlights for the Xanadu release

### Xanadu Patch 10

- Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI.

### Xanadu Patch 3

- Protect your users from offensive content, prompt injection attacks, and filtered subjects in AI-generated content with Now Assist Guardian.
- Use the native translation capabilities of the Now LLM Service models to speak to users in their preferred languages.
- Troubleshoot Now Assist skills from the Now Assist Admin console to locate the sources of configuration problems.
- Monitor the usage and performance of generative AI features and capabilities offered under Now Assist from the Analytics tab in the Now Assist Admin console.
- Use the multi-language capabilities of Now Assist to generate a Knowledge article for an incident, case, or other supported task type in a language other than English.
- Enable agents to utilize the generative AI capabilities of Now Assist to shorten or elaborate content in a Knowledge article using the context menu feature.
- Now Assist context menu enhancements.

### Xanadu Patch 1

- Support users who speak different languages with multi-language, dynamic translation.
- Make finding tables and lists easier and more efficient by using the navigation platform skill in the Now Assist panel.
- Write with Now Assist to provide chat and email suggestions for agents based on the content of a conversation.
- Enable developers to create their own custom skills by using the Now Assist Skill Kit.
- Generate a Knowledge Base article from a selection of similar cases or incidents to help address related concerns in a single article with Now Assist in Knowledge Management.

See Now Assist for more information.

For more Platform Now Assist feature release notes, see the following topics:

- AI Search release notes
- Document Intelligence release notes
- Generative AI Controller release notes
- Now Assist in Virtual Agent release notes

**Important:**
After purchasing a generative AI product, you can install it from the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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## Important information for upgrading Now Assist to Xanadu

If you customized UI actions or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected.

If you run into issues when you're upgrading a Now Assist product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article.

## New in the Xanadu release

### Xanadu Patch 10

#### Now Assist Readiness Evaluation

Use the Now Assist Readiness Evaluation app to help you evaluate your organization's readiness to implement agentic and generative AI Now Assist capabilities.

Assessments for agentic AI include:

- IT Service Management (ITSM)
- Customer Service Management (CSM)

Assessments for generative AI include:

- AI Search
- Virtual Agent (VA)
- IT Service Management (ITSM)
- Customer Service Management (CSM)
- HR Service Delivery (HRSD)

Results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case.

### Xanadu Patch 3

#### Now Assist Guardian adds guardrails to log, block, and redirect unwanted content

Protect your users from offensive content, certain kinds of prompt injection attacks, and sensitive topics by logging attempts, blocking content, or redirecting to a new Virtual Agent topic.

#### Translation for Now Assist with native translation

Use the native translation capabilities of the Now LLM Service models or to translate user-generated and LLM-generated content into the preferred languages of your users.

#### Troubleshoot a Now Assist skill

Run diagnostics on certain Now Assist skills to identify common configuration errors that help to prevent your skills from working as intended.

#### Analyze Now Assist performance

Use the Now Assist Analytics dashboard to monitor the usage and performance of generative AI features and capabilities offered under Now Assist.

#### Configure and use a retriever with Now Assist Skill Kit

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Augment and add context to your prompts with AI Search results from custom retriever inputs.

### Get prompt assistance with Now Assist Skill Kit

Use prompt assistance to get a jump-start with your prompt development by selecting an example from the prompt library or using Now Assist to generate one.

### Evaluate skill prompts

Evaluate your prompts created within Now Assist Skill Kit using data collections created within Now Assist Data Kit. Evaluations return information on the correctness and faithfulness of the responses from running the custom skill.

### View skill run test history

View the history of your test results to assist your understanding of how changes to the prompt have adjusted the outcome.

### Generate a Knowledge article using multi-language support

Generate a Knowledge article for an incident, case, or other supported task type in languages other than English using the multi-language capabilities of Now Assist.

### Edit an article using the Now Assist context menu

Use generative AI capabilities of Now Assist to shorten or elaborate content within a Knowledge article.

### Use Now Assist Data Kit to add a dataset to the data catalog

Create a data collection and select the sampling data for publication. Once published, the evaluation data is available in Now Assist Skill Kit.

### Now Assist context menu

- Write with Now Assist is now called the Now Assist context menu.
- Explain the assessed and calculated change request risk with the Now Assist context menu in workspaces and UI16.
- Use the **Elaborate** and **Shorten** content editing capabilities of the Now Assist context menu in Knowledge articles.
- Configure the maximum number of content refinement calls using the Now Assist context menu.
- Use the Now Assist context menu recommendations to compose an email and complete the drafts.

## Xanadu Patch 1

### Dynamic theming enables different themes to be applied to chat summarization cards

Support dynamic theming for chat summarization cards.

### Write with Now Assist

Enable your agents to use Write with Now Assist for generative AI-powered text generation and editing assistance. This feature helps to improve and streamline their writing responsibilities.

### Use Now Assist Platform skills

- Use generative AI Platform skills in the Platform workflow starting with the Xanadu release to enhance and streamline your user experience.
- Enter search commands in plain language to retrieve and filter records and tables by using the Navigation skill.

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**Use Now Assist Skill Kit for Generative AI app developers**

Create and activate custom prompts and skills for your Now Assist agent use cases.

**Generate a knowledge article from multiple cases or incidents with Now Assist in Knowledge Management**

Draft Knowledge articles quickly from a configurable workspace or the classic environment based on similar cases or incidents with Now Assist. Knowledge articles can be generated by selecting from a list of similar cases or incidents, case or incident numbers, or even by searching keywords specific to a case or incident.

## UI changes

**Write with Now Assist has been renamed as the Now Assist context menu**

The Now Assist context menu uses generative AI to help agents create and edit written content, which streamlines writing tasks.

**New step in chat summarization guided setup**

You can now use the **Customize output** step to choose between paragraph and bulleted list formats.

**Service Portal and Virtual Agent display Genius Result answer cards in a carousel**

When a search returns multiple Genius Result answers, Service Portal and Virtual Agent display Genius Result answer cards in a carousel instead of a list. The modified UI lets you scroll through multiple Genius Result answers while keeping your search query's regular results more accessible on the results screen.

**Legal disclaimer in Now Assist panel and Now Assist in Virtual Agent**

The following text appears at the top of any Now Assist panel or Now Assist in Virtual Agent conversation: `Answers generated by AI. Review for accuracy.`

## Changed in this release

**Xanadu Patch 3**

**New conditions available in Define Availability step of guided setup for chat reply recommendation**

When activating or editing the chat reply recommendation skill, you can now add conditions to determine who can use the skill.

**Xanadu Patch 1**

**Get started step added to guided setup for resolution note generation**

A step has been added to the guided setup for the resolution notes generation skill to remind you to update any customized code that is associated with the skill after a new release.

## Activation information

Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available:

- Now Assist for Accounts Payable Operations (APO)
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)

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- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for PSDS
- Now Assist for Security Incident Response
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)

For more information, see Install Now Assist plugins.

## Additional requirements

The Next Experience UI Framework must be enabled to use the Now Assist panel.

## Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer.

## Localization information

Now Assist supports Dynamic Translation for Xanadu.

## Related ServiceNow applications and features

### Agent Chat

The ServiceNow® Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

### AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile®, and Virtual Agent. Intelligent query features help you quickly find the answers that you need.

### Customer Service Management

The ServiceNow® Customer Service Management (CSM) application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get the help through the web, email, chat, telephone, and social media.

### Dynamic Translation

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The ServiceNow® Dynamic Translation application enables you to dynamically translate text entered in an application or in a chat window for a seamless localization experience.

### Field Service Management

The ServiceNow® Field Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

### Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

### HR Service Delivery

The ServiceNow® HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a current-day workforce.

### Knowledge Management

The ServiceNow® Knowledge Management (KM) application enables the sharing of information in the Knowledge Base. A Knowledge Base contains articles that provide users with information such as self-help, troubleshooting, and task resolution.

### ITOM Health

The ServiceNow® ITOM Health product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

### IT Service Management

The ServiceNow® IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

### Security Operations

The Now Assist for Security Operations application permits security analysts to resolve security incidents faster with generative AI skills. Analysts and managers can condense long activity streams on security incidents into concise, easy-to-read summaries and automatically generate closure notes. Now Assist for Security Operations is a new application in the Xanadu release.

### Workflow Studio

ServiceNow® Workflow Studio enables you to integrate workflow authoring, configuring, and monitoring into a single page experience.

### Configurable Workspace UI

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues.

## Generative AI Controller release notes

The ServiceNow® Generative AI Controller application enables you to use generative AI capabilities with third-party large language models (LLM) providers on the ServiceNow AI Platform. You can reduce complexity and enhance the user experience in your organization by generating and summarizing content, analyzing user sentiment, and writing unique prompts. Generative AI Controller was enhanced and updated in the Xanadu release.

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## Generative AI Controller highlights for the Xanadu release

Xanadu Patch 3

- Review a read-only metadata log table for generative AI requests.
- Use the improved language support for skills and capabilities, including the Dynamic Translation services and native translation by the LLMs.

Xanadu Patch 1

- Updated prompts for capabilities, semantic filtering, and recursive summarization that improve latency and processing for Generative AI Controller capabilities and Now Assist skills.

See Generative AI Controller for more information.

## New in the Xanadu release

### Xanadu Patch 3

#### Metadata log table for generative AI requests

Use the new metadata log table that includes information about the requesting conversation, the capability definition, provided feedback (if any), and error codes.

#### Translation for Now Assist

Support users who speak different languages with new language information in LLM request metadata, better controls for Dynamic Translation, and translated text logging.

### Xanadu Patch 7

**Global Model selection for conversational skills**

Enable Now Assist Admins to choose between GPT4.o and Now Assist LLM model for data routing at a global level. This ensures compliance with any regional restrictions and helpful for APAC users who may face limitations with US-based models, such as GPT-4.0.

## Changed in this release

#### Directions for generative AI updates for Generative AI Controller

The prompts, which are the instructions to the large language model (LLM), for all four capabilities (Generic Prompt, Generate Content, Summarization, and Sentiment Analysis), semantic filtering, and recursive summarization have been updated.

## Activation information

Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of any ServiceNow® Now Assist application. For details, see Installing Generative AI Controller.

## Localization information

Generative AI Controller uses Microsoft Azure OEM for Dynamic Translation in Now Assist for multi-language support. You can enable dynamic translation from the Now Assist Admin console.

## Related ServiceNow applications and features

#### Now Assist

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Now Assist includes the Now Assist Admin console to set up, configure, monitor, and use Now Assist skills on the ServiceNow AI Platform. The Now Assist panel enables users to interact with Now Assist skills in the ServiceNow® Next Experience.

**Agent Chat**

ServiceNow® Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

**Customer Service Management**

The ServiceNow® Customer Service Management application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get the help through the web, email, chat, telephone, and social media.

**Field Service Management**

ServiceNow® Field Service Management enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as installing, repairing, or maintaining equipment.

**Flow Designer**

ServiceNow® Workflow Studio is a ServiceNow AI Platform feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

**HR Service Delivery**

The ServiceNow® HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a modern-day workforce.

**IT Service Management**

The ServiceNow® IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

**Workspace**

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and use to resolve issues.

### Now Assist AI agents release notes

The ServiceNow® Now Assist AI agents application provides solutions that can perceive the environment, make decisions, and proactively take actions to achieve specific goals without need for constant human oversight. Now Assist AI agents is a new application in the Xanadu release.

## Now Assist AI agents highlights for the Xanadu release

Xanadu Patch 10

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- Create ACLs for AI agents and agentic workflows to customize who can discover and trigger AI agents and agentic workflows.
- Add secure methods for AI agent and agentic workflow operations and apply appropriate ACLs to ensure that they can only be accessed and run by authorized users.
- Security implementation with access control lists (ACLs) for agentic workflows and AI agents is mandatory.

Xanadu EA

- Define agentic workflows with an execution plan to achieve various tasks.
- Use the Now Assist panel to communicate with the agent during an issue resolution.
- Clone existing AI agents and use cases to save time and avoid manual configuration.
- Enable Now Assist Guardian to automatically identify and block offensive messages.
- View the usage and performance of your AI agents with the AI agent analytics dashboard.
- Enable multiple conversations for AI agents on the Now Assist panel.

See Now Assist AI agents for more information.

For the Platform Now Assist release notes, see Now Assist release notes.

**Important:**
AI Agent Studio is available in ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist AI agents features

### Xanadu Patch 10

#### Configure ACLs for AI agents and agentic workflows

Configure the access control lists (ACLs) for who can discover and trigger AI agents and agentic workflows in their guided setups in the AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to only authenticated users or publicly available.

### Xanadu EA

#### Create an AI agent

Create AI agents accomplish discrete tasks to use in a use case:

- Create AI agents to gather data, make decisions, and complete tasks that would otherwise need to be done by a human.
- Add one of the following tools or information sources for the AI agent to execute:
  - Catalog item
  - Conversational topic
  - Flow action
  - Now Assist skill
  - Record operation
  - Script
  - Search retrieval

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- Subflow
- Web search

### Create an agentic workflow

Create a use case with an execution plan to solve complex tasks with Now Assist. You can also do the following tasks:

- Clone an existing use case to avoid manual configuration.
- Create triggers when creating a use case that calls the AI agent when a condition or objective is observed.
- Test a use case before execution.
- Resolve record-based cases with AI agents.

### Enable Now Assist Guardian in AI agents

Enable Now Assist Guardian in AI agents to automatically identify and block offensive messages that are sent by human agents.

### Multiple conversations in Now Assist AI agents

Enable live agents to interact with multiple AI agent conversations through the Now Assist panel.

### AI Agent Analytics dashboard

Analyze the performance, efficiency gain, and usage of AI agents through preconfigured dashboards.

## UI changes

Xanadu Patch 5

- Use cases are now called agentic workflows.

## Activation information

Now Assist in AI agents is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Now Assist, see Install Now Assist AI agents.

## Additional requirements

You must first install the supported Now Assist version of ServiceNow to be able to use the Now Assist AI agents. For more information, see Install Now Assist AI agents.

Enable the Next Experience UI Framework before you can use the Now Assist panel.

## Browser requirements

Now Assist AI agents supports various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents isn't supported in Internet Explorer.

## Accessibility information

### Voice Input for Now Assist AI agents

Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature gives users a voice-to-text input

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option to access the Now Assist skills in the panel in any supported language. For more information, see Enable voice input for Now Assist panel.

Once enabled, the Enable voice input for the Now Assist panel option will be available in individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.

Voice-to-text input can help users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents.

## Localization information

Now Assist AI agents is built on the GPT-4o-based framework and supports localization as per the GPT-4o model.

## Related ServiceNow applications and features

### Now Assist panel

With the ServiceNow® Now Assist panel, you can get assistance from generative AI experiences to solve customer issues faster. Use this conversational interface to summarize a chat, case, or incident, get help, or generate resolution notes so that you can get the context of this information more quickly.

### Generative AI Controller

The ServiceNow® Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

### AI Search

The ServiceNow® AI Search application provides a consumer-grade search engine for Service Portal, Now Mobile, and Virtual Agent. Intelligent query features help you quickly find the answers you need.

### Now Assist Skill Kit

Use the ServiceNow® Now Assist Skill Kit to create and publish custom prompts and skills for Now Assist. Creating custom skills and prompts enables you to have greater flexibility with Now Assist's generative AI capabilities.

### Now Assist in AI Search release notes

The ServiceNow® Now Assist in AI Search application combines the power of search with the Now LLM Service agentic AI model to provide actionable AI-generated or AI-selected answers in user searches. Now Assist in AI Search was enhanced and updated in the Xanadu release.

## Now Assist in AI Search highlights for the Xanadu release

- Improve incident deflection for portal users by configuring record producers to display actionable and relevant Genius Results suggestions during submission of cases, incidents, problems, and similar tasks.

See Now Assist in AI Search for more information.

**Important:**
Now Assist in AI Search is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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## New in the Xanadu release

### Xanadu Patch 7

#### AI Search Genius Results widget for record producers

Administrators can configure the AI Search Genius Results widget on record producers to enhance the user experience when creating an incident. The widget displays actionable Genius Result suggestions relevant to the user's incident description. Users can select from these Genius Result suggestions to address their own issues, or can continue with their incident submission if none of the suggestions resolve their problem.

## Changed in this release

#### Now Assist Q&A Genius Results

The Now Assist Q&A Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results.

#### Now Assist Actions Genius Results

The Now Assist Actions Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results.

## Activation information

Now Assist in AI Search is installed when you install any of the following licensed applications from the ServiceNow Store.

•

Visit the ServiceNow Store website 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.

## Localization information

Now Assist in AI Search supports Dynamic Translation in Now Assist Genius Results. For details, see Dynamic Translation for Now Assist Q&A Genius Results and Dynamic Translation for Now Assist Actions Genius Results.

## Related ServiceNow applications and features

#### Now Assist

ServiceNow Now Assist uses agentic AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

#### AI Search

The ServiceNow AI Search application provides a consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile®, and ServiceNow Virtual Agent. Intelligent query features help you quickly find the answers you need.

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### Now Assist for Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills that can make developing on the ServiceNow AI Platform more efficient. Now Assist for Creator was enhanced and updated in the Xanadu release.

## Now Assist for Creator highlights for the Xanadu release

### Xanadu Patch 3

- Generate appropriate data pill values for supported flow triggers and action inputs.
- Generate a playbook with out-of-the-box activities from text, an image or both.
- Generate a UI experience with natural language description.

### Xanadu Patch 1

- Preview and modify your text directions before generating your playbook outline with Now Assist.
- Show annotations of what text directions were used to generate actions, flow logic, and subflows during flow generation.

See Now Assist for Creator for more information.

**Important:**
Now Assist for Creator is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 3

#### Add visualization to any dashboard

You can add a generated data visualization to any dashboard you can edit. Previously, you could add a visualization only to a dashboard that was open when you opened the Now Assist panel.

#### Generate a playbook from an image

Generate a playbook with out-of-the-box activities from text, an image, or both.

#### Generate a UI experience

Generate a UI experience using natural language description.

#### Edit code with Now Assist

Edit code by telling Now Assist how to improve the code. You can refactor code, add comments, validation rules, error handling, and rename variables.

#### Generate data pill values during flow generation

Generate appropriate data pill values for supported flow triggers and action inputs.

#### Use Now Assist to create spokes and actions

Build custom spokes for the required third-party application by using its API documentation. Kickstart spoke creation by copying and pasting the required API documentation snippet in Workflow Studio. This feature is useful when the required third-party application doesn't have an OpenAPI specification or Postman collection. To use the feature, activate the spoke generation skill in the Now Assist for Creator feature.

#### Modify generated data visualizations

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After you generate a data visualization, you can go on through an iterative conversation to modify the visualization.

### Reference specific tables with hash tags during flow generation

Enter a hash tag character in the flow directions to refer to a specific table by name. Use auto-complete to select a table name from the options that match your partial entry.

### Support more chart types for generating data visualizations

The Analytics Generation data visualization generation skill now supports dial, gauge, horizontal bar, area, column, scatter, spline, and step charts, in addition to the original chart types.

### Edit in ServiceNow Studio after generating an application

Use Now Assist for App Generation in ServiceNow Studio, which offers an advanced application development environment.

### Preview an application before generating

Visually preview an application in a new tab before generating to review for accuracy and reduce the amount of corrective work.

### Update applications that have already been generated

Augment existing applications with new application objects, such as tables, roles, ACLs, and record producers.

### Create new tables by extending existing tables

Create new tables for an application created with app generation by extending existing tables, such as the task table.

### Edit existing applications without having the admin role

Non-admin users with the delegated developer role can edit applications.

### Use Now Assist to call Microsoft Active Directory v2 actions

Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of Disable User, Enable User, and Look up User actions. You can call these actions from a conversational interface like Now Assist.

### Xanadu Patch 1

### Get Playbook recommendations

Get suggestions on which activities to replace placeholder activities with.

### Re-prompt and preview while generating a playbook

Preview and modify your prompt before generating your playbook outline.

### Show annotations of the text directions used by flow generation

Show annotations of the text directions used for each item added by flow generation. Receive feedback about how your directions map to specific actions, flow logic, and subflows.

### Data visualization generation

Generate Platform Analytics charts through conversations.

## UI changes

### Xanadu Patch 3

### Now Assist for app generation opens from ServiceNow Studio

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Now Assist for app generation can only be used when launching the Now Assist panel from within ServiceNow Studio.

### Xanadu Patch 1

#### Enhanced visibility of apps created by Now Assist

The App Engine Studio App Inventory page now clearly distinguishes apps created with Now Assist in the following ways:

- A transition animation from the Now Assist Panel into AES eases navigation after the application has been generated.
- A banner prompts users to review the generated items on landing in AES.
- Metadata records are tagged with labels and other UI highlights to indicate that they were generated by AI.
- Metadata records have a **Review** button to identify records that must be reviewed.
- App submission changes help inform users that they should be reviewing prior to deployment.

## Activation information

Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

#### App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

#### Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Workflow Studio, or develop custom integrations. A separate subscription is required.

#### Integration Hub available spokes

Activate spokes to enhance your Workflow Studio experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

#### MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

#### Now Assist

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

#### Process Automation Designer

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ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

**Robotic Process Automation (RPA) Hub**

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

### Now Assist for Customer Service Management (CSM) release notes

The ServiceNow® Now Assist for CSM application brings generative AI to Customer Service Management. You can improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers. Now Assist for CSM was enhanced and updated in the Xanadu release.

## Now Assist for CSM highlights for the Xanadu release

Xanadu Patch 10: Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions.

Xanadu Patch 9

- Use case resolution steps to generate recommended actions based on the data clusters from previously closed cases.
- Use enhanced AI agents and new standalone AI agents for more specific tasks. For example, the Duplicate identifier AI agent identifies the duplicate interactions and cases from the customers and then consolidates the information.

Xanadu Patch 7: Improve agent productivity by managing long running cases with the Triage cases AI agent use case.

- Enhance customer conversations by receiving relevant contextual recommendations in real time.
- Help improve productivity and decrease errors by the automatic generation of emails that can be verified and sent by the agent.
- Consolidate information from multiple similar cases and bring it all together into a knowledge base article.
- Summarize records to make it easier to hand off calls between agents and help improve customer satisfaction.

See Now Assist for Customer Service Management (CSM) for more information.

**Important:**
Now Assist for Customer Service Management (CSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 10

**Triage cases agentic workflow security directives**

Implement security on AI agents and agentic workflows through ACLs and user identities.

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### Now Assist for CSM Gen AI security directives

Implement security in Now Assist for CSM skills through ACLs and user identities.

Xanadu Patch 9

### Suggested steps in Recommended Actions

Use Recommended Actions to generate suggested resolution steps for cases. You can increase agent productivity by outlining the next best actions for unfamiliar cases and automatically providing logical next steps.

### Triage cases agentic workflows enhancements

Added new standalone AI agents to check duplicate cases and split some existing standalone AI agents to focus on more specific tasks. The AI agents available are the Triage cases planner AI agent, Context validator and analyzer agent, Duplicate identifier AI agent, Informational queries AI agent, Transactional queries AI agent, Case creation AI agent, Entity extraction AI agent, Document verification AI agent, and Email response AI agent.

Xanadu Patch 7

### Triage cases AI agents use case

Use the Triage cases AI agents use case to improve agent productivity through faster assessment.

**Available AI agents use case**

| AI agent use case | Description |
|---|---|
| Triage cases | Use AI agents to handle all routine cases coming in through email and other offline channels, so that it improves customer satisfaction and reduces resolution times. |

### Summarizing sidebar conversations

Use Now Assist for CSM to summarize sidebar discussions between agents, requesters, and subject matter experts.

### Real-time chat reply recommendations

Use generative AI to provide the agent with relevant contextual recommendations from sources such as knowledge bases, FAQs, similar cases, chats, and calls before they respond to the customer. Agents can also write a chat response with the help of generative AI. This feature helps agents stay focused on conversations with customers instead of doing manual tasks.

### Generative AI-powered email reply recommendations

Get recommendations for email responses that can be reviewed and sent by agents. Agents can also edit email replies recommendation with the help of generative AI.

### Multilingual support for Now Assist for CSM skills

Large language model (LLM) now supports the following languages across all skills in Now Assist for CSM: German, French, Japanese, Dutch, and French Canadian, Spanish, Brazilian Portuguese, and Italian.

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## Changed in this release

### Enhancement in post-call summarization

- You can now review a call that has been handed off from one live agent to another agent, and then provide a summary of the key topics that are covered during the conversation.
- Support for outbound calls from agents to the customers.
- Generate a call summary when the real-time transcript is not available.

### Knowledge generation from multiple cases

You can now select and gather insights and data from multiple similar cases to draft an article by using Now Assist for CSM.

### Enhancements in chat summarization

Multiple Language Support via Digital technology (DT) support and a new step in the guided flow that allows the customization of how and when the skill capability will be available in the admin console.

### Enhancements in Email recommendation

Get recommendations for email responses when starting new emails, forwarding messages, or finalizing drafts. Help improve agent productivity by reducing the time taken to compose email and improve relevance of email reply recommendations. Also, get template recommendations while composing an email by leveraging AI search.

### Enhancement in Resolution notes generation

Generate resolution notes and then shorten or elaborate the content using the Now Assist context menu in the resolution notes field of the case form, in both Core UI (UI16) and Workspace.

### Enhancements in Knowledge generation

Revise the content in existing knowledge articles by using the Now Assist icon, which is accessible as an inline capability, and create and refine knowledge articles. You can also generate knowledge articles in multiple languages.

### Xanadu Patch 7 Case summarization enhancement

Extended the capabilities of the case summarization feature so it can now be used on custom tables.

## Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.

Starting with Vancouver Patch 4, Now Assist for CSM is supported.

Starting with Xanadu Patch 7, Customer Service Management AI agent collection is supported.

## Additional requirements

The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license.

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## Related ServiceNow applications and features

### Now Assist

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

### Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Now Assist for Field Service Management (FSM) release notes

The ServiceNow® Now Assist for FSM application brings generative AI to Field Service Management. Now Assist for FSM is a new application in the Xanadu release.

## Now Assist for FSM highlights for the Xanadu release

- Create knowledge articles from work order task information using generative AI.
- Summarize Sidebar discussions using generative AI.

See Now Assist for Field Service Management (FSM) for more information.

**Important:**
Now Assist for Field Service Management (FSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 3

**Now Assist context menu for KB creation**

Use the enhanced Now Assist context menu to rewrite knowledge articles with generative AI. Opt to shorten or expand upon the existing content within articles.

### Multilingual support for Now Assist for FSM skills

Generate knowledge articles in multiple languages for work order tasks using the new multilingual support in Now Assist for FSM skills.

### Xanadu Patch 1

### KB Generation

Generate knowledge articles from work order tasks so agents can resolve known issues faster.

### Sidebar summarization

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Summarize Sidebar discussions from the platform and the Mobile Agent application.

## Activation information

Now Assist features are available with activation of the Now Assist for FSM plugin. For more information, see Install Now Assist plugins.

## Additional requirements

The Now Assist for FSM application requires Field Service Management.

## Related ServiceNow applications and features

**Now Assist**

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

**Now Assist Admin console**

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

**Now Assist skills**

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including work order task summarization and knowledge base article generation.

### Now Assist for Financial Services Operations (FSO) release notes

The ServiceNow® Now Assist for Financial Services Operations (FSO) application brings generative AI to Financial Services Operations. By creating summaries of the card disputes and insurance claims from the case records, agents can quickly view the key details. Now Assist for FSO is a new application in the Xanadu release.

## Now Assist for FSO highlights for the Xanadu release

Xanadu Patch 10

Implement security in Now Assist for FSO skills with access control lists (ACLs).

Early Availability

Enable agents to review card dispute and insurance claim cases more effectively by using the case summarization skill to generate an overview of key details.

See Now Assist for Financial Services Operations (FSO) for more information.

**Important:**
Now Assist for FSO is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist for FSO features

**Xanadu Patch 10**

**ACL security implementation**

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Now Assist for FSO can be configured to enable security implementation to execute generative AI skills through ACLs and user identities. Some predefined ACLs are provided for case summarization.

**Early Availability**

**Case summarization skill**

Designed to save time for your agents by allowing them to condense a record to a short summary (when configured). Now Assist for FSO includes the customized skills that can be configured to use for specific card dispute and insurance claim use cases.

**Now Assist panel**

Enable your agents to access Now Assist skills in a panel that is available in Financial Services Workspace. After configuration, agents can summarize the viewed record or a specific case number in Now Assist panel.

**Now Assist Admin console**

Use the Now Assist Admin console to activate and configure the capabilities and individual skills. For example, you can designate which roles have access to a skill, or whether the skill is available in Financial Services Workspace, the Now Assist panel, or both.

**Skill availability restricted by user role**

Specify the roles that can access the case summarization skill.

## UI changes

**Now Assist icon in Next Experience Unified Navigation**

You can now use the Now Assist icon in the Next Experience UI Framework to open the Now Assist panel.

## Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

The Now Assist for FSO application requires a Financial Services Operations Professional Plus or Enterprise Plus license.

## Related ServiceNow applications and features

**Now Assist**

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

**Now Assist skills**

Use the Now Assist generative AI skills to enable the needs of users in different workflows, such as case summarization.

**Now Assist case or incident summarization**

The Now Assist case summarization skill is designed to support quick learning of case or incident details.

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### Now Assist for Enterprise Architecture (EA) release notes

The ServiceNow® Now Assist for Enterprise Architecture (EA) application introduces generative AI skills into the Enterprise Architecture Workspace. You can summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Now Assist for Enterprise Architecture (EA) is a new application in the Xanadu release.

## Now Assist for Enterprise Architecture (EA) highlights for the Xanadu release

Xanadu Patch 10: Implement security in Now Assist AI agents with access control lists (ACLs).

Xanadu Patch 7: Generate and summarize Enterprise Modeling and Visualization diagrams for business applications hierarchy, using the Enterprise Architecture Diagrammer AI agent.

- Generate a summary of Architectural Decision Records (ADR) in the Enterprise Architecture Workspace.
- Request a business application or a digital integration using Now Assist in ServiceNow® Virtual Agent.

See Now Assist for Enterprise Architecture (EA) for more information.

**Important:**
Now Assist for Enterprise Architecture (EA) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist for Enterprise Architecture (EA) features

### Implement access control lists for security in AI agents

Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.

ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.

To learn about ACLs for Now Assist for Enterprise Architecture (EA) agents and skills, see Configure Now Assist for Enterprise Architecture (EA) and Enterprise Architecture AI agent generate enterprise architecture diagram agentic workflow.

**Xanadu Patch 7** **Using Enterprise Architecture Diagramming AI agent**

Use the Enterprise Architecture Diagrammer AI agent to create Enterprise Modeling and Visualization diagrams for business applications hierarchy and summarize them.

**Xanadu Early Availability** **Now Assist for Enterprise Architecture (EA)**

- Use the ServiceNow® Now Assist for Enterprise Architecture (EA) application to summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Use the Architectural Decision Records (ADR) to explain your infrastructure. ADR is a type of artifact that helps you to understand the background of a specific architectural decision.
- Register a business application and a digital integration with an interactive generative AI experience using the Now Assist in Virtual Agent. For more information, see Now Assist for Enterprise Architecture (EA).

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## Activation information

Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. The Now Assist for Enterprise Architecture (EA) application requires an Enterprise Architecture Pro plus license. For more information, see Install Now Assist plugins.

## Related ServiceNow applications and features

### Now Assist

Help improve productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you must set up, configure, and monitor in Now Assist applications and features.

### Now Assist panel

Use the Now Assist panel to interact with and get assistance from generative AI.

### Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including content summarization in Docs.

### Now Assist for Financial Services Operations (FSO) release notes

The ServiceNow® Now Assist for Financial Services Operations (FSO) application brings generative AI to Financial Services Operations. By creating summaries of the card disputes and insurance claims from the case records, agents can quickly view the key details. Now Assist for FSO is a new application in the Xanadu release.

## Now Assist for FSO highlights for the Xanadu release

Xanadu Patch 10

Implement security in Now Assist for FSO skills with access control lists (ACLs).

Early Availability

Enable agents to review card dispute and insurance claim cases more effectively by using the case summarization skill to generate an overview of key details.

See Now Assist for Financial Services Operations (FSO) for more information.

**Important:**
Now Assist for FSO is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist for FSO features

### Xanadu Patch 10

#### ACL security implementation

Now Assist for FSO can be configured to enable security implementation to execute generative AI skills through ACLs and user identities. Some predefined ACLs are provided for case summarization.

### Early Availability

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#### Case summarization skill

Designed to save time for your agents by allowing them to condense a record to a short summary (when configured). Now Assist for FSO includes the customized skills that can be configured to use for specific card dispute and insurance claim use cases.

#### Now Assist panel

Enable your agents to access Now Assist skills in a panel that is available in Financial Services Workspace. After configuration, agents can summarize the viewed record or a specific case number in Now Assist panel.

#### Now Assist Admin console

Use the Now Assist Admin console to activate and configure the capabilities and individual skills. For example, you can designate which roles have access to a skill, or whether the skill is available in Financial Services Workspace, the Now Assist panel, or both.

#### Skill availability restricted by user role

Specify the roles that can access the case summarization skill.

## UI changes

#### Now Assist icon in Next Experience Unified Navigation

You can now use the Now Assist icon in the Next Experience UI Framework to open the Now Assist panel.

## Activation information

Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

The Now Assist for FSO application requires a Financial Services Operations Professional Plus or Enterprise Plus license.

## Related ServiceNow applications and features

#### Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

#### Now Assist skills

Use the Now Assist generative AI skills to enable the needs of users in different workflows, such as case summarization.

#### Now Assist case or incident summarization

The Now Assist case summarization skill is designed to support quick learning of case or incident details.

### Now Assist for Hardware Asset Management (HAM) release notes

The ServiceNow® Now Assist for Hardware Asset Management (HAM) application brings agentic AI to Hardware Asset Management. Now Assist for Hardware Asset Management (HAM) is a new application in the Xanadu release.

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## Now Assist for Hardware Asset Management (HAM) highlights for the Xanadu release

Xanadu Patch 10 - Configure Access Control Lists (ACLs) for AI Agents and agentic workflows.

Xanadu Patch 9 - Automate and streamline your hardware asset request process by using an agentic workflow.

See Now Assist for Hardware Asset Management (HAM) for more information.

**Important:**
Now Assist for Hardware Asset Management (HAM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Now Assist for Hardware Asset Management (HAM) to Xanadu

Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents:

- Hardware asset management sourcing AI agent
- Transfer order creation AI agent
- Purchase order creation AI agent

## Now Assist for Hardware Asset Management (HAM) features

### Xanadu Patch 10

#### Configure ACLs for AI agents and agentic workflows

Configure the Access Control Lists for who can discover and trigger AI agents and agentic workflows in their guided setups in AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to all authenticated users or publicly available.

### Xanadu Patch 9

#### Optimize hardware asset sourcing using the suite of AI agents

Automate your hardware asset sourcing by using AI agents in the Help manage hardware asset requests agentic workflow. These AI agents can efficiently handle tasks such as automatically consuming assets from local stock, creating transfer orders, and generating purchase orders. By automating complex and repetitive tasks in the hardware asset request process, AI agents help to reduce manual intervention significantly, speed up request resolution, enhance the productivity of asset managers, and improve operational efficiency.

## Activation information

Install Now Assist for Hardware Asset Management (HAM) by requesting it from the ServiceNow Store.

**Note:**
To take full advantage of the Now Assist for HAM features, you should upgrade to Xanadu Patch 10 and install the Now Assist for Hardware Asset Management (HAM) store application.

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Visit the ServiceNow Store website 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.

## Additional requirements

The Now Assist for Hardware Asset Management (HAM) application requires the Hardware Asset Management Pro plus license.

## Related ServiceNow applications and features

**Now Assist**

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

**Now Assist Admin console**

Use the Now Assist Admin console for quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

**Now Assist panel**

Use this conversational interface in ServiceNow® Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

**Now Assist skills**

Use the ServiceNow® Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Now Assist for IT Operations Management (ITOM) release notes

The ServiceNow® Now Assist for ITOM application brings generative AI to IT Operations Management. You can access alert simplifications created by Now Assist using generative AI in both Service Operations Workspace and Express List.

## Now Assist for ITOM highlights for the Xanadu release

Xanadu Patch 10

- Get deeper impact analysis in the Analyze alert impact agentic workflow with five new AI agents.
- Enhance security for Now Assist AI agents with Access Control Lists (ACLs).

Xanadu Patch 9

- Investigate alerts and get the context that you need to respond efficiently using the Analyze alert impact agentic workflow.
- Automatically perform initial alert triage and analysis tasks such as assigning alerts, analyzing alert history, and summarizing past incidents, with the Triage and analyze alert agentic workflow.

Xanadu Patch 1

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- Optimize alert resolution with Now Assist AI-driven investigation of past related incidents.
- Generate an alert group description in Express List using Now Assist.
- Launch an alert analysis from the Now Assist panel.

See Now Assist for IT Operations Management (ITOM) for more information.

**Important:**
Now Assist for ITOM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 10

#### Configure the Dynatrace analysis AI agent

Set up the Dynatrace analysis AI agent in the Analyze alert impact agentic workflow to investigate Dynatrace alerts. With Dynatrace, the agentic workflow now supports three observability tools, including Kentik and New Relic, helping you investigate and respond to a wider range of alerts.

#### Expand the Analyze alert impact agentic workflow with four new AIOps agents

Get a fuller view of alert impact with four new AIOps agents in the Analyze alert impact agentic workflow. Along with observability data, the agentic workflow now includes information from within ServiceNow to help surface business impact and related issues. Activate the AIOps agents to include them in the agentic workflow.

#### Add access control lists for security in AI agents

Enable security settings to run AI agents and agentic workflows using ACLs and user identities. You can configure and manage the ACLs in AI Agent Studio.

### Xanadu Patch 9

#### Analyze alert impact agentic workflow

Analyze the impact of alerts and identify possible causes with the Analyze alert impact agentic workflow. The workflow interacts with observability tools, such as Kentik and New Relic, to surface alert details and provide insights.

#### Triage and analyze alerts agentic workflow

Automatically assign, acknowledge, and summarize alerts, determine significance through history analysis, and analyze related incidents. Initiate multiple parallel processes to triage and analyze different alerts.

### Xanadu Patch 1

#### Speed up alert resolution with a Now Assist analysis of past related incidents

Enhance efficiency and reduce downtime with a Now Assist analysis of past incidents on the same or related CIs. Now Assist investigates historical data to identify past incidents related to the current alert and reports their frequency and criticality levels. It also provides a summary of effective strategies used to resolve them. In addition, Now Assist offers contact information for individuals or teams who have resolved similar incidents in the past and could assist when needed.

#### Generate an alert group description in Express List using Now Assist

Use Now Assist to generate a description of an alert group in Express List that encompasses all the alerts within the group. The generated description replaces the original description of the group.

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#### Launch an alert analysis from the Now Assist panel

Analyze an alert from the Now Assist panel. The alert analysis displays directly in the Now Assist panel for convenient review.

## Removed in this release

- Starting with version 2.0.1 of AI Agents for Observability, the sn_obs_aia.admin role, previously required to configure AI agents in the Analyze alert impact agentic workflow, has been removed. Users must now have the credential_admin and connection_admin roles instead.
- Starting with version 2.0.1 of AI Agents for Observability, the prompt `How severe is this alert?` no longer appears in the Analyze alert impact agentic workflow.

## Activation information

Install Now Assist for ITOM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

Now Assist for ITOM is supported on Vancouver Patch 7 and later releases.

## Related ServiceNow applications and features

#### Event Management

The ServiceNow® Event Management application helps you identify health issues across the datacenter on a single management console. It provides alert aggregation and root cause analysis (RCA) for discovered services, application services, and automated alert groups.

#### Service Operations Workspace

ServiceNow® Service Operations Workspace is a configurable workspace that provides a unified experience for multiple IT Operations Management workflows.

#### Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

#### Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you must set up, configure, and monitor Now Assist applications and features.

### AIOps LEAP release notes

The ServiceNow® AIOps LEAP application uses AI driven insights to create standard and dynamic playbooks for quick incident resolution management. AIOps LEAP is a new application in the Xanadu release.

## AIOps LEAP highlights for the Xanadu release

- Automation feedback and tracking for automation opportunities
- Pin Automation Opportunities for ease of analysis
- Customize filters for Automation Opportunities and published playbooks.

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- Customize columns on the Automation Opportunities and published playbooks pages.
- Use published LEAP in SOW to resolve a new incident quickly.
- Use a value dashboard for performance analysis and enhancement.

See AIOps Learning Enhanced Automation Playbook (LEAP) for more information.

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

## AIOps LEAP features

### Incident clustering and comprehensive summaries

AIOps LEAP smartly categorizes IT incidents based on short descriptions and assignment groups. It uses historical data to get a deeper understanding of issues and summarizes them into actionable resolutions. AIOps LEAP consolidates information from different incidents to help with decision making and serves as a repository of knowledge.

### Group incidents to create automation opportunities

AIOps LEAP uses the ServiceNow® GAF (Group Action Framework) plugin to organize and group incidents based on specific parameters. These groups are clusters or automation opportunities. They are created by analyzing incident data such as work notes and resolution notes. AIOps LEAP uses these automation opportunities to generate resolution steps to help solve similar future incidents.

### Automation recommendations and playbook generation

AIOps LEAP identifies frequent issues and offers automation recommendations to address them. It streamlines and optimizes operational processes by creating actionable playbooks based on historical data and resolution workflows. Additionally, it builds a knowledge base by documenting workflows and solutions through detailed resolution steps, enabling further analysis, learning, and continuous improvement. These resolution steps can be shared across teams to facilitate collaboration and enhance operational efficiency, even without formal playbook creation. Thus, automated playbook generation is a valuable output of the AIOps LEAP platform.

## New in the Xanadu release

### Enhanced opportunities page

Enhancements & Design changes to load all opportunities and enable to select all cards.

## UI changes

### Pin automation opportunities

You can pin the automation opportunities required for ease of access and research.

### Automation feedback and tracking

You can provide your feedback on the available resolution steps and playbooks. Each activity on the automation activity is tracked and recorded.

### Filters for automation opportunities and playbooks

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You can customize filters on the automation opportunity dashboard to filter them according your requirement for analysis. These filters are retained even when the page is refreshed.

## AIOps LEAP Activation information

Install AIOps LEAP by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

Use one of the following steps to activate *AIOps LEAP*.

### Activate AIOps LEAP

| Activate from | Steps |
|---|---|
| Workspaces | 1. Select **Workspaces** on top, select *AIOps LEAP*.<br>2. Select **Now Assist Admin Workspace**, select **Activate**. |
| Now Assist Admin | 1. Select **Admin** > **Now Assist Admin** > **Now Assist Skills**<br>2. In the navigation pane, select **ITOM**.<br>3. Select **Activate** *AIOps LEAP*. |

## Additional requirements

You should have the following dependencies installed:

- Now Assist for Platform
- Now Assist for Creator (optional)

## Related ServiceNow applications and features

### Now Assist for IT Operations Management (ITOM)

The ServiceNow® Now Assist for IT Operations Management (ITOM) application uses generative AI to provide alert analyses in Event Management. Alert analysis include a human-readable brief of the alert and technical information to help you investigate the alert more effectively.

### Now Assist for IT Service Management (ITSM) release notes

The ServiceNow® Now Assist for IT Service Management (ITSM) application brings generative AI to IT Service Management. Now Assist for IT Service Management (ITSM) was enhanced and updated in the Xanadu release.

## Now Assist for IT Service Management (ITSM) highlights for the Xanadu release

### Xanadu Patch 9

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- Identify the category, subcategory, and configuration item for a given incident automatically using a team of AI agents in the Triage and categorize ITSM incidents agentic workflow.
- Get recommendations to resolve incidents by using a team of AI agents for catalog, knowledge, and past incidents in the Investigate and resolve ITSM incidents agentic workflow.
- Manage Microsoft 365 group members using AI agents in the Manage Microsoft 365 group members agentic workflow.
- Generate the **Risk and impact analysis** and the **Justification** fields using the AI agents in the Generate change request plans agentic workflow.

Xanadu Patch 7: Scale your workflows, enhance productivity, and complete work autonomously using IT Service Management AI agent collection.

Xanadu Patch 3

- Provide change managers with an explanation of the risk rating in a change request by using the Now Assist icon .
- Enable agents to ask questions that are related to an incident in the Now Assist panel.
- Enable agents to generate resolution notes for an incident on demand by using the Now Assist context menu.
- Provide requesters with proactive actionable notifications as part of ITSM Virtual Agent pre-built large language model (LLM) topic conversations.

Xanadu Patch 1

- Enable agents to make a more informed decision quickly and efficiently when they're approving a change by using change request summarization.
- Enable agents to reply to common questions asked in chats by using the Now Assist icon in chat reply recommendations.
- Enable agents to get a better understanding of the chat and incident context by using the Sidebar discussion summarization when they're proposing resolutions to the requesters.

See Now Assist for IT Service Management (ITSM) for more information.

**Important:**
Now Assist for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Xanadu Patch 9

#### Using IT Service Management AI agent collection

Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

**Available agentic workflows**

| Agentic workflows | Description |
|---|---|
| Triage and categorize ITSM incidents | Identify the category, subcategory, and configuration item for an incident automatically, and link associated major incidents or known problems. |

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**Available agentic workflows (continued)**

| Agentic workflows | Description |
|---|---|
| Investigate and resolve ITSM incidents | Get recommendations to resolve an incident based on the incident number. Check for related catalog items, Knowledge articles, and similar resolved incidents to generate resolution steps for the incident. |
| Manage Microsoft 365 group members | Add or remove groups and email distribution lists from the Microsoft 365 group. |

### IT Service Management AI agent collection Generate change request plans agentic workflow

Use the following additional AI agents to handle change requests.

| AI agent | Description |
|---|---|
| Change risk and impact analysis AI agent | Analyzes the potential risk and impact of a change request. |
| Change justification proposal AI agent | Proposes justification for a change request. |

### Generate a Major Incident email content recommendation by using Now Assist for IT Service Management (ITSM)

Draft a communication for a major incident using an email template. You can fill in the template field values with an AI-generated response.

### Generate comments and work notes using the Now Assist context menu

Enable your agents to generate comments and work notes quickly and add them to incidents using the Now Assist panel.

### Incident sentiment and sentiment trend

Make informed decisions on incidents by considering the requester's sentiments and the reasoning behind them.

### Suggested steps generation in Now Assist for IT Service Management (ITSM)

Automatically generate suggested steps to resolve an incident by analyzing the solutions from clusters of similar resolved incidents.

### Summarizing attachments in the Incident summarization skill

Summarize, analyze, and extract data from attachments that are of type PNG or JPEG using Document Intelligence in the Incident summarization skill.

### Using self service to deflect incidents in a ServiceNow portal by using Now Assist for IT Service Management (ITSM)

Designed to reduce the number of incidents to be resolved by deflecting issues with self-service.

### Customizing a Now Assist for IT Service Management (ITSM) change risk skill

Efficiently explain the risk of a change request by adding custom input fields to the following input tables:

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- Change request
- Past similar change request
- Incident caused by change

### Refining a change risk explanation response

Refine the explanation to a change risk by shortening or lengthening a response by using Now Assist for IT Service Management (ITSM).

### Risk Assessment as input to calculate a change risk

Use risk assessment values as an input to explain the risk of a change request.

### Generating an email response by using Now Assist for IT Service Management (ITSM)

Get recommendations for email responses that agents can review and send to users. Agents can also get email template and content edit recommendations from Now Assist for IT Service Management (ITSM).

### Monitoring task status using pre-built LLM topics with Now Assist in ITSM Virtual Agent

Copy and customize a ITSM Virtual Agent core ITSM topic template to track the status of a task by using Now Assist in ITSM Virtual Agent.

### Xanadu Patch 7

### Using IT Service Management AI agent collection

Use IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.

**Available AI agents use cases**

| AI agent use case | Description |
|---|---|
| Generate post incident reviews | Enhance IT productivity during major incidents by minimizing the time required to generate post-incident reviews using AI agents. This process helps improve communication and avoid outages.<br><br>**Important:** To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management. |
| Generate change request plans | Enhance IT productivity and help decrease the time to schedule change and manage change risk using AI agents. These AI agents can look up similar changes, generate implementation, back out, and test plans to manage change effectively. |

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**Available AI agents use cases (continued)**

| AI agent use case | Description |
|---|---|
| Categorize incidents | Autonomously recommend incident categorization using AI agents.<br>The AI agent assigns a category, subcategory, and a configuration item (CI) to incidents based on the incident description. The assigned CI is also based on callers associated with that item. |
| Notify users with Twilio | Send text messages via SMS to recipients manually using AI agents to help improve the time required for subject matter expert response.<br><br>**Important:**<br>To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke. |

## Xanadu Patch 3

### Risk rating explanation for a change request

Provide your change managers with a better understanding of the risk rating of a change request, including the potential impacts and risks, by generating the risk explanation by using the Now Assist icon. The risk rating explanation can be generated on the change request form and in the Now Assist panel.

### Ask questions about an incident by using the Now Assist panel

Enable your agents to quickly obtain common incident information conversationally within the incident record by asking questions in the Now Assist panel. Topics include the caller's assets, caller's recent incidents, on-call experts, and similar resolved incidents.

### Enhanced incident resolution notes using the Now Assist context menu

Provide your agents with enhanced resolution notes information in the incident summary, including the root cause and steps taken to resolve the issue, by using the Now Assist context menu.

### Proactive actionable ITSM Virtual Agent notifications

Provide your agents with proactive actionable notifications as part of ITSM Virtual Agent pre-built Large Language Model (LLM) topic conversations that are designed to help your users complete common IT-related tasks.

### Change request summarization enhancements

Provide your change managers with an improved change request summary including additional details, such as the affected configuration items (CIs) and impacted services.

### Incident summarization enhancements

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Provide your agents with an improved incident summary by including additional details, such as the service level agreements (SLAs), affected CIs and impacted services, and child incidents.

### Xanadu Patch 1

#### Summarize a change request

Provide your change managers with a better understanding of the content, intent, and impact of a change request by viewing the change summarization on the change request form and in the Now Assist panel.

#### Generating a knowledge article from similar incidents

Enable your agents to generate a comprehensive knowledge article by leveraging information from a similar set of incidents.

#### Generating chat reply recommendations

Provide your agents with quick answers to common questions that are asked in chats by using the Now Assist icon in chat reply recommendations.

#### Summarizing a Sidebar discussion

Enable your agents to summarize Sidebar chats and post summaries into the work notes of incidents, changes, requests, problems, and knowledge base tasks (any record type where Sidebar discussions are enabled) by using Sidebar discussion summarization.

## UI changes

### Xanadu Patch 9

#### Terminology change

- The term use case is replaced with the term agentic workflow. For example, the Notify users with Twilio use case is now referred to as the Notify users with Twilio agentic workflow.
- The naming of the AI agents has changed. For example, Twilio SMS texter has been renamed to Twilio SMS texter AI agent.

#### New look and feel for the display of incident and change request summarizations

Get the summary of an incident or a change request by using the new and more intuitive summarization user interface. The new interface is available in Service Operations Workspace and in the Core UI.

## Changed in this release

### Xanadu Patch 9

#### System property to display knowledge article templates

Display Knowledge article templates that you can use to create articles by using a system property. In earlier releases, the templates were displayed by default.

#### IT Service Management AI agent collection Triage and categorize ITSM incidents agentic workflow

The Categorize incidents use case has been renamed to the Triage and categorize ITSM incidents agentic workflow.

The following AI agents have been added to the workflow:

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- Link major incident AI agent
- Link incident to problem AI agent

The Incident categorize AI agent has been renamed to Categorize incident AI agent.

**Xanadu Patch 3 Resolution notes generation skill enhancements (for upgrade customers)**

Enhance your existing incident resolution notes generation skill to show the root cause and resolution steps taken. Enable this enhancement by using the toggle switch on the Configure response screen in the Now Assist Admin console.

**Note:**
This option is available only when the incident resolution notes generation skill has been activated prior to upgrading.

## Activation information

Install Now Assist for ITSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

- **Important:**
  To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.

- **Important:**
  To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke.

## Additional requirements

The Now Assist for ITSM application requires an IT Service Management Pro Plus or Enterprise Plus license.

## Related ServiceNow applications and features

**Now Assist**

Help improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

**Now Assist Admin console**

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

**Now Assist panel**

Use this conversational interface in Service Operations Workspace to summarize a chat, an incident, or resolution notes so that you can get the context of this information more quickly.

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### Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Now Assist for Security Operations release notes

The ServiceNow® Now Assist for Security Operations application permits security analysts to resolve security incidents faster with intelligent workflows and generative AI skills. Now Assist for Security Operations is a new application in the Xanadu release.

## Now Assist for Security Operations highlights for the Xanadu release

Xanadu Patch 9

- Help your analysts to gain insight into security incident record metrics with an agentic workflow. Chat with AI agents in natural language from the Now Assist panel.
- With the initial release of Now Assist for Vulnerability Response, help your vulnerability managers and analysts to assess your exposure to vulnerabilities and analyze metrics for remediation targets. Chat with AI agents in natural language from the Now Assist panel.
- Help your analysts to resolve security incidents by chatting with AI agents in the Now Assist panel where the AI agent provides a resolution plan.

Xanadu (prior to Patch 9)

- Expedite triaging of security incidents with long activity streams by reviewing work notes and contextual information quickly in a concise, easy-to-read format.
- Preview security incident details, their potential impact, and any key actions already taken with security incident summaries using generative AI.
- Automatically generate closure notes for security incidents using generative AI.
- Generate recommended actions to resolve security incidents.
- Generate a post-incident analysis.
- Access summaries and closure notes from the Now Assist panel, security incident records, or from the Security Incident Response Workspace.

See Now Assist for Security Incident Response for more information.

**Important:**
Now Assist Security Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Now Assist for Security Incident Response and Now Assist for Vulnerability Response to Xanadu

For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response. For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.

The AI Search application must be enabled so that the Recommended Actions skill works for security incidents. To verify AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates AI Search is not enabled.

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## Activation information

Install Now Assist for Security Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Now Assist for Strategic Portfolio Management (SPM) release notes

The ServiceNow® Now Assist for Strategic Portfolio Management (SPM) application introduces generative AI skills into Strategic Portfolio Management. You can summarize feedback or content in Docs, create stories for epics, generate concise project summaries, create demands through conversations, and quickly gain insights into projects. Now Assist for Strategic Portfolio Management (SPM) is updated in the Xanadu release.

## Now Assist for SPM highlights for the Xanadu release

Yokohama Patch 1: Use Now Assist for SPM AI agents to help optimize workflows, improve productivity, and automate your tasks.

- Summarize multiple feedback records with the multi-feedback summarization skill to extract insights from feedback.
- Copy a generated summary and then use it to create a planning or non-planning item.
- Get assistance from Now Assist for writing content in Now Assist Docs. Generate a summary of the selected content by using the Now Assist skill and shorten or elaborate the content as needed.
- Enable the email project summary skill to receive project updates via email.
- Generate a summary of the complete content in Now Assist in Docs using the Gen AI docs skill and save time on manual content analysis.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

## New in the Xanadu release

**Xanadu Patch 7 Using AI agent agentic workflows in Now Assist for Strategic Portfolio Management (SPM)**

Use Now Assist for SPM AI agents to help enhance project efficiency by monitoring your tasks autonomously.

#### Available AI agents use case

| AI agent use case | Description |
|---|---|
| Monitor project tasks | Track project tasks with AI agents to detect important updates such as delayed end dates, status turning red, or state updates. AI agents can help project managers to enhance productivity by delivering real-time visibility into key task changes, enabling proactive decision-making. |

**Summarize multiple feedback records**

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Summarize multiple feedback records through generative AI and save time by not having to do manual feedback analysis. You can generate a short summary for one or multiple feedback records at once and use it to make informed decisions on your product.

**Generate a summary in Now Assist in Docs**

Use Now Assist in Docs to create a concise summary of the selected text and quickly gain relevant information.

**Schedule the project summary emails with Email project summary skill**

Generate a comprehensive summary of the entire content in Docs by using the Gen AI Docs skill and reduce the time spent on manually analyzing all the information. The Gen AI Docs skill name is Project Gen AI Docs in Project Workspace, Planning item Gen AI Docs in Strategic Planning, and EAP Teams Gen AI Docs in Enterprise Agile Planning.

**Generate the summary for selected or complete content with Planning item doc summarization skill in Strategic Planning**

Set up automated emails by using the email project summary skill to stay updated on the project progress. The email is shared on a weekly, bi-weekly, or monthly cadence.

## Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins.

## Additional requirements

The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. Now Assist for SPM is supported from Xanadu patch 3 release.

## Related ServiceNow applications and features

**Now Assist**

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

**Now Assist Admin console**

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

**Now Assist skills**

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Now Assist for Source-to-Pay Operations release notes

The ServiceNow® Now Assist for Source-to-Pay Operations application includes generative AI skills that can make developing on the ServiceNow AI Platform more efficient. Now Assist for Source-to-Pay Operations was enhanced and updated in the Xanadu release.

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## Now Assist for Source-to-Pay Operations highlights for the Xanadu release

- Now Assist for Sourcing and Procurement Operations (SPO) supports summarization of procurement-related records, providing real-time progress updates and action items. Available summarization skills include:
  - Sourcing request summarization
  - Purchase requisition summarization
  - Procurement case summarization
- Now Assist for Supplier Lifecycle Operations (SLO) supports summarization for the details of supply-related records to keep the supplier managers and fulfillers informed about their progress and action items.
- Now Assist for APO supports record summarization for invoice and inquiry cases.

See Now Assist for Source-to-Pay Operations for more information.

**Important:**
Now Assist for Source-to-Pay Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Now Assist for Sourcing and Procurement Operations (SPO)

With ServiceNow® Now Assist for Sourcing and Procurement Operations (SPO), fulfillers can easily summarize procurement-related records, providing real-time progress updates and action items. Available summarization skills include

- Sourcing request summarization
- Purchase requisition summarization
- Procurement case summarization

If you're entitled to Source-to-Pay Operations Pro SKU and Sourcing and Procurement Operations Pro SKU, you can install this application.

### Request the generative AI capabilities by using the Now Assist for SPO Virtual Agent

Requesters can leverage contextual generative AI using the Now Assist for SPO Virtual Agent to complete self-service tasks, such as purchasing products or tracking the status of purchase requisitions, sourcing requests, or procurement cases.

### Now Assist for Supplier Lifecycle Operations (SLO)

With ServiceNow® Now Assist for SLO, supplier managers and fulfillers can summarize the details of supply-related records to keep them informed about their progress and action items.

### Now Assist for Accounts Payable Operations (APO)

With ServiceNow® Now Assist for APO application, AP fulfillers can easily summarize invoice case and inquiry case-related records, providing real-time progress updates and action items.

## Activation information

Install Now Assist for Source-to-Pay Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about

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

### Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for TMT application brings generative AI to Proactive Service Experience Workflows. Improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers. Now Assist for TMT is a new application in the Xanadu release.

## Now Assist for TMT highlights for the Xanadu release

Xanadu Patch 9

- Monitor engagement health score and provide a trend analysis.
- Monitor risks on a predefined schedule and provide common resolutions.

Xanadu Patch 7: Proactively identify service problems, diagnose, test, and resolve customer issues autonomously using Now Assist for TMT AI agent collection.

- Summarize service problem cases, generate resolution notes, and create test summaries for service-related issues by using Generative AI.
- Determine when the skills for the case summarization and the resolution notes generation are available by adding conditions to the fields on the case record.
- Restrict the availability of the case summarization and resolution notes generation skills by user role.
- Create a template-driven service problem case summarization based on the case state: new, in progress, or resolved.

See Now Assist for Telecommunications, Media and Technology (TMT) for more information.

**Important:**
Now Assist for Telecommunications, Media and Technology (TMT) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist for TMT features

**Xanadu Patch 9**

**Monitor engagement health**

Monitor the health score of all engagements, create trend charts, and generate risk signals when a decline is detected.

**Analyze risk signals and recommend solutions**

Retrieve unaddressed risk signals and identify appropriate success plays based on a back-end decision table.

**Xanadu Patch 7**

**Using Telecommunications, Media, and Technology AI agent collection**

Use Now Assist for TMT AI agents to troubleshoot and autonomously resolve customer issues.

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**Available AI agents use case**

| AI agent use case | Description |
|---|---|
| Test and repair telecom service issues | Use AI agents to handle task requests that require troubleshooting, diagnosis, and resolution of a case task. |

**Xanadu Patch 1**

**Service Problem Case summarization skill**

Designed to save agents time by condensing the service problem case record to a short summary.

**Resolution notes generation skill**

Enable your agents to generate the resolution information for a service problem case, propose the resolution to the customer, and add the information to the service problem case record through the resolution summarization skill.

**Test summarization skill**

Identify the root cause of a problem diagnosed during the test run by generating a clear and concise root-cause analysis of the service issue through the test summarization skill.

**Now Assist Panel**

Enable your agents to access Now Assist skills in a panel available on CSM/FSM Configurable Workspace. Now Assist is aware of context, so it can summarize the currently viewed record or conversation, or you can specify a case number.

**Now Assist Admin console**

Activate and configure capabilities and individual skills on the Now Assist Admin console. For example, you can designate which roles have access to a skill, or whether the skill is available in CSM/FSM Configurable Workspace, the Now Assist panel, or both.

**Add conditions to skill availability**

Determine when the skills for the case and the resolution notes summarization are available by adding conditions to the fields on the service problem case record.

**Restrict skill availability by user role**

Specify the roles that can access the case summarization and resolution notes summarization skills.

**Minimum text requirement for case summarization**

Enable the case summarization skill for cases that have the minimum amount of information in the case activity stream.

## Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins.

## Additional requirements

The Now Assist for TMT application requires a Proactive Service Experience Workflows Pro Plus or Enterprise Plus license.

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## Related ServiceNow applications and features

### Now Assist

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

### Now Assist Admin console

Use the ServiceNow® Now Assist Admin console to provide you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist panel

Use this conversational interface in CSM/FSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can convey the context of this information more quickly.

### Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Now Assist in Virtual Agent release notes

The ServiceNow® Now Assist in Virtual Agent application uses generative AI skills in your conversational experiences. Now Assist in Virtual Agent uses large language models (LLMs) to create a natural-language conversational experience that can improve the success of your self-service workflows. Now Assist in Virtual Agent was enhanced and updated in the Xanadu release.

## Now Assist in Virtual Agent highlights for the Xanadu release

### Xanadu Patch 9

- Use enhanced chat to provide users with a conversational experience within a resizable and movable chat window that includes the ability to have multiple active conversations. Enhanced chat enables users to choose their way of engaging with Now Assist on their ServiceNow portals from a variety of entry points. Enhanced chat includes synthesized responses after entering a search query into a portal's search bar. If Now Assist in AI Search is turned on, enhanced chat also offers an optional full-page experience where your users can enter into a full-page chat experience after entering a search query into a portal's search bar. Enhanced chat also offers an updated, modern look and feel along with chat controls to resize and move the chat window.
- View an expanded list of inline citations for both standard and enhanced chat. New inline citations for external content and people searches are available.
- View and work with suggested actions after completing an action in Now Assist in Virtual Agent.
- Stream responses for Now Assist LLM - enhanced chat conversations.
- Upload or drag documents and images into a standard or enhanced chat.
- Automatically switch to the user's detected language in enhanced chat conversations when language detection is turned on.
- Enable pinning a chat window on a portal by using the *sn_nowassist_va.enhanced_chat_pin_enabled.<portal-url>* system property.

### Xanadu Patch 7

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- Stream responses for Now Assist LLM chat conversations.

### Xanadu Patch 3

- Run actions from a conversation.
- Run subflows from a conversation.
- Use an updated Virtual Agent Designer list-based home page that includes conversational subflows and actions.
- Use language detection and engage in small talk within LLM conversations.
- Link primary assistants with secondary assistants to use search sources from secondary assistants.
- Use language detection and engage in small talk within LLM conversations.
- Receive a synthesized response for Now Assist in Virtual Agent users.

### Xanadu Patch 1

- Enhancements to the Now Assist in Virtual Agent admin guided setup.

See Now Assist in Virtual Agent for more information.

## New in the Xanadu release

### Xanadu Patch 9

#### Use enhanced chat

Enhanced chat is a conversational support experience within a resizable and moveable window that also includes the ability to have multiple active conversations and superior search capabilities. Using enhanced chat's full-page experience further intertwines chat and search capabilities by redirecting users into a full-page chat after entering a query into a portal's search bar.

#### View inline citations

View the expanded list of inline citations for standard and enhanced chat:

- Catalog
- Topic, subflows, or actions
- Q&A Knowledge Base articles
- External content connections

**Note:**
External content connections now include the following connection types:

- Microsoft SharePoint
- Confluence
- Atlassian Jira Cloud
- Google Drive
- Microsoft Teams
- Predefined web sources
- ServiceNow® documentation
- Slack

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- People

> **Note:**
> If Knowledge Graph is turned on, you can view information about a person. The people information in the Virtual Agent response typically includes their title, department, location, and email address. The people popover shows additional information.

### Use suggested actions

View suggested actions that were related to your prior conversation and that you consider doing next. After completing a conversational catalog request, conversational subflow, or Virtual Agent topic, two suggested actions appear after a `Here's what you can do next` header.

### Stream enhanced chat responses

Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

### Use language detection to automatically switch the conversational language for enhanced chat conversations

Automatically switch the conversational language to the user's detected language during LLM enhanced chat conversations when language detection is turned on. This automatic switch can occur when a user enters an utterance at the start of a new conversation or within the portal home page's search field.

### Recognize the Boolean user input control during dynamic translation

Recognize the Boolean user input control in chat conversations during dynamic translation.

### Adjust Shorten responses toggle to impact Show more option in chat

For bot text responses, adjust the **Shorten responses** toggle in Virtual Agent Designer to turn off the **Show more** option on the user side. When **Shorten responses** is turned off, the **Show more** option does not appear in the chat to the user and the full answer is displayed rather than a truncated response.

### Configuring Now Assist in Virtual Agent

In addition to configuring Now Assist in Virtual Agent assistants, admins can configure the default Now Assist panel assistants. Options may vary for Now Assist panel assistants.

#### Create an assistant

- If multiple assistants are created, users can chat simultaneously with multiple assistants. Conversations are independent from each other.
- Turn on or off Now Assist panel (agent or creator) assistant. Contact support to configure Now Assist panel assistants.

#### Assign Now Assist skills to an assistant

- Now Assist Topic skill must be turned on at the assistant level for document uploads to be activated when managing the chat experience. For more information, see Manage an assistant chat experience.
- Create and manage agentic workflows in Now Assist AI Agents Studio and assign the workflows to the assistant.

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Display your assistant on a portal or channel

- Display Now Assist in Virtual Agent enhanced chat, with or without the full-page experience, on your portal or mobile app. This dynamic window includes the ability to have multiple active conversations and search capabilities. To use enhanced chat, portals and mobile apps require AI Search to be enabled. For more information on the prerequisites, see Portal prerequisites for enhanced chat and Mobile app prerequisites for enhanced chat.

Manage an assistant chat experience

- Upload documents to Now Assist in Virtual Agent standard chat or enhanced chat experience. The Now Assist topics skill must be enabled in Now Assist skills. For more information on file formats, see Upload documents in Now Assist in Virtual Agent.

Review assistant settings

- Document uploads appear as active if it's turned on when managing the chat experience.

### Upload documents in Now Assist in Virtual Agent

Upload or drag and drop files to Now Assist in Virtual Agent (standard chat or enhanced chat). The assistant analyzes and understands the content of the files, and a user can ask questions about the content of the files or get a summary.

### Now Assist in Virtual Agent system properties

Enable suggested actions in Now Assist in Virtual Agent so that users are offered options for what they can do after completing a prior action. Suggested actions is applicable to standard and enhanced chat, mobile, and Microsoft Teams.

## Xanadu Patch 7

### Stream chat responses

Stream LLM response messages as they’re generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.

## Xanadu Patch 3

### Use Now Assist to call Microsoft Active Directory v2 actions

Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of the Look up User spoke action. You can call this action from a conversational interface like Now Assist.

### Run an action from a conversation

Run a Workflow Studio action from a Now Assist conversation. Create and configure the conversational action from Workflow Studio. View and edit conversational actions within Virtual Agent Designer.

### Run a subflow from a conversation

Run a Workflow Studio subflow from a Now Assist conversation. Create and configure the conversational skill from Workflow Studio. View and edit conversational subflows within Virtual Agent Designer.

### AI generated topic description message within topic migration

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A `Topic description generated by Now Assist` message now appears near the **Topic Description** field during the topic migration's Review descriptions step.

### Small talk for LLM conversations

Use small talk in LLM conversations for greetings and farewells along with gratitude and complaint statements. A Semantic Filtering Framework (SFF) detects small talk and generates an appropriate response.

### Language detection for LLM conversations

Use language detection for your LLM conversations to improve your user's experience.

### Virtual Agent Designer home page

A new list-based Virtual Agent Designer home page appears for users who have activated Now Assist in Virtual Agent and the Agent assist Topics skill. The card-based UI is still available for those users who use only NLU/keyword or Virtual Agent Lite.

### Virtual Agent Designer user input controls

Updates to LLM user inputs include:

- Use the Validation toggle in the Advanced section of User Inputs to confirm user input values by scripts.
- Use the Allow slot filling toggle on User Inputs to switch between static (single field) and dynamic (define with scripts or data pill picker) detail description modes.
- Get a message that a mandatory field cannot be skipped when you attempt to skip a user input with conditions not set to be skippable.

### Configuring Now Assist in Virtual Agent

Updates to the admin guided setup include:

- Enhance functionality and efficiency of your Virtual Agent by linking primary assistants to secondary assistants, enabling a primary assistant to use search sources from secondary assistants.
- View the relationship between primary and secondary assistants within a map view.
- Select portals and mobile applications to display Virtual Agents.
- Create conversational subflows and actions by launching Workflow Studio to make conversational subflows and actions available to the assistant.

### Synthesized response

For Now Assist in Virtual Agent users, a synthesized response can appear. A synthesized response includes a brief summary of the requested information and search results along with Genius Results. Mid-topic switching can occur during a conversation with synthesized response. Users can continue with their original request or switch the conversation's focus.

### New system properties

The following system property was added to increase flexibility of the search results and response:

- *`sn_nowassist_va.synthesized_autostart_items`*: When synthesized response only returns a singular action, configure whether to directly launch into that action. By default, whenever synthesized response returns a

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single Virtual Agent topic, that action is auto-launched. The following actions can be configured to auto-launch:

- Synthesized response returns a single conversational catalog item.
- Synthesized response returns a single Virtual Agent topic, along with Knowledge Base information.
- Synthesized response returns a single conversational catalog item, along with Knowledge Base information.

### Xanadu Patch 1

#### Delete virtual agents

Delete a Virtual Agent from the assistants list.

#### Support virtual agents on a portal

Allow public availability of an LLM-based Virtual Agent on a portal.

#### Display a virtual agent in a channel

Integrate your preferred messaging channels to display your Virtual Agent.

#### Install proactive triggers

Install Proactive Triggers from within the Review page.

#### Support notifications in virtual agents

Support actionable and non-actionable notifications for LLM conversations in Virtual Agent.

## UI changes

### Xanadu Patch 9

#### UI chat updates

- The summary card in a Now Assist in Virtual Agent conversation was updated to a more modern look and feel.
- The default chat widget button for enhanced chat and standard chat now differs on the portal.
- An Ask Now Assist header now appears with suggested searches in a drop-down on the portal's search bar.
- The Boolean choice, static choice, and dynamic choice controls were updated to a more modern look and feel for requesters.

### Xanadu Patch 3

#### UI chat updates

- The New `messages below` button in Virtual Agent was replaced with a simplified down-arrow indicator.
- The New `messages above` button was deprecated because Virtual Agent now auto-scrolls to the top of the oldest new message.
- Input text bar was updated to a more modern look and feel.
- The start a new conversation icon was updated.

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## Changed in this release

### Xanadu Patch 9

**Standard chat**

The existing Now Assist in Virtual Agent LLM conversational behavior received a terminology update and is now referred to as standard chat.

## Activation information

Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available:

- Now Assist for Accounts Payable Operations (APO)
- Now Assist for Configuration Management Database (CMDB)
- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Field Service Management (FSM)
- Now Assist for Financial Services Operations (FSO)
- Now Assist for Health and Safety
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for IT Operations Management (ITOM)
- Now Assist for IT Service Management (ITSM)
- Now Assist for Legal Service Delivery (LSD)
- Now Assist for PSDS
- Now Assist for Security Incident Response
- Now Assist for Supplier Lifecycle Operations (SLO)
- Now Assist for Sourcing and Procurement Operations (SPO)
- Now Assist for Strategic Portfolio Management (SPM)
- Now Assist for Telecommunications, Media and Technology (TMT)

For more information, see Configuring Now Assist in Virtual Agent.

## Additional requirements

Now Assist in Virtual Agent requires a license for Virtual Agent and at least one Now Assist product.

## Browser requirements

Now Assist in Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

## Localization information

Dynamic Translation is supported in Now Assist Virtual Agent conversations. For details, see Enable translation for Now Assist applications and Localization options for Virtual Agent.

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## Related ServiceNow applications and features

### Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

### Now Assist in AI Search

The Now Assist in AI Search ServiceNow® Store application combines the power of search with the Now LLM Service generative AI model to answer questions in user searches with actionable AI-generated summaries of relevant Knowledge articles.

### Virtual Agent

Unlock your enterprise productivity with ServiceNow® Virtual Agent. Increase deflections by empowering your employees and customers to serve themselves using a friendly messaging interface, featuring prebuilt conversations powered by artificial intelligence.

### Workflow Studio

Consolidate workflow authoring, configuring, and monitoring into a single page experience. Create and manage playbooks, flows, actions, decision tables, and integrations from one design environment.

### Operational Technology release notes

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

### Industrial Process Manager release notes

The ServiceNow® Industrial Process Manager application enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities. Industrial Process Manager was enhanced and updated in the Xanadu release.

## Industrial Process Manager highlights for the Xanadu release

- Organize your Operational Technology (OT) device data by capturing the mapped equipment model entity for an OT device.
- View the relationships between devices and other configuration items (CIs) with the Unified Map experience in the Industrial Workspace.
- Add Operational Technology (OT) devices to an equipment model entity by using the IP address.
- Change the **Entity name** and **Parent** fields of an equipment model entity to keep your equipment model entity information up to date after you create it.

See Industrial Process Manager for more information.

**Important:**
Industrial Process Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Industrial Process Manager to Xanadu

The Industrial Process Manager application now has a dependency with the Operational Technology Service Management applications, which include Operational Technology Incident Management and Operational Technology Change Management. To install Industrial Process Manager on your instance, one of the following SKUs is required:

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- Operational Technology Visibility SKU
- Operational Technology Service Management SKU
- Any custom SKU that entitles Industrial Process Manager

## New in the Xanadu release

### Capture the mapped equipment model entity for your OT devices

Organize your OT device data efficiently by adding the primary equipment model entity for your OT devices. You can also automatically update the primary equipment model entity for your existing devices.

### Use the Unified Map experience in the Industrial Workspace

View the relationships between OT devices and other CIs with the Unified Map experience. You can also view related items, such as OT incidents and change requests.

### Map discovery detected devices using the Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature

Map Discovery detected devices that have an IP address on their Network Adapter record using the AMAZING feature.

### Add OT devices to an equipment model entity by IP address

When you manually add OT devices to the Mapped OT Devices related list in the Equipment Model Manager on the Industrial Workspace, you can add an OT device by its IP address.

### Update the entity name or parent of an equipment model entity

Update the **Entity name** or **Parent** fields in an equipment model entity record as needed to help keep your equipment model information up to date.

## UI changes

### Mapped equipment model entity column

The Mapped equipment model entity column was added to the Industrial Workspace list views for OT devices.

### Mapped OT Devices list

The Mapped OT Devices list is now available in the Industrial Workspace list view so you can view the mapping between an equipment model entity and an OT device.

### ISA Hierarchy search bar

A search bar was added to the ISA Hierarchy in the Industrial Workspace so you can search for equipment model entity names.

### View OT Unified Map button

The **View OT Unified Map** button was added to the equipment model entity record in the Industrial Workspace to access the Unified Map.

### View OT Unified Map button

The **View OT Unified Map** button was added to OT incident records, OT change request records, and remediation task records to access the Unified Map associated with the opened record.

### Industrial Process Health icon

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The Industrial Process Health icon ( ) was added to OT incident records, OT change request records, and remediation task records to access the Unified Map in the record side panel.

### Parent field changed to Parent entity in the Equipment Model Entity record

The **Parent** field is changed to **Parent entity** in the Equipment Model Entity record on the ServiceNow AI Platform.

## Activation information

Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

**Note:**
Industrial Process Manager is automatically installed with Operational Technology Incident Management and Operational Technology Change Management.

## Related ServiceNow applications and features

### Operational Technology Manager

The ServiceNow Operational Technology Manager enables you to aggregate OT device data from multiple sources so that you can build the foundational data relationships used in the Industrial solution.

### Operational Technology Change Management release notes

The ServiceNow® Operational Technology Change Management application enables engineers to implement changes to Operational Technology (OT) devices and production processes. Operational Technology Change Management was enhanced and updated in the Xanadu release.

## Operational Technology Change Management highlights for the Xanadu release

- In an OT change request record in the Industrial Workspace, use new related lists to create an OT incident record related to the OT change request, or link an existing OT incident record to the OT change request.
- Organize your OT change requests with the updated OT change record on the Industrial Workspace .

See Operational Technology Change Management for more information.

## Changed in this release

### Updated layout of the OT change record on the Industrial Workspace

The OT change record in the Industrial Workspace was updated so that all existing related lists are included under the **Related Records** tab.

## UI changes

### Incidents Fixed by Change related list

The Incidents Fixed by Change related list was added to the OT change request record in the Industrial Workspace. You can use this related list to create an OT

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incident or link an existing OT incident that has been fixed by the OT change request.

#### Incidents Caused by Change related list

The Incidents Caused by Change related list was added to the OT change request record in the Industrial Workspace. You can use this related list to create an OT incident or link an existing OT incident that is needed because of the OT change request.

## Activation information

Install Operational Technology Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

**Note:**
Operational Technology Change Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager.

## Related ServiceNow applications and features

#### IT Service Management

When integrated with Operational Technology Change Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

#### Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

### Operational Technology Incident Management release notes

The ServiceNow® Operational Technology Incident Management application enables engineers to resolve Operational Technology (OT) device and production process issues. Operational Technology Incident Management was enhanced and updated in the Xanadu release.

## Operational Technology Incident Management highlights for the Xanadu release

- Relate an OT incident to an OT change request by creating the incident from the change record in the Industrial Workspace.
- Organize your OT incidents with the updated OT incident record on the Industrial Workspace.

See Operational Technology Incident Management for more information.

**Important:**
Operational Technology Incident Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

#### Create an OT incident from an OT change request

Create an OT incident related to an OT change request directly from the OT change record in the Industrial Workspace.

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## Changed in this release

### Updated layout of the OT incident record on the Industrial Workspace

The OT incident record in the Industrial Workspace was updated to include all existing related lists under the **Related Records** tab.

## Removed in this release

The **Opened** column was removed from the lists under the OT Incident module in the Industrial Workspace list view.

## Activation information

Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

**Note:**
Operational Technology Incident Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager.

## Related ServiceNow applications and features

### IT Service Management

When integrated with Operational Technology Incident Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

### Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

### Operational Technology Manager release notes

The ServiceNow® Operational Technology Manager application enables you to aggregate Operational Technology (OT) device data from multiple sources so that you can build the foundational data relationships in the Industrial solution. Operational Technology Manager was enhanced and updated in the Xanadu release.

## Operational Technology Manager highlights for the Xanadu release

- Track your OT device data with the new Operational Technology Visibility dashboard.
- Group OT devices using CMDB groups to support non-CMDB tables that must be converted from IT to OT.
- Compare sites by key metrics in the Industrial Workspace using the OT Progress Scorecard.
- Track tasks related to your OT system on the OT Action-Oriented Landing Page in the Industrial Workspace.
- Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job.

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- Use the Configuration Management Database (CMDB) OT class model updates and UI enhancements.
- Use the updates and UI enhancements for the Pre-import OT Worksheet Entry Review (POWER) tool to help import and classify your OT device data.

See Operational Technology Manager for more information.

**Important:**
Operational Technology Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Operational Technology Visibility dashboard

Track your OT data across different sites with the Operational Technology Visibility dashboard available in the Industrial Workspace.

### Automatic conversion of IT to OT devices using CMDB groups

Use CMDB groups to group IT configuration items (CIs) based on additional information, such as software installed, so that you can convert the CIs to OT devices.

### Mapped equipment model entity for your OT devices

Identify the equipment model entity that your OT devices are mapped to in the Industrial Workspace and help group your device data by equipment model entity.

### Important actions configuration on the OT Action-Oriented Landing Page

Configure the OT Action-Oriented Landing Page by using the **Sort items** field for your important actions.

### OT Action-Oriented Landing Page

Track critical tasks related to your OT network on the OT Action-Oriented Landing Page in the Industrial Workspace. This landing page provides a big-picture view of your site and business unit data, and it calls out important actions that the signed-in user must prioritize.

### Operational Technology Progress Scorecard

Compare your sites by their key metrics with the OT Progress Scorecard in the Industrial Workspace. To access the OT Progress Scorecard, you must have the OT Progress Scorecard viewer (ot_progress_scorecard_viewer) role.

### Redirection to different pages in the Industrial Workspace

Get redirected to different pages in Industrial Workspace depending on your assigned roles with the new homepage destination rules. This redirection helps you gain access to the data that you need.

### Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job

Use the `SyncIPAddressToOT` scheduled job to update and synchronize the IP address information for all the available OT devices. The scheduled job acquires the IP address information from the IP address [cmdb_ci_ip_address] table and adds it to the **IP address** field of the Configuration Item (CI).

### CMDB OT class model updates

Utilize an enhanced OT user experience and make additional configurations with the following CMDB OT class model updates:

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- Product Instance Identifier was added as an identifier for the OT Identification Rule.
- The OT backup management model was added to help you store multiple backups against a configuration item.
- Firmware Installation [cmdb_firmware_install], Key Value [cmdb_key_value], and Software Instance [cmdb_software_instance] tables were added as a related entry for OT classes.
- The **ire_criterion_attribute** attribute was added to the OT Entity [cmdb_ot_entity] table to act as a criterion attribute for an OT entity-related entry.
- Optional conditions to filter the records during identification and reconciliation were added to the OT identification rules.
- The OT Class Mapping Template [ot_class_mapping_template] table was introduced to capture class mappings used for Service Graph Connectors.
- Required conditions were added under **Advanced Configuration** that must be met for lookup identification rules.
- Industrial printer (industrial_printer) was added as an OT device type.
- The Quality Inspection Control System [cmdb_ci_ot_qics] class represents the control systems that assist in quality and inspection functions. This new class is a child class of the OT Control System [cmdb_ci_ot_control] class.
- The Backup Storage Information [cmdb_backup_storage_information] class helps manage backups of your OT device data.
- The OT System Service [cmdb_ci_ot_system_service] class can model OT systems and their related software, hardware, and communication network components, such as a Distributed Control System (DCS).
- You can now bulk-validate NIDS records from the list view instead of validating each NIDS record individually.

### Pre-import OT Worksheet Entry Review (POWER) tool

Use distributed Microsoft Excel spreadsheets to import OT devices for better manageability of your OT system and its devices. The POWER tool includes the following new features:

- Firmware Installation records can be created when a firmware version is available.
- OT entity update issues can be resolved through the Service Graph Connector for Microsoft Excel.
- The new Industrial Core [com.sn_ot_core] plugin is required for class mapping when using the Service Graph Connector for Microsoft Excel.
- Supports the import and classification of the Quality Inspection Control System [cmdb_ci_ot_qics] class. If you manually create an OT device in the SG-OT Excel Staging Table, the Quality Inspection Control System class is an option in the **What is the type of OT device?** task.
- Supports capturing the Backup Storage Information [cmdb_backup_storage_information] class attributes on the staging table, staging table form, and the ETL.

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- Maps the **Status** field in a staging table record to the **Life Cycle Stage** and **Life Cycle Status** fields on a configuration item (CI) record. The **Status** field no longer maps to the **Install Status** field on a CI record.
- Creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices.

## UI changes

### Request chart in the OT Action-Oriented Landing Page

A chart for OT requests was added to the OT Action-Oriented Landing Page so you can track your requests in the Industrial Workspace.

### Sort items field in the OT Action-Oriented Landing Page

The **Sort items** field was added to the OT Action-Oriented Landing Page under the **Important Actions** section.

### Mapped Equipment Model Entity column

The Mapped Equipment Model Entity column was added to the Industrial Workspace and ServiceNow AI Platform list views for OT devices. Use this column to identify the equipment model entity an OT device is mapped to.

### Dashboard Library button

The Dashboard Library icon ( ) was added to the Industrial Workspace and contains the available dashboards for Operational Technology, including the Operational Technology Visibility dashboard.

### Site filter on the Operational Technology Visibility dashboard

A site filter was added to the Operational Technology Visibility in the Industrial Workspace so you can filter the displayed data by a chosen site.

### New home page in the Industrial Workspace

The OT Action-Oriented Landing Page is the new the home page of the Industrial Workspace.

## Changed in this release

### OT Devices tab data

The following data available in the **OT Devices** tab of the OT Manager dashboard has been moved to the Operational Technology Visibility dashboard.

- New OT devices discovered
- Inactive OT devices
- OT Devices overview
  - Total CMDB OT devices
  - Unclassed OT devices
  - Unassigned OT devices
  - Unmapped OT devices
- OT devices by category
  - Supervisory systems
  - Control systems

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  - Field devices
  - Computers and servers
  - Network Gear
  - Industrial IoT
- OT devices by Purdue level
- OT devices by type (Top Level)
- OT devices by manufacturer (Top Level)
- OT devices by criticality

## Removed in this release

- The **New** button has been removed from the **All OT Devices** list view and its corresponding list views.
- The **New** button has been removed from the Equipment Model Entities related list in the Quality Inspection Control System [cmdb_ci_ot_qics] form.

## Deprecations

- The OT Manager dashboard is no longer available in the Industrial Workspace.
- Starting with the Yokohama release, Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

## Activation information

Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### CMDB CI Class Models

The Operational Technology Manager application automatically installs the latest version of the Operational Technology (OT) extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

### Operational Technology Request Management release notes

The ServiceNow® Operational Technology Request Management application lets you access the Operational Technology (OT) Service Catalog to request OT catalog items and fulfill them based on the defined flows. OT workers can then create and submit an OT request from a catalog item, which helps provide a consistent experience and facilitates cross-functional requests. Operational Technology Request Management is a new feature in the Xanadu release.

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## Operational Technology Request Management highlights for the Xanadu release

- Manage multiple catalog requests efficiently with a single view in the Industrial Workspace.
- Encourage transparency, expedite request processes, and minimize delays with automatic notifications and approvals.
- Maintain the products and services menu that you can use to create and update catalog requests.

See Operational Technology Request Management for more information.

## Operational Technology Request Management features

### Create catalog items for your OT Service Catalog

Create a catalog item for the OT Service Catalog using the catalog builder so that other users can submit OT requests that are categorized by catalog item.

### Create fulfillment flows that can fulfill an OT request

Create a fulfillment flow that catalog items follow to fulfill an OT request. Fulfillment flows for catalog items in the OT Service Catalog include catalog tasks.

### Create an OT request

Once Operational Technology Request Management is configured, create OT requests in the Industrial Workspace to address a product or service needed for an OT device or incident.

### Manage your OT requests and catalog tasks in the Industrial Workspace

View and access OT requests and catalog tasks in the Industrial Workspace list view under the **OT Request** and the **OT Task** modules respectively.

## Activation information

Operational Technology Request Management is included with the Industrial Workspace Common. No additional plugins are needed.

## Related ServiceNow applications and features

### Request Management

Request Management enables catalog items to be requested and fulfilled based on defined flows.

### IT Service Management

The ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

### Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

### Operational Technology Vulnerability Response release notes

The ServiceNow® Operational Technology Vulnerability Response application enables you to prioritize Operational Technology (OT) vulnerabilities at a site level. Operational Technology Vulnerability Response was enhanced and updated in the Xanadu release.

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## Operational Technology Vulnerability Response highlights for the Xanadu release

- Assess the vulnerabilities for the firmware of the OT assets with Hardware Vulnerability Assessment.
- View solutions or details of a vulnerable item (VIT) with enhanced UI options.
- Manage your vulnerable items and Operational Technology Vulnerability Response data with the enhanced OTVR (PA) dashboard in the Industrial Workspace.
- View the risk score of your OT devices at each level of the equipment model with the OT Vulnerability Risk Rollup dashboard.
- Change the Operational Technology Vulnerability Response (OT VR) assignment group field for multiple site records at once.
- Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers.
- Manage remediation tasks more efficiently with the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role.
- Mitigate controls using the Libraries module in the Industrial Workspace.
- Use the enhanced OTVR (PA) dashboard.

See Operational Technology Vulnerability Response for more information.

**Important:**
Operational Technology Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Hardware Vulnerability Assessment menu in the Industrial Workspace

Automatically and periodically assess the OT device firmware vulnerabilities that are in your inventory and create vulnerable items against the impacted assets (CI).

### Risk scores on the OT Vulnerability Risk Rollup dashboard

View a table of risk scores for your OT devices at each level of the equipment model with the OT Vulnerability Risk Rollup dashboard.

### Enhanced OTVR (PA) dashboard experience

View and manage all of your OT vulnerability data and data visualizations in a centralized location with the enhanced OTVR (PA) dashboard, which is accessible on the Dashboard Library page.

### OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role

Assign the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role to users who primarily work on an assigned remediation task and can create change tasks when needed. The OT Vulnerability Remediation Owner role contains the following roles:

- cmdb_ot_isa_viewer
- cmdb_ot_viewer
- sn_vul.close_vi_vg
- sn_vul.remediation_owner

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### Automatically set a start time for a remediation task based on the ISA maintenance schedule

Start a remediation task automatically based on the ISA maintenance schedule. After you create the remediation task, it's picked up during the next scheduled maintenance.

### Common Security Advisory Framework (CSAF) supported for Operational Technology Vulnerability Response

Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers.

### OTVR (PA) dashboard Guided Setup

Use the OTVR (PA) dashboard Guided Setup under the Operational Technology Vulnerability Response section in the Industrial Workspace Guided Setup to configure data collection and review indicator sources.

### Change the Operational Technology Vulnerability Response (OT VR) assignment group field in a bulk edit

Use the bulk edit feature to update the **OT VR assignment group** field in multiple site records at once.

### Use compensating controls for Operational Technology

Use compensating controls for OT to reduce vulnerability risks that can't be patched immediately. Compensating controls help mitigate risks.

## UI changes

### Dashboard Library icon

The Dashboard Library icon (  ) was added to the Industrial Workspace and contains the available dashboards for Operational Technology, including the OTVR (PA) dashboard.

### Site filter on the OTVR (PA) dashboard and the OT Vulnerability Risk Rollup dashboard

A site filter was added to both the OTVR (PA) dashboard and the OT Vulnerability Risk Rollup dashboard in the Industrial Workspace so you can filter the displayed data by a chosen site.

### Vulnerability Solutions section in the List menu of Industrial Workspace

A new Vulnerability Solutions section was added in the List menu (  ) of the Industrial Workspace. In the Solutions section, you can view the solutions for the enlisted VITs.

### Overview tab for a vulnerable item

The **Overview** tab in a VIT provides important information about the VIT, such as State, Risk Rating, Risk Score, Associated Vulnerability, and more.

### Libraries module in the Industrial Workspace

You can use the Library module in the Industrial Workspace to perform the following functions:

- Enable compensating controls
- Associate compensating control to a Common Vulnerability and Exposure (CVE)
- Disable risk reduction on a CVE

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These functions help reduce the risk posed by vulnerabilities that can't be addressed immediately. The Libraries module includes the **CVEs** list and the **Compensating Controls** list.

### Vulnerable items by state chart in the OT Vulnerabilities tab on the OTVR (PA) dashboard

The **Vulnerable items by state** chart in the **OT Vulnerabilities** tab is organized sequentially by state.

### OTVR (PA) dashboard updates

The OTVR (PA) dashboard was updated with the following features:

- You can now view data in the OT VIs Met Remediation Target and the OT VI Mean Time to Remediate (MTTR) widgets by the following time frames:
  - The last month
  - The last 3 months
  - The last 6 months
  - The last year
  - All time
- The OT Remediation Tasks and OT Critical Remediation Tasks Near Due widgets were moved under the **Remediation** tab.
- The OT Unassigned Vulnerable Items widget was moved under the **Overview** tab.
- You can select the OT Vulnerable Items (VI) widget under the **Overview** tab to open a list of vulnerable items.
- The OT Vulnerable Items (VI) and OT Vulnerable Configuration Items (CI) widgets show an OT class-level breakdown.

### Support for Exception Management for remediation tasks in the Industrial Workspace

Use Exception Management for remediation tasks to defer vulnerable items. You can defer a remediation task by selecting the **Request Exception** button in a remediation record in the Industrial Workspace.

## Changed in this release

### OT Vulnerabilities tab data

The following data that was available in the **OT Vulnerabilities** tab of the OT Manager dashboard has been moved to the OTVR (PA) dashboard:

- Total OT Vulnerable Items
- New OT Vulnerable Items
- OT Unassigned Vulnerable Items
- OT Vulnerable Items by State
- OT Vulnerable Items by Risk Rating

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## Deprecations

- The **OT Vulnerabilities** tab is no longer available on the OT Manager dashboard in the Industrial Workspace.
- Starting with the Xanadu release, **Vulnerability Response Integration with Microsoft Defender for IoT (On-premises Management Console)** integration is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported.

## Activation information

Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### CMDB CI Class Models

The CMDB CI Class Models store app adds class models that extend the CMDB class hierarchy, including class descriptions, identification rules, identifier entries, and dependent relationships.

### Vulnerability Response

When integrated with Operational Technology Vulnerability Response, the ServiceNow® Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities based on process criticality.

### Operational Technology Manager

ServiceNow® Operational Technology Manager enables you to aggregate OT device data from multiple sources so that you can build the foundational data relationships used in the Industrial solution.

### Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

### Service Graph Connector for Microsoft Defender for IoT (Azure) release notes

The ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) application automates the import of devices and sensor appliances. Service Graph Connector for Microsoft Defender for IoT (Azure) was enhanced and updated in the Xanadu release.

## Service Graph Connector for Microsoft Defender for IoT (Azure) highlights for the Xanadu release

Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) application.

See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information.

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**Important:**
Service Graph Connector for Microsoft Defender for IoT (Azure) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Categorize your OT devices into the industrial product model category

The enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices.

## Activation information

Install Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### CMDB CI Class Models

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

### Operational Technology Manager

Integrate Claroty CTD with the ServiceNow Operational Technology Manager application to import detected devices and Claroty CTD sites, including sensors and NIDS appliances.

### Service Graph Connector Integration for Claroty CTD release notes

The ServiceNow® Service Graph Connector Integration for Claroty CTD application automates the import of detected devices and Claroty CTD sites. Service Graph Connector Integration for Claroty CTD was enhanced and updated in the Xanadu release.

## Service Graph Connector Integration for Claroty CTD highlights for the Xanadu release

- View the class mappings available for the Service Graph Connector using the new Class Mappings menu
- Filter out empty rack slots to help avoid importing blank rack slots into the ServiceNow. Configuration Management Database (CMDB).
- Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version.
- Avoid OT entity update issues by using the new ire_criterion_attribute attribute on the OT Entity [cmdb_ot_entity] table.
- Clean the serial record entries from the Source [sys_object_source] table using a fix script.
- Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector Integration for Claroty CTD application.

See Service Graph Connector Integration for Claroty CTD for more information.

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**Important:**
Service Graph Connector Integration for Claroty CTD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### View the class mappings available for the Service Graph Connector

Use the **Claroty CTD SGC Class Mappings** table to view the available class mappings and targeted CMDB classes.

### Avoid importing empty rack slots

During import, empty rack slots are removed to avoid importing them into the CMDB.

### Capture firmware version of devices

Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version of your Service Graph Connector Integration for Claroty CTD devices.

### Use the ire_criterion_attribute in the OT Entity [cmdb_ot_entity] table

The ire_criterion_attribute acts as a criterion attribute for an OT entity-related entry and helps avoid entity update issues.

### Clean up serial number data

Clean up the serial number [cmdb_serial_number] records imported into the Source [sys_object_source] table from the Service Graph Connector Integration for Claroty CTD with a fixed script. This script establishes that a null pointer exception doesn't occur when the serial number and MAC address are the same. The script runs automatically when the plugin is upgraded.

### Categorize your OT devices into the industrial product model category

The enhanced Service Graph Connector Integration for Claroty CTD creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices.

## Activation information

Install Service Graph Connector Integration for Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

**Note:**
Claroty CTD v5.1 is also supported for the Service Graph Connector Integration for Claroty CTD application.

## Related ServiceNow applications and features

### CMDB CI Class Models

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

### Operational Technology Manager

Integrate Claroty CTD with the ServiceNow Operational Technology Manager application to import detected devices and Claroty CTD sites, including sensors and NIDS appliances.

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### Vulnerability Response Integration with Claroty CTD release notes

The ServiceNow® Vulnerability Response Integration with Claroty CTD application uses data that was imported from Claroty CTD to enable a risk-based action with the production process context. Vulnerability Response Integration with Claroty CTD was enhanced and updated in the Xanadu release.

## Vulnerability Response Integration with Claroty CTD highlights for the Xanadu release

Identify and import vulnerabilities by using additional filter properties.

See Vulnerability Response Integration with Claroty CTD for more information.

**Important:**
Vulnerability Response Integration with Claroty CTD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Vulnerability Response Integration with Claroty CTD to Xanadu

Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application.

## New in the Xanadu release

### Enhanced filters for the Vulnerability Response Integration with Claroty CTD to support Claroty CTD v5.1

Identify and import vulnerabilities according to your requirements by using the additional filter properties that have been added in Claroty CTD. The filter properties are based on a Common Vulnerability Scoring System (CVSS) V3 score and Exploit Prediction Scoring System (EPSS) score that is available in Claroty CTD v5.1.

## Changed in this release

### Updates made for Claroty CTD v5.1

The following updates were made to support Claroty CTD v5.1:

- There's no limit now on the number of Common Vulnerabilities and Exposures (CVEs) that you can import.
- The **Minimum CVSS Score** field was replaced with the **CVSS V3 Score** field.

## Activation information

Install Vulnerability Response Integration with Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### CMDB CI Class Models

The ServiceNow®CMDB CI Class Models store application adds class models that extend the CMDB class hierarchy, including the class descriptions, identification rules, identifier entries, and dependent relationships.

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### Vulnerability Response

When integrated with the Operational Technology Vulnerability Response application, the Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities that are based on process criticality.

### Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial sites.

### Service Graph Connector Integration for Claroty CTD

Use the ServiceNow®Service Graph Connector Integration for Claroty CTD with the ServiceNow® Operational Technology Manager application to import sites, detected devices by each site, connections (or baselines), and installed programs to the Configuration Management Database (CMDB).

## Vulnerability Response Integration with Microsoft Defender for IoT (Azure) release notes

The ServiceNow® Vulnerability Response Integration with Microsoft Defender for IoT (Azure) application uses data imported from Microsoft Defender for IoT (Azure) to enable risk-based action with the production process context. Vulnerability Response Integration with Microsoft Defender for IoT (Azure) is a new application in the Xanadu release.

## Vulnerability Response Integration with Microsoft Defender for IoT (Azure) highlights for the Xanadu release

- Import CVEs associated with OT devices from Microsoft Defender for IoT (Azure) and create vulnerable items (VITs) to provide a single view of OT devices vulnerability data with production process context.
- Run imports of vulnerabilities automatically on your own schedule.
- Using assignment rules for VITs can be automatically routed for remediation to local site-based teams to take risk-based action.

See Vulnerability Response Integration with Microsoft Defender for IoT (Azure) for more information.

**Important:**
Vulnerability Response Integration with Microsoft Defender for IoT (Azure) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Vulnerability Response Integration with Microsoft Defender for IoT (Azure) features

### Vulnerability Response Integration with Microsoft Defender for IoT (Azure)

Use the Vulnerability Response Integration with Microsoft Defender for IoT (Azure) application with the Operational Technology Vulnerability Response application to track, prioritize, and resolve vulnerabilities on OT devices used in the production process.

## Related ServiceNow applications and features

### CMDB CI Class Models

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The Operational Technology Manager application automatically installs the latest version of the Operational Technology (OT) extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

**Vulnerability Response**

When integrated with the Operational Technology Vulnerability Response application, the Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities based on process criticality.

**Industrial Process Manager**

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

**Service Graph Connector for Microsoft Defender for IoT (Azure)**

When integrated with the ServiceNow® Operational Technology Manager application, the Service Graph Connector for Microsoft Defender for IoT (Azure) automates the import of OT devices and sensor appliances.

### Platform Analytics release notes

Platform Analytics has new and updated features in the Xanadu release.

### Analytics, Intelligence, and Reporting release notes

The ServiceNow Analytics, Intelligence, and Reporting application presents analytics on Core UI dashboards through reports and Performance Analytics widgets and enables you to explore Performance Analytics indicators on the Analytics Hub. Analytics, Intelligence, and Reporting was enhanced and updated in the Xanadu release.

## Analytics, Intelligence, and Reporting highlights for the Xanadu release

- Core UI Reporting and Dashboards functionality deprecated in the Xanadu release
- Several enhancements made for accessibility

## Important information for upgrading Analytics, Intelligence, and Reporting to Xanadu

If you are upgrading, you can use the Platform Analytics Migration Center to take advantage of a single set of visualizations and unified filters for all data sources.

## Deprecations

- Core UI Reporting functionality is deprecated in favor of Data visualizations in Platform Analytics for new instances and instances that have migrated to the Platform Analytics experience.
- Core UI Dashboards functionality is deprecated in favor of Dashboards in Platform Analytics for new instances and instances that have migrated to the Platform Analytics experience.

## Activation information

Analytics, Intelligence, and Reporting functionality is a ServiceNow AI Platform feature that is active by default. Some data sources, such as indicators, may require a subscription.

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## Accessibility information

Reflow is supported for low-vision users. The following changes have been made to provide this support:

- At 400% zoom, legends move to the bottom of the screen.
- At 400% zoom, zoom is enabled by default on bubble visualizations.
- At 400% or higher zoom, tooltips fit inside the screen.
- Tooltips are shown when hovering over data points on bar and time series visualizations.
- On gauge visualizations, range labels are shown as legends.

## Related ServiceNow applications and features

### Platform Analytics Migration Center

The Platform Analytics Migration Center provides a single set of visualizations and unified filters for all data sources.

### Platform Analytics experience

The Platform Analytics experience is a unified interface for visualizing data from multiple data sources.

### Performance Analytics release notes

The ServiceNow® Performance Analytics application is an in-platform process optimization solution. It enables organizations to set, track, and analyze progress toward goals. Performance Analytics was enhanced and updated in the Xanadu release.

## Performance Analytics highlights for the Xanadu release

- Track critical process metrics and trends.
- Measure process health and behavior against organizational targets.
- Identify process patterns and potential bottlenecks before they occur.
- Continually visualize historical and real-time process statistics in role-based dashboards. The dashboards enable individual stakeholders to make informed decisions.

See Performance Analytics (Indicator data sources) for more information.

## UI changes

### Performance Analytics not in navigation after migration

On new instances and after migrating to Platform Analytics on upgraded instances, Performance Analytics does not appear in the navigation menu. Instead, all Performance Analytics functionality is listed under Platform Analytics Administration.

### Publish to Analytics Hub checkbox

On indicator forms, the **Publish to Analytics Hub** checkbox has been renamed **Save to library** because this option controls publication not only to the Core UI Analytics Hub but also to the list of KPIs in the Platform Analytics library and to KPI Details.

**Note:**
This change was also made because Analytics Hub is being deprecated.

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#### Clarification of terms KPI and indicator

Throughout the product, the term KPI to refer to a Performance Analytics indicator has been replaced with the term "indicator," for consistency. However, the feature names KPI Composer, KPI Details, and KPI Signals remain unchanged.

## Deprecations

- Performance Analytics widgets are not available on new instances. Use Platform Analytics data visualizations with indicator data sources instead. Users with the admin and pa_admin roles will still be able to use Performance Analytics widgets for Service Portal.
- The Analytics Hub is not available on new instances or instances that have fully migrated to Platform Analytics. Use KPI Details instead.
- The Performance Analytics admin console is deprecated on new instances. For upgrading customers, the console is available but does not show data from the new Platform Analytics artifacts.

## Activation information

Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this application.

The full features of Performance Analytics are available with a subscription. Activate the Performance Analytics plugin that matches your subscription. For details, see Activating your Performance Analytics subscription.

## Related ServiceNow applications and features

#### Platform Analytics experience

Distribute and consume Performance Analytics indicators (KPIs) through data visualizations and dashboards with optional filters. Explore KPIs and receive insights into significant events in the data.

#### Platform Analytics experience release notes

The ServiceNow® Platform Analytics experience provides a single center for consuming the data from all Platform Analytics products. The Platform Analytics experience was enhanced and updated in the Xanadu release.

## Platform Analytics highlights for the Xanadu release

- Modernize and simplify the consumption of analytics by activating the Platform Analytics experience.
- Surface meaningful insights from your analytics data to empower the direct decision making of viewers.

See Platform Analytics experience for more information.

## Important information for upgrading Platform Analytics to Xanadu

New customers: The Platform Analytics experience is automatically available on the ServiceNow AI Platform. It offers an intuitive interface to help you better understand and utilize your data.

Upgrading customers: If you are currently using Core UI responsive dashboards, you will continue to have access without any disruption. Consider transitioning to the Platform Analytics experience to take full advantage of the new capabilities.

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## New in the Xanadu release

### Create a Process Mining project from dashboard insights

With a single click, create a Process Mining project from the list of suggestions in the Insights panel on a dashboard. Suggestions are available when an issue is identified that might be improved through Process Mining.

### Control data source availability by role

Restrict the ability to create data visualizations for a data source to roles that you specify.

## UI changes

### Color icons for selecting a color

While configuring a data visualization, when you want to select a single color for the chart, you can now select from a set of color icons instead of only the color list. If you instead select from the list of colors, each list item has an icon of that color. You can choose a single color for any data visualization type except gauge and pie or donut.

### Performance Analytics not in navigation after migration

On new instances and after migrating to Platform Analytics on upgraded instances, Performance Analytics does not appear in the navigation menu. Instead, all Performance Analytics functionality is listed under Platform Analytics Administration.

### Clarification of terms KPI and indicator

Throughout the product, the term KPI to refer to a Performance Analytics indicator has been replaced with the term "indicator," for consistency. However, the feature names KPI Composer, KPI Details, and KPI Signals remain unchanged.

## Changed in this release

### Analysis cache for indicators on data visualizations

You can now cache indicator data as well as table data.

### Prefetching cached data

Cached data with an expiration time of 8 hours or more is refreshed automatically within the 30 minutes before it would expire. You therefore don't have to wait for the dashboard or visualization to load new data the first time you view it for the day.

### Unloading Platform Analytics dashboards to update sets simplified

Unload Platform Analytics inline dashboards to update sets with one click.

### Migration improvements

Migration to the Platform Analytics Experience has added full migration of the following items in the Xanadu release:

- V1 Pivot reports and pivot reports with multiple columns
- Indicator scorecards with custom order and label names
- Top X elements for Performance Analytics widgets for time series breakdowns
- Custom URL on-click behavior
- Act as filter capability
- Unconfigured reports, Performance Analytics widgets, and interactive filters: These objects are migrated to empty data visualizations and filter elements.

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- Cascading filters
- Dashboard background colors
- Chart interactions: drilling down from chart to chart

### Migration Center Improvements

- If you have migrated in an earlier version, previously unsupported visualizations are migrated on upgrade.
- Improved migration log UX.

### Platform Analytics creation rights for specific scoped apps

Using the ServiceNow AI Platform delegated development capability, a non-admin user can get the rights to create Platform Analytics objects for a specific scoped app.

### Insights card grouping

When multiple insights of the same type are generated, they are aggregated into a single card.

Trend and target or threshold insights are also shown on a single card.

### Insight notifications in data visualizations

If an insight is generated regarding the data source used in a data visualization, an alert appears in that visualization. This feature applies to data visualizations on both an in-line dashboard with insights activated and a UI Builder page.

### Project does not need to be specified for process mining insights

If you have process mining insights activated, you no longer have to specify per dashboard which process mining projects to check for insights. All relevant projects are checked automatically.

### Insight notifications in data visualizations

If an insight is generated regarding the data source used in a data visualization, an alert appears in that visualization. This feature applies both to data visualizations on an in-line dashboard with insights activated and to individual data visualizations on a UI Builder page.

### Auto sizing of single score visualizations

The new Auto size option for single score visualizations fits the visualization dynamically into the available space, depending on targets or other information displayed in it.

### Global filters apply to advanced dashboards

When opened, advanced dashboards are automatically filtered by the values of the global filter passed from the source page.

### Saved data visualization on dashboard can be unlinked from library

If you have a shared data visualization on a dashboard that you can edit, you can unlink the local copy on the dashboard from the library and edit it without special roles and without impacting other dashboards.

### Simple list follows filters

A simple list on a dashboard can follow filters on that dashboard. You can also add borders to a simple list.

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## Deprecations

- Reporting is not available on new instances. Use Platform Analytics data visualizations with table data sources instead. Users with admin and report_admin roles will still be able to use Reporting for Service Portal.
- Performance Analytics widgets are not available for new customers. Use Platform Analytics data visualizations with indicator data sources instead. Users with the admin and pa_admin roles will still be able to use Performance Analytics widgets for Service Portal.
- Responsive dashboards are not available for new customers. Create dashboards in Platform Analytics instead.
- Interactive filters are not available for new customers. Create filters in Platform Analytics instead.
- The Analytics Hub is not available for new customers. Use KPI Details instead.
- For new customers, interactive analysis is available only for Core UI lists.
- In-form analytics are deprecated on new instances and after migrating to Platform Analytics. The feature does not apply to Platform Analytics artifacts.
- The Performance Analytics admin console is deprecated on new instances and after migrating to Platform Analytics. The feature does not apply to Platform Analytics artifacts.
- Dependency assessment is deprecated on new instances and after migrating to Platform Analytics. The feature does not apply to Platform Analytics artifacts.

## Activation information

Platform Analytics is a ServiceNow AI Platform feature that is active by default. Some data sources, such as indicators, may require a subscription.

## Accessibility information

Reflow is supported for low-vision users. The following changes were made to provide this support:

- The view mode of the Platform Analytics dashboard editor and the Visualization designer support reflow.
- All charts: At 400% zoom, if the legend is originally in any position other than the top or the bottom, it is moved to the bottom.
- Bubble chart: XY zoom is enabled by default during reflow at 400% zoom.
- Donut and pie charts: Range labels are shown as legends by default at 400% zoom.
- Gauge chart: Range labels can be shown as a legend instead. At 400% zoom, this option is enabled automatically.
- GeoMap: Zoom controls are persistent during reflow at 200%+ zoom.
- Pivot Table: Row headers and footers and the first column unfreeze by default during reflow at 400% zoom.
- Time Series and bar charts: New configuration option to show the specific data point in the tooltip instead of all data points. A single data point is shown by default during reflow at 400% zoom. Also, these charts do not show points with no data.
- Date filters: During reflow, the date picker is not available in the configuration panel. Instead, you can select the start and end date and time from the Select a date range menu. Also, all components are stacked vertically.

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- Multi-select filters: Checkbox groups with a horizontal layout reflow to a vertical layout when zoomed.
- True/false filters: Popovers and the Clear, Cancel, and Apply buttons are removed during reflow at 400% zoom.

Other accessibility changes include:

- Data tables can be shown for all relevant visualizations, to aid screen readers. These data tables break down the proportion of values by percentage.
- All charts: The “More options” menu now includes the chart title.
- Indicator Scorecard: Keyboard navigation to expand and collapse rows and speech output are now supported.

## Related ServiceNow applications and features

### Performance Analytics (Indicator data sources)

The ServiceNow® Performance Analytics application is an in-platform process optimization solution. It enables organizations to set, track, and analyze progress toward goals. Performance Analytics provides the indicator data sources which Platform Analytics data visualizations can display.

### Process Mining

Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Use Process Mining with Platform Analytics insights to optimize your indicator data sources.

### User Experience Analytics

This application provides dashboard views for monitoring usage analytics of your Next Experience web applications as well as Virtual Agent, ServiceNow mobile, and Service Portal applications. User Experience Analytics provides a data source which data visualizations can display.

### Process Mining Release Notes

The ServiceNow® Process Mining application enables analysts and process owners to view their business processes, analyze them, and make decisions that improve processes. Process Mining is enhanced and updated in the Xanadu release.

## Process Mining highlights for the Xanadu release

- Process Mining evaluation version available
- Process Mining graph enhanced with perspectives
- Finding Builder introduced
- Additional use case analysis included in a project automatically
- **Show records** action available on Process Mining graph dashboard (Star diagram)

See Process Mining for more information.

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

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## New in the Xanadu release

### Process Mining evaluation version available

Try sample mining and limited features on the Incident table without an entitlement so you can decide whether the advanced features are beneficial to your organization.

### Process Mining graph enhanced with perspectives

Filter the Process Mining graph by the activity definitions you want to view at a particular time.

### Understanding the root cause of inefficiency made easier

Generate a summary of all work notes to see the history of the inefficiency rather than having to read each individual work note separately.

### Configure finding definitions

Configure and view automated and rule-based finding definitions efficiently using a comprehensive guided setup.

### Include additional use case analysis in a project automatically

Set Approval analysis or SLA breach analysis automatically for applicable processes when creating a project so you don't need to make this selection manually.

### Variation analysis introduced in Summary and Insights page

Analyze various routes the records in the process took based on parameters like mostly traversed, more steps, and so on. This information is accessible on the Summary and Insights page.

### Customize the outline of the process mining graph dashboard

Customize the orientation of the outline of the process graph set for the current project workbench for nodes within the graph. For example, when using a vertically oriented widget, you might prefer the graph and star diagram to be displayed in a vertical layout rather than a horizontal one.

### Inflow and outflow analysis: node star diagram

View the records for any node or arc from the map dashboard.

### Option to filter out incoming or outgoing arcs

View only incoming or only outgoing arcs to see the inflow/outflow of work for a particular process with respect to other related processes on the graph.

## Activation information

Process Mining is available with activation of the sn_po plugin.

### 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 Xanadu release.

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## Public Sector Digital Services highlights for the Xanadu release

- Added enhancements to License and Permit Playbook, including updates to the Intake stage for applicants on the constituent Government Service Portal, and added functionality for specifying license details and license endorsements on the agent playbook.
- Added enhancements to Social Benefits Playbook, including updates to the Intake and Decision stage, and updates to the process playbook for applicants on the Government Service Portal.
- Redact sensitive content or data from PDF documents in the Information Request Playbook.
- Auto-generate case summaries and case resolution notes for cases in the Social Benefits Playbook by using the Now Assist for Public Sector Digital Services (PSDS) application.

See Public Sector Digital Services 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 Xanadu

After the upgrade, certain public sector menus and menu items in CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. 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**.

## New in the Xanadu release

### Agent updates to License and Permit Playbook

Specify the license details and add license endorsements directly from the workspace in License and Permit Playbook.

### Guided Constituent Experience for License and Permit Playbook

Streamline how you communicate with your constituents with easy appointment booking. You can also simplify complex license and permit applications with the save and resume and guided data entry functionality in License and Permit Playbook as part of the playbooks-on-portal experience.

### Document redaction for Information Request Playbook

Redact sensitive content, data, or entire documents within the document management tool in the Information Request Playbook. You can either highlight bodies of text, or search for strings of text and designate them to be redacted. This functionality is only available to information request case agents for documents in the Published or Draft state. New versions of the same document are generated each time that text is redacted or unredacted.

### Now Assist for Public Sector Digital Services (PSDS)

Condense case records into short summaries by using the case summarization skill in the Now Assist for PSDS application. Agents can use the resolution summarization skill to generate resolution information for a case, propose the resolution to the customer, and add the information to the case record. The Now Assist for PSDS application brings generative AI case summarization and resolution notes generation to Public Sector Digital Services.

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## Changed in this release

### Constituent Service Dashboard Migration to Platform Analytics

The Constituent Service Dashboard has been migrated to Next Experience Platform Analytics. Next Experience is a ServiceNow AI Platform® feature that is active by default when the user loads or upgrades to the Xanadu release. The dashboard migration to Next Experience enables continuous visualization of historical and real-time process statistics in role-based dashboards, which enable individual stakeholders to make informed decisions. The new dashboard can be accessed by navigating to **All** > **Platform Analytics** > **Library** > **Dashboards**.

### Enhancements to Social Benefits Playbook

Use the enhanced Social Benefits Playbook to view an updated constituent card with more detailed information about the primary applicant. Cancel draft cases, bypass the initial eligibility screening, and skip playbook activities by using the updated process playbook in the Government Service Portal.

## Activation information

Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services. Visit the ServiceNow Store website 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.

## 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.

### CSM Configurable Workspace

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

### Now Assist

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

### Retail Operations release notes

The ServiceNow® Retail Operations application empowers frontline managers and associates to seamlessly manage day-to-day store operations by automating tasks, resolving issues quickly with self-service, and freeing up time to better serve customers. Retail Operations is a new application in the Xanadu release.

## Retail Operations highlights for the Xanadu release

- Streamline the connection between headquarters and retail organizations with increased visibility and ability for teams in these retail organizations to complete tasks.
- Improve retail organization worker experience with self-service tools like a knowledge base.
- Reduce duplication of individual requests by providing visibility through a central portal with access to retail organizations' cases.

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- Optimize efficiency by enabling retail organization teams to request help directly from headquarters when needed through cases, live chat, phone calls, and more.
- Increase customer satisfaction by reporting customer issues in-store.

See Exploring Retail Core for more information.

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

## Retail Operations features

### Retail data model

Optimize retail operations by modeling the hierarchical structure of your retail organization.

### Retail case type

Use the retail case type to manage in-store issues effectively.

### Store support portal

Use the Store Support Portal for retail to utilize self-service tools.

## Activation information

Install Retail Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Customer Service Management

The ServiceNow Customer Service Management (CSM) application provides the foundation for the Retail Operations application. You can leverage the functionality of the ServiceNow® Customer Service Management (CSM) application to provide support to customers as well as retail sites, and customize it to benefit your retail organization most effectively.

### Field Service Management

The Field Service Management application aligns with Retail Operations by providing some capabilities, such as work orders, for use within each specific retail location that uses the Retail Operations application, enabling greater flexibility with how to leverage the support request use cases of your retail organization. For field service use cases that involve dispatching and technicians, please leverage Field Service Management.

### Sales Customer Relationship Management release notes

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

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**Note:**
Sales Customer Relationship Management includes workflows for Customer Lifecycle Operations (Customer Life Cycle Management) and Customer Contracts and Entitlements. Agents can use the Order Operations Case Management application to display order cases and order case line items in CSM Configurable Workspace. The Case lines and workflows application provides the ability to reference multiple line items on a case record. For details on these features in the Xanadu release, see the following release notes:

- Data management for CSM release notes (Customer Life Cycle Management)
- Customer Contracts and Entitlements release notes (Customer Contracts and Entitlements)
- Case management for CSM release notes (Order Operations Case Management and Case lines and workflow application)

### Lead Management release notes

The ServiceNow® Lead Management application enables your sales development representatives to create and manage leads. Leads are individuals or organizations that have shown interest in a product or service and require nurturing to be qualified for a potential opportunity for sale. Lead Management is a new application in the Xanadu release.

## Lead Management highlights for the Xanadu release

- Create leads on the ServiceNow AI Platform by capturing the interest of prospective customers through various channels, such as website forms, social media, or events.
- Track the progress of your leads through different stages of the sales cycle.
- Understand your lead's needs and requirements through questionnaires, and recommend and capture the product offerings through lead line items.
- Visualize and navigate your leads by using a Kanban board that shows a card-based view of your leads and their stages.
- Create and assign tasks, send emails, or schedule appointments with leads.
- Qualify and convert leads to potential customer records and opportunities.

See Lead Management for more information.

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

## Lead Management features

**Create a lead**

Create and manage your leads for potential sales opportunities.

**Needs analysis using lead workspace**

Understand your lead's needs through questionnaires, and recommend and capture the product offering through lead line items.

**Manage leads using Kanban view**

Quickly assess the status of your various leads by navigating and visualizing these leads across different stages with the help of a Kanban board that shows a card-based view of your leads.

**Nurture leads and track lead activities**

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Compose emails, create tasks, and schedule appointments to nurture leads by tracking the interest and need analyses of your leads.

### Convert leads to opportunities

Qualify leads by creating opportunities for new and existing contacts.

## Activation information

Install Lead Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Customer Service Management

The Opportunity Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into opportunities that have been created using Opportunity Management.

### Opportunity Management

The ServiceNow® Opportunity Management application provides your sales agents and account executives with product recommendations for customers based on a needs analysis. You can seamlessly convert sales opportunities to quotes when the customer is ready.

### Product Catalog Management

The Product Catalog Management feature in Sales Customer Relationship Management enables your catalog administrators to create products catalogs with categories that enable agents to navigate easily and find products and services to add to opportunities.

### Opportunity Management release notes

The ServiceNow® Opportunity Management application enables your sales agents and account executives to create and manage opportunities that identify and track the potential sales for your customers. Opportunity Management was enhanced and updated in the Xanadu release.

## Opportunity Management highlights for the Xanadu release

- Collaborate with your internal and external stakeholders by using the sidebar and Microsoft Teams integration on an opportunity.
- Create quotes for the selected line items in an opportunity record by using the new UI action.

See Opportunity Management for more information.

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

## New in the Xanadu release

### Use the Sidebar integration with Microsoft Teams

Collaborate on an opportunity with your sales managers and solution consultants, or product and legal teams by using the sidebar integrated with Microsoft Teams

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to close the deal or opportunity. Additionally, you can communicate with the stakeholders through messages, emojis, and attachments.

> **Note:**
> To use this feature, you must upgrade your ServiceNow AI Platform to Xanadu. To learn more, see Upgrade to the Xanadu release.

### Create quotes from opportunity line items

Create quotes by selecting individual line items within an opportunity record.

### Location-based transactions for Opportunity Management

- Enable agents to specify a customer location in the product catalog and display only the eligible products for that location when they're adding products to opportunities.
- Copy products (line items) to other customer locations within the same opportunity.

### Sync quote and opportunity

- Establish a synhronisation between quote and opportunity to ensure that values across Opportunity-Quote, and Opportunity Line items-Quote Line items are consistent. This synchronisation allows changes to automatically copy into the opportunity record.
- Track revenue from an opportunity accurately by keeping opportunities and quotes in synchronisation.

### Subscription revenue metrics

Provide system-calculated recurring and one-time revenue amounts for product and service subscriptions for opportunities. These amounts help sales agents and managers to gain visibility into revenue metrics and recurring revenue dynamics.

## Deprecations

The following fields are deprecated in the **Details** tab on Opportunity record.

- Total Monthly Recurring Price
- Total Annual Recurring Price
- ARR
- Budget Type

The following fields are depracated in the **Details** tab on Opportunity Line Items record.

- Estimated Unit Price
- Estimated Total Price
- Total Recurring Price

## Activation information

Install Opportunity Management by requesting it from ServiceNow Store.

## Related ServiceNow applications and features

### Customer Service Management

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The Opportunity Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into opportunities that have been created using Opportunity Management.

**Quote Management**

The ServiceNow® Quote Management application enables your sales agents to generate and manage sales quotes for your customers. You can seamlessly convert sales opportunities to quotes when the customer is ready.

**Product Catalog Management**

The Product Catalog Management feature in Sales Customer Relationship Management enables your catalog administrators to create products catalogs with categories that enable agents to navigate and find products and services to add to opportunities.

**Pricing Management**

The Pricing Management feature in Sales Customer Relationship Management enables your pricing administrators to set the pricing for products and services that are used in the various Sales Customer Relationship Management applications.

### Order Management release notes

The ServiceNow® Order Management application enables you to capture, manage, and fulfill product and service orders from enterprise customers. Order Management was enhanced and updated in the Xanadu release.

## Order Management highlights for the Xanadu release

- Sales agreements associated with the account are automatically applied and the catalog is filtered to display the agreement's products and prices.
- Admins can set planned task due dates in Jeopardy Management, which are calculated based on business hours during weekdays.
- Order agents can associate product specifications to a product offer at any level of a product offer hierarchy.
- Admins can update product inventory records in a batch when there are changes to product specifications.
- Order agents create orders tailored to each customer location from the product catalog.
- Agents can use the Order Operations Case Management application to create cases for customer orders, unifying order tracking and resolution solutions.

See Order management for more information.

## Important information for upgrading Order Management to Xanadu

Features introduced in the Xanadu release aren't supported in earlier releases of Order Management.

If you're upgrading from Order Management for Telecommunications and Media version 6.0 or earlier:

- Starting with the#Washington DC release, the#Monthly Recurring Charges#(MRC) and the #Non-Recurring Charges#(NRC) for product offerings and product attribute characteristics are no longer stored in the product offering data model. Instead, the MRC and NRC are stored in the Pricing data model in price lists and price list lines. If you want to upgrade your pricing information to use price lists after upgrading to#Washington DC, see the#Price Management

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Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base.

- After upgrading to the#Xanadu release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process, see the#Deprecating Telco List for Order Capture [KB1586538] article in the Now Support Knowledge Base.

If you're an upgrade customer who uses the **contract start date** and **contract end date** fields and has records, you can migrate those records to the latest data model by running the *`Migrate data from deprecated contract fields to new fields on Order and Order Lines`* scheduled job. This scheduled job must be manually executed by navigating to **System Definitions** > **Scheduled Jobs**. For more information on scheduled jobs, see Scheduled jobs.

## New in the Xanadu release

### Add sales agreements to orders

When an agent creates an order, the sales agreement associated with the account is automatically applied and the catalog is filtered with the agreement products and prices.

### Add business hours to Jeopardy Management tasks

Admins can set planned task due dates, which are calculated based on business hours during weekdays in Jeopardy Management.

### Update specification versions

Admins can perform a batch version update to a product inventory's specification version.

### Add covered products to an order

Agents can create covered products and modifications as part of an order capture to establish coverage relationships. They can also create change orders that remove sold products or install base items as covered products from entitlements and contracts.

**Order to Cash Operations**

- Order Operations Case Management: Use the Order Operations Case Management application (com.sn_order_case) to create order cases that reference multiple line items, including orders and order lines. Agents can use these cases to process order-related services such as order changes, inquiries, and disputes.
- Case lines and workflows: Use the Case lines and workflows application (com.sn_case_line) to reference multiple line items on a case record, including orders or order lines, invoices or invoices lines, contracts, and sold products.

## Changed in this release

### Add a sales agreement

When an agent creates an order, the latest sales agreement associated with the account is automatically applied and the catalog is filtered to display the agreement's products and prices.

### Update product locations at the order line level

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Agents can create orders by location, which enables them to tailor orders for a customer location and streamline the ordering process by managing orders that have multiple locations.

## Activation information

Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Customer Service Management

The Configuration Management Database (CMDB) application creates required configuration items and activates base items for the services and resources that are delivered to customers. It helps to assure that service begins when an order has been fulfilled.

### CSM Inventory Data Model

The Customer Service Management application uses the account, consumer, and product inventory data model. Customer service agents have full visibility into products and services that have been delivered to customers using Order Management

### CSM Catalog Administrators

The Product Catalog Management application enables your catalog administrators to create products catalogs that agents use to find and add products and services to orders.

### Pricing Management

The Pricing Management application enables your pricing administrators to set prices for products and services that are used in orders. Pricing administrators also set the controls that enable your sales agents to adjust product pricing in orders.

### Quote Management

The Quote Management application enables your sales agents and account executives to generate and manage sales quotes for your customers. You can convert sales quotes to orders when the customer is ready.

### Flow Designer Actions

Workflow Studio components enable you to invoke flows or subflows that are designed as part of a workflow, such as an orchestration workflow. The components also enable you to find the output or execution status of the flows or subflows.

### Configure Field Service Management

The Customer Service with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Customer Service Management and Field Service Management applications to enable you to view account and contact information on work orders and work order tasks in the application.

### Product Catalog Management and Pricing Management release notes

The Sales Customer Relationship Management applications include Product Catalog Management and Pricing Management features for creating and managing the product offerings, catalogs, pricing, and discounting strategies used in your organization. These foundational features were enhanced and updated in the Xanadu release.

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## Product Catalog Management and Pricing Management highlights for the Xanadu release

- Enable sales agents and managers to create opportunities, quotes, and orders for service or installation locations.
- Use a configurable pricing plan that defines the sequence in which pricing rules and calculations, such as list price and various adjustments are applied.
- Enable sales agents to create sales agreements with configurable product offerings.
- Sell the right products and reduce the risk of order errors by setting rules that enable only eligible products from the product catalog to be added to quotes and orders.
- Fulfill complex orders for bundled product offers that reference product specifications or product specification hierarchies.
- Streamline the quote and order process for your agents by setting the default product configurations displayed in the product configurator.

See Product Catalog Management and Pricing Management for more information.

## Important information for upgrading Product Catalog Management and Pricing Management to Xanadu

If you're using the extension point *sn_csm_pricing.PricingAdjustmentsExtensionPoint* for pricing adjustments, change the default pricing plan (introduced in the November 2024 release) after upgrading. The pricing plan steps for the Configuration Component Price Adjustment and Standard Price Adjustment matrices are not applicable. As pricing admin or manager, remove the steps for these matrices from the default pricing plan.

1. Navigate to **All** > **Pricing** > **Pricing Plans**.
2. Select the published Default Pricing Plan.
3. Select **Copy**.
4. In the pricing plan copy, go to the Pricing Plan steps related list.
5. Select the rows for the Apply configuration component adjustments step (Sequence 50) and the Apply contextual adjustments step (Sequence 60) and select **Delete** in the Actions on selected rows menu.
6. Select **Update**.
7. Publish the pricing plan copy.

## New in the Xanadu release

### Product Catalog Management features

#### Location-based transactions

Enable agents to specify a service location in the product catalog UI and display only the eligible products for that location when they're adding products to opportunities, quotes, and orders. Agents can create line items for the specified location, as well as copy line items to multiple service or installation locations in the same opportunity, quote, or order. Set up eligibility rules to filter the product catalog, catalog categories, or product offerings by service location.

#### Control cascading quantity values in child product offerings

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Control how quantity values on top-level product offerings are cascaded to child lines.

### Product offer eligibility

Use business rules to filter the product catalog, product categories, and product offerings dynamically, displaying only eligible product offerings for a customer in the product catalog. Define the business rules using product eligibility matrices. If you're using sales agreements, the product catalog displays only the eligible product offers set in the sales agreement.

The November 2024 release provides the following:

- Version 2 of product eligibility matrices: Supports eligibility rules based on transaction line attributes along with document header attributes.
- System-defined context variables for service locations: Service City, Service State, Service Country, and Service Zip context variables are available to specify service locations in the product eligibility and pricing matrices.

### Product offer bundling with product specifications

Support bundling of offers that have an associated product specification or specification hierarchy. For example, you can create a product offer that has an associated product specification and indicate whether to inherit the characteristics from the child specifications in addition to the parent specification.

**Pricing Management features**

### Configurable pricing plan

Define the sequence of steps in which pricing rules and calculations are applied. The November 2024 release provides a default pricing plan. You can customize the default plan by copying it and then adding new steps, modifying existing steps, changing the sequence of steps, and adding conditions for running an existing step.

### Subscription revenue metrics

View system-calculated recurring revenue amounts for product and service subscriptions in opportunities and quotes. These amounts help sales agents and sales managers assess the financial value of monthly and annual subscriptions.

### Sales Agreement price lists

If you're using the Sales Agreement feature, a published sales agreement price list is generated automatically when a sales agent creates a sales agreement from a completed quote. The sales agreement price list reflects the final unit price for each product captured in the sales agreement and is valid for the start and end dates specified for the agreement. To learn more about sales agreements, see Sales Agreement Management.

The November 2024 release supports hierarchical price lists and multiple price lists for a sales agreement. Hierarchical price lists enable agents to negotiate different pricing for an offer depending on whether it is sold in the context of a bundle or parent offer or as a standalone product. If multiple price lists exist for a sales agreement, the default price list used is based on currency and the sales agreement. Agents can select from different options, products, and characteristics within a configurable bundle or product, which determines what is available as part of the sales agreement and resulting order.

## UI changes

### Context Rule Management navigation changes

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In the CSM Configurable Workspace, you can access the product eligibility matrices from the List view and navigate to **Rules** > **Eligibility Rules** or **Context Rule Management** > **Rule Matrices** to select the appropriate matrix for controlling product eligibility.

## Changed in this release

### Product Catalog Management changes

#### Product catalog hierarchy visualization

Toggle the view to show the specification hierarchy along with the offer hierarchy or show just the offer hierarchy using the Catalog Hierarchy tab for a product offering.

### Configuration UI changes

- Sorting of product entities: Product catalog categories and categories are now displayed in alphabetic order. Characteristic options and child offers in the configuration UI are also displayed in alphabetical order, unless product catalog admins set a different display order when defining the associated product offerings.
- Configurable products for sales agreements: Agents can select from the different options for products and characteristics within a configurable bundle or product. These selections determine what product offerings are available as part of the sales agreement when creating orders from sales agreements.
- Improved the display and aggregation of alerts, error, and information messages in the Configuration UI to provide more context. Added visual indicators that indicate when a configuration is incomplete.

#### Configuration State Model API Framework enhancements

Use the configuration state model to control various features in the product configurator. For example, you can define different default product configurations displayed to your agents, based on context, such as role or sales channel. You can also control the quantity values that agents can enter on a configuration node or optionally define info messages that are triggered for specific conditions that you set.

### Pricing Management changes

#### Changing a published price list

Starting with the Xanadu release, you can change only the **Description** and price list **End date** fields in a published price list. You can continue to add price list lines.

#### Copy a price list

Duplicate a published price list, its price list lines, and any related attribute adjustments and decision tables, without having to re-create the price list and its price list lines. For example, you can copy a published price list and its price list lines and use the price list copy for another account or location.

#### Cost book enhancements

Create multiple cost books for a given currency and set a default cost book for a given currency. You can also do the following:

- Copy a cost book.
- Manage the default cost books used and set cost book validation rules by using the Cost Book Defaulting Matrix.
- Customize the default cost book logic called by other SOM applications by using the DefaultCostBookExtensionPoint extension point.

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### Matrix rule validations

Use predefined validation rules or create your own rules to validate the context variables, such as mandatory inputs, in pricing and product eligibility rule matrices. Each validation definition has a script that identifies the context variables to be validated and the corresponding error or warning messages that are displayed in the matrix decision table, depending on the validation results.

**Name change for Pricing Matrix Management application**

Starting with the Xanadu release, the Pricing Matrix Management application is renamed as the Product and Pricing Rules application (sn_csm_price_mtrx plugin). The application includes the product catalog eligibility matrices introduced in this release as well as the pricing matrices.

## Activation information

The Product Catalog Management and Pricing Management features are included with each store application and don't need activation. Depending on your entitlements, you can install the Product and Pricing Rules application for pricing and product eligibility matrices and the Product Configurator feature from the ServiceNow Store.

### Quote Management release notes

The ServiceNow® Quote Management application enables your sales agents to generate and manage sales quotes for your customers. Quote Management was enhanced and updated in the Xanadu release.

## Quote Management highlights for the Xanadu release

- Add covered products to a quote.
- Synchronize quote information with an opportunity to help ensure that the information is accurate and complete.
- Create sales agreements that contain configurable and bundled products and services.
- Add location-based product eligibility, which enables products to be filtered in the catalog based on location.

See Quote Management for more information.

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

## New in the Xanadu release

### Sales agreement in quotes include product bundles

Add a sales agreement to a quote that contains configurable product bundles with the ability to choose from available child offers and optional characteristics.

### Location function filters products and creates line items

Location-based quoting is a new feature where line items can be created for different service or installation locations and agents can copy line items from one location to another. Agents can also filter products in the catalog by location.

### Add covered products to a quote

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As an agent, add covered products to quote line items. Covered products include entitlements, service agreements, and warranties. Adding a covered product to a quote enables you to add start and end dates for the agreements.

### Synchronize a quote with an opportunity

As an agent, synchronize quote information to an opportunity. As quote information changes, use this function to update the opportunity with information from the quote to keep records accurate.

## Deprecations

The following table columns are deprecated from Quote Management.

**Deprecations for Quote Management**

| Table name | Column name |
|---|---|
| sn_quote_mgmt_core_quote_line_item | cumulative_monthly_recurring_price, cumulative_annual_recurring_price |
| sn_quote_mgmt_core_quote | total_monthly_recurring_price, total_annual_recurring_price, total_recurring_price |

## Activation information

Install Quote Management by requesting it from the ServiceNow Store.

## Related ServiceNow applications and features

### Customer Service Management

The Quote Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into the quotes created using Quote Management.

### Opportunity Management

The ServiceNow® Opportunity Management application gives your sales agents and account executives with product recommendations for customers based on a needs analysis. You can seamlessly convert sales opportunities to quotes when the customer is ready.

### Product Catalog Management

The Product Catalog Management feature in the Sales Customer Relationship Management application enables your catalog administrators to create product catalogs with pricing that enables agents to find and add products and services to sales quotes.

### Pricing Management

The Pricing Management feature in Sales Customer Relationship Management enables your pricing administrators to set the pricing for products and services that are used in quotes. Pricing administrators also set the controls that enable your sales agents to adjust the pricing for complex product offers in quotes.

### Order Management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Quote Management application.

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### Sales Agreement Management release notes

The ServiceNow® Sales Agreement Management application enables you to capture the scope and conditions from a quote for future sales transactions over a specified period between a buyer and a seller. Sales Agreement Management is a new application in the Xanadu release.

## Sales Agreement Management highlights for the Xanadu release

Create sales agreements from quotes to capture the agreed scope and prices for future sales transactions between a buyer and a seller.

See Sales Agreement Management for more information.

**Important:**
Sales Agreement Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Sales Agreement Management features

### Sales Agreement Management application

Create sales agreements from quotes to capture the scope and conditions for future sales transactions between a buyer and a seller. A sales agreement contains information such as details about the buyer and seller, the validity period of the agreement, and the quantities and pricing of the products and services.

## Related ServiceNow applications and features

### Customer Service Management

The Sales Agreement Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into quotes created using Quote Management.

### Opportunity Management

The ServiceNow® Opportunity Management application provides your sales agents and account executives with product recommendations for customers based on a needs analysis. You can seamlessly convert sales opportunities to quotes when the customer is ready.

### Product Catalog Management

The Product Catalog Management feature in Sales Customer Relationship Management enables your catalog administrators to create product catalogs with pricing that enable agents to find and add products and services to sales quotes.

### Pricing Management

The Pricing Management feature in Sales Customer Relationship Management enables your pricing administrators to set pricing for products and services that are used in quotes. Pricing administrators also set the controls that enable your sales agents to adjust pricing for complex product offers in quotes.

### Order Management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Sales Agreement Management application.

### Security Operations release notes

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

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### Application Vulnerability Response release notes

The ServiceNow® Application Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Application Vulnerability Response is included as part of the ServiceNow® Vulnerability Response application. Application Vulnerability Response was enhanced and updated in the Xanadu release.

## Application Vulnerability Response highlights for the Xanadu release

- Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a specific set of application vulnerable items in the Vulnerability Manager Workspace.
- Integrate with supported third-party scanners to import vulnerability data.
- Compare application vulnerability-related data and determine if application vulnerabilities are found in an application.
- Prioritize, remediate, and manage application vulnerable items (AVI)s. Each application vulnerability represents a vulnerability entry in the CWE or third-party libraries.
- Identify the components used in your organization's applications and determine your potential exposure to risks associated with using open-source software from Software Bill of Materials (SBOM) files that you upload into your instance.

See Application Vulnerability Response for more information.

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

## Important information for upgrading Application Vulnerability Response to Xanadu

- For information about the new features of Vulnerability Response, see Vulnerability Response release notes.
- For more information about the released versions of the Application Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Xanadu release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.

## New in the Xanadu release

### Customize the calculation of Age and Age closed parameters of a application vulnerable item

Starting with v24.0.6 of Vulnerability Response, the Age and Age Closed durations of am Application Vulnerable item can be configured to be calculated from the date in the Created, Opened, or First Found fields.

### Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI

Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.

### Vulnerability Manager Workspace access to the sn_vul.app_read_all role

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Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.app_read_all role, you can view the application vulnerable items in the Vulnerability Manager Workspace.

**IT Remediation Workspace access to the sn_vul.app_read_assigned role**

Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.app_read_assigned role, you can view the application vulnerable items assigned to you and your assignment groups in the IT Remediation Workspace and remediate them.

**Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu**

Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Application Vulnerability Response module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.

**Hide the record count on the lists in the Vulnerability Manager Workspace and IT Remediation Workspace**

Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page in the Vulnerability Manager Workspace and IT Remediation Workspace, by adding the table names to the *`glide.ui.list.seismic.omit.count`* system property.

**Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace**

Starting with v24.0.6 of Vulnerability Response, when creating and editing filters in the Application Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to refresh automatically. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Application Vulnerabilities tab.

**Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace**

Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the Application Vulnerable Items from the Application Vulnerable Items list by selecting the **All items** in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.

**New Properties module**

Starting with v24.0.6 of Application Vulnerability Response, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.

**View, classify, and assign software license information you upload with your SBOM files**

Use the License administration module in the SBOM Workspace to help you determine your over-all license compliance and risk exposure to the open-source and vendor-supplied software components you use in your application development.

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- View all the licenses that are used in your organization in the License administration module.
- Classify existing licenses as: "Permitted", "Restricted", "Banned", or "Unclassified", and create new licenses.
- For unassigned or missing licenses, you can manually assign licenses to components used by your applications.

### Closed application vulnerable items in the SBOM Workspace reopen automatically

A **Closed** application vulnerable item (AVIT) for a component with an associated vulnerability is reopened automatically and visible in the SBOM Workspace if the following conditions are met:

- The Reopen AVITs if detected (sn_sbom_resp.reopen_avits_if_detected) system property is activated. This system property is activated by default.
- The AVIT with the associated vulnerability is detected again by a third-party integration's vulnerability scans or the component with the vulnerability is part of a subsequent SBOM upload.
- The substate of the **Closed** AVIT is not one of the following: **Mitigation Control in Place**, **Not Affected**, or **False Positive**. AVITs with these substates are not reopened by the system property.

Deactivate the system property only if you do not want **Closed** AVITs to reopen automatically.

### Reevaluate the remediation properties for application vulnerable items in the Vulnerability Manager Workspace

Select the application vulnerable items conditionally for reevaluating the following remediation properties in the Vulnerability Manager Workspace:

- Assignments
- Remediation tasks
- Remediation target date
- Exceptions (Vulnerability Response v24.0.6)
- Risk score

### Software Bill of Materials enhancements for CycloneDX SBOM files

The following enhancements were made to support SBOM files in CycloneDX format:

Import additional information in CycloneDX SBOM files with the (*sn_sbom_core.collect_properties*) property. This property is deactivated by default. Activate the property to import information that is generally not supported. Any information imported from these properties is uploaded to the SBOM Component Property [sn_sbom_comp_property] table for the following:

- Uploaded SBOM files
- Metadata
- Individual vulnerabilities
- Components

View imported component data for declared and concluded licenses for SBOM files in versions 1.4 and later of CycloneDX in two new license fields:

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- **Declared**
- **Concluded**

SBOM parsing support is enhanced for the following CycloneDX versions and component types:

- Version 1.5: Platform, Data, Device driver, Machine Learning model
- Version 1.6: Cryptographic

### Enhancements to SBOM Response for PaCE

The Policy as Code Engine (PaCE) application is available for SBOM Response.

- Determine if components are stale or abandoned with the *Run PaCE policies for SBOM Response* scheduled job. The scheduled job is deactivated by default.
- View components that are identified as stale or abandoned as Non - `compliant` in the PaCE interface that is available in the SBOM Workspace.

### Upload SBOM files to the ServiceNow AI Platform® from your GitHub repositories

Determine if SBOM files generated in your CI/CD (continuous integration and continuous delivery/deployment) pipelines have been successfully queued in your ServiceNow AI Platform instance.

- Protect your environments from potentially harmful components during software development cycles with GitHub Actions that you initiate from your GitHub environment.
- Obtain any required GitHub Actions for SBOM upload in the GitHub Marketplace.

### Enhancements to Bill of Materials records for the Veracode Vulnerability Integration

**Veracode** is mapped to the **Source** field for records in the Bill of Materials [sn_sbom_doc] table for the Veracode SBOM files that you upload.

### Remediation Task Rules for Container Vulnerability Response

Define and group container vulnerable items automatically based on the remediation task rules.

### GitHub Secrets Scanning

Ingest secrets detected in your organization's code along with the application security testing results, enabling ease of accessibility for developers to mitigate these results.

### Enhanced processing performance of scheduled job

The *Rollup application vulnerable item values to vulnerability and group* scheduled job is enhanced to create background jobs with multithreading capabilities. This upgrade involves segmenting the job into several smaller child jobs, which are executed either in parallel or concurrently. This modification enables processing of multiple records simultaneously, thus significantly speeding up the overall task.

### Quick Start Tests for Application Vulnerability Response

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Application Vulnerability Response works as expected. If you customized Application Vulnerability Response, copy the quick start tests and configure them for your customizations.

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#### Set the Veracode integration to update SCA findings

You can select the scan that takes precedence for the final updates for SCA findings data imported from Veracode. On the Veracode configuration page, 'Default' is the set value until you change it. You must select the Include SCA findings check box and choose one from the list:

- Agent – the agent scan results make the final updates to SCA finding
- Upload – the upload scan results make the final updates to SCA finding
- Default – the last scan processed, either the agent or upload scan, makes the final updates to SCA findings

**Note:**
If you do not select the Include SCA findings check box on the configuration page, the scan you selected from the list is not used, and the last scan that is processed makes the final updates.

#### Add and delete support for applications in Veracode imported from the ServiceNow AI Platform

Set the value for the [sn-vul-veracode.app-mark-unseen-apps-inactive] system property to 'true' to prevent errors if the Platform requests applications already deleted by Veracode. If this property is set to 'true' (activated), the successful import of the Application List Integration marks any unseen applications in the Platform as 'inactive'.

### Application Penetration testing enhancements

New workspace that permits you to use the penetration testing workflow in the Next Experience UI. Alignment of penetration testing for mobile application security with the recognized standards of the Mobile Application Security Verification Standard (MASVS) via a questionnaire in the penetration testing workflow.

## Removed in this release

The **Close** button has been removed for a remediation task in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace.

## Activation information

Install Application Vulnerability Response by requesting it from the ServiceNow Store. Application Vulnerability Response is included as a part of the Vulnerability Response application. Visit the ServiceNow Store website 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.

### Configuration Compliance release notes

The ServiceNow® Configuration Compliance application enables you to prioritize and remediate the most critical configuration-related vulnerabilities in your environment quickly and efficiently. Configuration Compliance was enhanced and updated in the Xanadu release.

## Configuration Compliance highlights for the Xanadu release

- Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a set of test results in Vulnerability Manager Workspace.
- View the percentage of CI compliance and test results compliance on a Test Group in Vulnerability Manager Workspace.

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See Configuration Compliance for more information.

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

## New in the Xanadu release

### Identify Wiz Resource Types for import

Identify the Resource Types (assets) reported by Wiz in your environment on the Wiz Integration Resource Type configuration page in your ServiceNow AI Platform instance that you want to import.

The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration.

### Wiz Backfill Integrations

Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for missing assets that were not processed by the primary compliance integrations with specialized Wiz Backfill Integrations.

- Test Results Backfill Integration
- Host Test Results Backfill Integration
- Issues Backfill Integration

The Wiz Backfill Integrations are activated by default.

### Wiz Host Test Result Vulnerability Integration

Import test results associated with the resource type, `VIRTUAL MACHINE` with the Wiz Host Test Result Vulnerability Integration. This integration is activated by default.

### New Properties module

Starting with v15.1 of Configuration Compliance, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.

### Customize the calculation of Age and Age closed durations of a test result

Starting with v15.1 of Configuration Compliance, the Age and Age Closed durations of a test result can be configured to be calculated from the date in the Created, Opened, or First Found fields.

### Associating a Qualys Test with its Test Group

You can associate a Qualys Test with its Test Group by enabling the **sn_vulc.add_policy_as_key** system property. This helps you to identify the Test Group to which a Test Result belongs to and differentiate Test records with the same Test id that are associated with different Test Groups.

### Calculate the remediation target date of a remediation task with respect to the Last Opened date

Starting with v15.1 of Configuration Compliance, you can customize the calculation of the remediation target date of a remediation task to be calculated with respect to the Last Opened date.

### Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI

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Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.

### Vulnerability Manager Workspace access to the sn_vulc.read role

Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vulc.read role, you can view the test results in the Vulnerability Manager Workspace.

### Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu

Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Configuration Compliance module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.

### Hide the record count on the lists in the Vulnerability Manager Workspace and IT Remediation Workspace

Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page of the Vulnerability Manager Workspace and IT Remediation Workspace by adding the table names to the *glide.ui.list.seismic.omit.count* system property.

### Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace

Starting with v24.0.6 of Vulnerability Response, when creating and editing filters on the Configuration Test Results tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to refresh automatically. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Configuration Test Results tab.

### Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace

Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the test results from the Configuration Test Results list by selecting the **All items** in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.

### Re-evaluate remediation properties for test results in the Vulnerability Manager Workspace

Select the test results conditionally for reevaluating the following remediation properties in Vulnerability Manager Workspace:

- Assignments
- Remediation tasks
- Remediation target date
- Exceptions (Vulnerability Response v24.0.6)
- Risk score

### Using bulk edit for test results in the Vulnerability Manager Workspace

Perform the following tasks on multiple test results simultaneously or a remediation task in Vulnerability Manager Workspace:

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- Assign test results to an assignment group for remediation.
- Request an exception in bulk.
- Mark test results as false positive in bulk.

### Populating additional information for the test results

The Age, Age closed, Closed date, Active, and Last open date columns have been added in the test results table.

The test results that aren't in the Closed state are marked as *true* in the **Active** field. The **Active** field replaces the **Result** and **State** fields in the filter conditions of the default-saved filters across the All menu, Configuration Compliance Overview, Unified, Cybersecurity Executive, and Health dashboards.

### CI compliance and test results compliance on a Test Group in the Vulnerability Manager Workspace

View the percentage of CI compliance and test results compliance on a Test Group in Vulnerability Manager Workspace.

### Enabling or disabling the test results import for a Qualys test group in the Vulnerability Manager Workspace

Enable or disable the import of test results for a Qualys test group in Vulnerability Manager Workspace.

### Updating Rollup weights section in the roll up calculators

Other than the script format, an alternative approach of adding the weights in the Rollup Weights section for the rollup calculators has been introduced.

### Percentage test result compliance in the Discovered Items table

The percentage of test results compliance of a CI is populated in the % Test Results Compliance column of the Discovered Item. To populate this value in the % Test Results Compliance column, set `calcTRComplianceForCI` to `true` in the *`Update remediation metrics`* scheduled job.

### Quick Start Tests for Configuration Compliance

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Configuration Compliance works as expected. If you customized Configuration Compliance, copy the quick start tests and configure them for your customizations.

## UI changes

### Renamed the Is deprecated field in the Test Group form

The **Is deprecated** field in the Test Group form is renamed to **Is imported**.

### Renamed the Mark Deprecated button to Disable imports in the Test Group form

The **Mark Deprecated** button in the Test Group form is renamed to **Disable Imports**.

### Test Group mapping with Tests for Tenable and Microsoft Defender integrations

The test groups are mapped with the Tests associated with the Tenable and Microsoft Defender integrations.

### View the test result compliance percentage of a CI in the Discovered Items list

The percentage of the test results that are compliant with the tests associated with a Configuration Item (CI) is populated in the % Test Results Compliance column of the Discovered Item list. To populate this value in the % Test Results Compliance

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column, set the `calcTRComplianceForCI` parameter to `true` in the *`Update remediation metrics`* scheduled job.

## Changed in this release

### Test result and remediation task state transitions

Enhancements to policy audits for Security Posture Control verify that retired assets are not evaluated by activated policies. If the state of an asset transitions from **Retired** back to **Active**, it is included in the next policy evaluation.

### Non-zero risk score for passed test results

The risk score is calculated for passed test results to determine how much risk is mitigated.

### Deprecated the privilege to delete a test result for the Admin role

As an admin with the sn_vulc.admin role, you can't delete a test result. This privilege is now given to the sn_vulc.delete granular role.

### Updates to the Risk Score calculation for a Remediation Task

The average risk score of all the test results in a Remediation Task is considered for the risk score calculation of a Remediation task.

## Removed in this release

- The **Reason** field in the Resolve modal has been removed for a remediation task in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace.
- The **Close** button has been removed for a remediation task, in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace.

### Container Vulnerability Response release notes

The ServiceNow® Container Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Container Vulnerability Response was enhanced and updated in the Xanadu release.

## Container Vulnerability Response highlights for the Xanadu release

- Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a specific set of container vulnerable items in Vulnerability Manager Workspace.

See Container Vulnerability Response for more information.

**Important:**
Container Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### New Properties module

Starting with v2.11.3 of Container Vulnerability Response, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.

### Create auto-close rules for Container Vulnerability Response

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Starting with v2.11.3 of Container Vulnerability Response, define auto-close rules with advanced conditions to automatically close older or stale CVITs based on defined filter criteria on container vulnerabilities.

**Customize the calculation of Age and Age closed parameters of a container vulnerable item**

Starting with v2.11.3 of Container Vulnerability Response, the Age and Age Closed durations of a Container Vulnerable Item can be configured to be calculated from the date in the Created, Opened, or First Found fields.

**Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI**

Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.

**Vulnerability Manager Workspace access to the sn_vul_container.read_all role**

Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul_container.read_all role, you can view the container vulnerable items in the Vulnerability Manager Workspace.

**IT Remediation Workspace access to the sn_vul_container.read_assigned role**

Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul_container.read_assigned role, you can view the container vulnerable items assigned to you and your assignment groups in the IT Remediation Workspace and remediate them.

**Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu**

Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Container Vulnerability Response module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.

**Hide the record count on the lists in the Vulnerability Manager Workspace and IT Remediation Workspace**

Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page of the Vulnerability Manager Workspace and IT Remediation Workspace, by adding the table names to the *glide.ui.list.seismic.omit.count* system property.

**Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace**

Starting with v24.0.6 of Vulnerability Response, when creating and editing filters on the Container Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to automatically refresh. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Container Vulnerabilities tab.

**Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace**

Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the Container Vulnerable Items from the Container Vulnerable Items list by selecting the **All items** in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.

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### Re-evaluate the remediation properties for container vulnerable items in the Vulnerability Manager Workspace

Select the container vulnerable items conditionally for reevaluating the following remediation properties in Vulnerability Manager Workspace:

- Assignments
- Remediation tasks
- Remediation target date
- Exceptions (Vulnerability Response v24.0.6)
- Risk score

### Enhanced processing performance of scheduled job

The *`Rollup container vulnerable item values to vulnerability and group`* scheduled job is enhanced to create background jobs with multithreading capabilities. This upgrade involves segmenting the job into several smaller child jobs, which are executed either in parallel or concurrently. This modification enables processing of multiple records simultaneously, thus significantly speeding up the overall task.

### for Container Vulnerability Response

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Container Vulnerability Response works as expected. If you customized Container Vulnerability Response, copy the quick start tests and configure them for your customizations.

### Vulnerability Response Prisma Registry Integration

Now you can ingest the static image findings obtained from the Prisma registry scan into the ServiceNow Container Vulnerability Response.

## Changed in this release

### Deprecated the privilege to delete a container vulnerable item for the Admin role

As an admin with the sn_vul.vulnerability_admin role, you can't delete a container vulnerable item. This privilege is now given to the sn_vul.delete granular role.

## Removed in this release

The **Close** button has been removed for a remediation task in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace.

### Now Assist for Security Operations release notes

The ServiceNow® Now Assist for Security Operations application permits security analysts to resolve security incidents faster with intelligent workflows and generative AI skills. Now Assist for Security Operations is a new application in the Xanadu release.

## Now Assist for Security Operations highlights for the Xanadu release

Xanadu Patch 9

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- Help your analysts to gain insight into security incident record metrics with an agentic workflow. Chat with AI agents in natural language from the Now Assist panel.
- With the initial release of Now Assist for Vulnerability Response, help your vulnerability managers and analysts to assess your exposure to vulnerabilities and analyze metrics for remediation targets. Chat with AI agents in natural language from the Now Assist panel.
- Help your analysts to resolve security incidents by chatting with AI agents in the Now Assist panel where the AI agent provides a resolution plan.

Xanadu (prior to Patch 9)

- Expedite triaging of security incidents with long activity streams by reviewing work notes and contextual information quickly in a concise, easy-to-read format.
- Preview security incident details, their potential impact, and any key actions already taken with security incident summaries using generative AI.
- Automatically generate closure notes for security incidents using generative AI.
- Generate recommended actions to resolve security incidents.
- Generate a post-incident analysis.
- Access summaries and closure notes from the Now Assist panel, security incident records, or from the Security Incident Response Workspace.

See Now Assist for Security Incident Response for more information.

**Important:**
Now Assist Security Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Now Assist for Security Incident Response and Now Assist for Vulnerability Response to Xanadu

For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response. For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.

The AI Search application must be enabled so that the Recommended Actions skill works for security incidents. To verify AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates AI Search is not enabled.

## Activation information

Install Now Assist for Security Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Security Incident Response release notes

The ServiceNow® Security Incident Response (SIR) application helps your organization connect security and IT teams, respond faster and efficiently to threats, and view your organization's security posture. Security Incident Response was enhanced and updated in the Xanadu release.

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## Security Incident Response highlights for the Xanadu release

- Define and calculate the risk score of security incidents through the Risk Score Calculator, which is based on user-defined criteria. The risk score is auto-calculated for the security incident records.
- Track the handover of important work items between shifts through the Shift Handover application.
- Automatically create dedicated Slack channels for Incident Managers to engage with Incident Responders to manage major security incidents with the MSIM Slack integration.
- Facilitate the ability of the Incident Manager to provide a summary of a major security incident to their Legal teams by using the MSIM Legal Request playbook. The Legal team can use that summary when filing an 8K or 10K form to comply with regulatory bodies such as the SEC when disclosing security breaches.
- Share mobile-friendly MSIM Executive Status Reports generated in email format. You can also share the Executive Status Reports with users outside your ServiceNow® instance, including third-party vendors, other entities, or email distribution lists.

**Important:**
Security Incident Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Security Incident Response integration with AWS Security Hub

Security Incident Response supports the AWS Security Hub findings integration. This enables you to ingest AWS Security Hub findings and automatically create security incidents in Security Incident Response.

Security Incident Response supports a bidirectional exchange of data with AWS Security Hub. SIR ingests findings from AWS Security Hub to create aggregated security incidents. Simultaneously, any change in a security incident is also updated on the related AWS Security Hub findings.

### Internet Content Adaption Protocol (ICAP) integration for DLP IR

Internet Content Adaption Protocol (ICAP) integration helps you to track the usage and movement of sensitive data on various platforms.

- Configure and schedule DLP alerts ingestion from the specified Amazon S3 buckets which includes the capability to perform the delta imports to ensure only new or modified data is ingested.
- Display the ingested alerts in the DLP workspace by providing the key details on each alert such as the match content, alert severity, and relevant metadata.
- Download associated evidence files directly from the DLP workspace for further investigation or review.
- Enable users to apply automatic responses based on predefined criteria such as alert escalation, notifications, or enforcement policies.
- Remediate response actions such as blocking or quarantining sensitive data, or sending out alerts to stakeholders.
- Customize and define the severity mapping between ICAP DLP incidents with ServiceNow incidents.

### Playbook for zero-day vulnerability

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Get step-by-step procedure to address and mitigate zero-day threats—vulnerabilities in the software that are unknown to the vendor, leaving systems exposed to attacks.

**Configure Shift Handover Templates**

Provide detailed communication of critical information, tasks, and updates between outgoing and incoming personnel for a seamless transition between shifts by using the Shift Handover feature. Improve operational continuity, reduce errors, and increase overall efficiency in the workplace.

**Configure Slack chat connector for major security incidents**

View and filter collaboration chat activities on Slack to more efficiently collaborate to resolve major security incidents.

**Playbook for Legal Request**

Get step-by-step guidance on how you can inform the legal team about the latest summary of a major security incident so they can notify the SEC in the 4-day time frame that is required for material breaches.

**Add Zscaler Internet Access URL category lists**

Enable Zscaler approvers to add observables to the list of required approvals or remove them when the Require Approval option is selected.

**Configure how an automatic event is created** and **MISP event data**

Add security tags during automatic MISP profile configuration.

**Mapping DLP incident status with Netskope**

Provide the mappings between the DLP Incident status in your ServiceNow instance and the Netskope Object status.

**Define the new Risk Score Calculator Rules**

The Risk score configuration in the Security Incident Response workspace has been enhanced with the following capabilities:

- Set up a Risk Score Calculator from either script or condition builders.
- Apply multiple conditions while setting up rule-based scoring.
- Apply weightage to each scoring line. Weights should add up to 100.
- For rule-based scoring, select table fields and values for setting up a condition.
- Capture conditions and scoring via scripts.
- Manually execute risk score calculators to recalculate after making changes.

**Managing MSIM status reports**

Share mobile-friendly Executive Status Reports with users outside your ServiceNow instance, including third-party vendors, other entities, or email distribution lists.

## UI changes

**Configure how an automatic event is created**

- A new **Security tags** field in automatic MISP profile configuration determines which observables with the security tags will not be attached to the automatic event created using the profile.
- Introduced local and global tags in Automatic MISP profile configuration to add the selected tags to the newly created automatic MISP event.

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## Changed in this release

### Security Incident Response Orchestration

| Integration Name | Integration Changes |
| --- | --- |
| Security Incident Response Orchestration flows and actions | Workflow is migrated to the Flow Designer in following sections:<br>• Create Lookup Request for IoC Changes Flow<br>• Security Incident Response- Get Network Statistics Flow<br>• Security Incident Response - Get Running Services Flow |

### Security Operations common functionality

| Integration Name | Integration Changes |
| --- | --- |
| Security Operations Integration- Block Request capability | Workflow is migrated to the Flow Designer flows in the following integrations:<br>• Run Block Request<br>• Security Operations Integration - Block Request Flow |
| Security Operations Integration- Get Network Statistics capability | Workflow is migrated to the Flow Designer in following sections:<br>• Execution Tracking - Begin (CIs) Flow Action<br>• Security Incident Response- Get Network Statistics Flow |
| Security Operations Integration- Get Running Processes capability | Workflow is migrated to the Flow Designer in following sections:<br>• Security Operations - Get Running Processes Flow<br>• Security Operations Carbon Black Integration - Get Running Processes Flow |
| Security Operations Integration- Isolate Host capability | Workflow is migrated to the Flow Designer in following sections: |

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| Integration Name | Integration Changes |
| --- | --- |
| | • Security Operations - Isolate Host Flow<br>• Run Isolate Host<br>• Security Operations Carbon Black Integration - Isolate Host Flow |
| Security Operations Integration- Publish to Watchlist capability | Workflow is migrated to the Flow Designer in following section:<br>• Security Operations Integration - Publish to Watchlist Flow |
| Security Operations Integration- Sightings Search capability | Workflow is migrated to the Flow Designer in following section:<br>• Security Operations Integration - Sightings Search Flow |

### Security Incident Response integrations

| Integration Name | Integration Changes |
| --- | --- |
| CrowdStrike Falcon Host integration | Workflow is migrated to the Flow Designer in following sections:<br>• Get started with the CrowdStrike Falcon Host integration<br>• Security Operations CrowdStrike Falcon Host - Publish to Watchlist Flow |

### Review and assign your DLP incidents

Providing a closure code when closing a DLP incident from the DLP IR analyst workspace is now mandatory.

### DLP Incident Response Administration

Adding users and groups is now accomplished through related lists rather than adding users from the respective configurations in the following Administration modules:

- DLP Default Configuration
- DLP Assignment Rules
- DLP Response Due Date Rules
- DLP Incident Assessment
- DLP User Instructions Templates
- DLP Record Level Restrictions
- DLP Field Level Restrictions

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### Install and configure the Netskope DLP integration for Data Loss Prevention

The Netskope integration now supports DLP incident ingestion.

### Data Loss Prevention Incident Response Incident Management

View the forensic details of DLP Incidents in both the DLP IR Analyst workspace and DLP End user workspace.

### Download evidence files

The Netskope integration supports downloading the evidence file directly on demand.

## Activation information

Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Security Operations common functionality

When any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated, the Security Support Common plugin is activated.

## Related ServiceNow applications and features

### Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and give you a definitive view of your security posture.

### Threat Intelligence

The ServiceNow® Threat Intelligence application enables you to find indicators of compromise (IoC) and enrich security incidents with threat intelligence data.

### Security Posture Control release notes

The ServiceNow® Security Posture Control application provides cybersecurity teams with visibility into security tool coverage gaps and deviations from security tool configuration for their enterprise assets. Security Posture Control was enhanced and updated in the Xanadu release.

## Security Posture Control highlights for the Xanadu release

- Use the policies included with the application or custom policies that you create to monitor your assets for overall security tool coverage, compliance with internal configuration standards, critical combinations of security gaps and vulnerabilities, and possible internet exposure.
- Search for assets based on queries that you create for data from a wide variety of supported API integrations (service graph connectors) or ServiceNow products.
- Create custom insights and monitor important metrics from a dashboard. Report on your overall security posture to IT, IT and security managers, and other key stakeholders.
- Identify priority vulnerabilities and drive resolution through insights from Security Posture Control in Vulnerability Response risk calculators and remediation target rules.

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- Gain insight into which threats to your assets are mitigated by available mitigation controls based on how various security tools are configured with Mitigation Controls Monitoring.
- Automate remediation workflows for security gaps by publishing findings from Security Posture Control policies in the ServiceNow® Configuration Compliance application.

See Security Posture Control for more information.

**Important:**
Security Posture Control is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Security Posture Control to Xanadu

For a complete list of the applications that are required to implement Security Posture Control, see Install Security Posture Control.

## New in the Xanadu release

### Mitigation Controls Monitoring with Security Posture Control

From within the Security Posture Control workspace, detect mitigation controls of various types as described by MITRE on all on-premise and cloud enterprise assets. Gain insight into which threats to your assets are mitigated by available mitigation controls based on how various security tools are configured.

- Activate mitigation control policies that are included with the application that identify MITRE mitigations on your assets.
- Identify your assets that have Web Application Firewall (WAF) protection with supported tools that include F5 BIG-IP. Automatically map a WAF mitigation to vulnerable items by analyzing the policy signatures in the firewall and the Common Vulnerabilities and Exposures (CVE) information.
- Identify exploit mitigation controls from endpoint protection or Endpoint Detection and Response (EDR) tools like CrowdStrike and Microsoft Defender. Automatically map the EDR exploit mitigation controls to relevant vulnerable items by analyzing the vulnerability information and the EDR mitigation control configuration.
- Populate vulnerable items with relevant attributes that can be used in your Vulnerability Response risk calculator rules.
- Import agent information from the SentinelOne product into your ServiceNow AI Platform® with the Service Graph Connector for Sentinel One.
- Import asset data from the Splunk product into your ServiceNow AI Platform® with the Service Graph Connector for Splunk.

### Enhancements to custom insights in the Security Posture Control Workspace

The name of the Custom insights module has been changed to the Configured insights module in the Security Posture Control Workspace.

You must assign groups to organize your reports by categories when you create custom insight records. Groups determine where your data visualizations are displayed on the dashboard in the Configured insights module according to the criteria you set.

### Enhancements to the Condition policy builder in the Policies and findings module

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Select **With aggregated data** for **Connection** to ensure that your policy matches assets that have slight variations in reported data. The following properties for policies for hardware assets are supported as they're reported by different sources:

- Host name
- FQDN
- OS
- OS Version
- OS Domain
- OS Service Pack

### Test result and remediation task state transitions

Enhancements to policy audits ensure that retired assets are not evaluated by activated policies. If the state of an asset transitions from **Retired** back to **Active**, it is included in the next policy evaluation.

## Activation information

Install Security Posture Control by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Threat Intelligence Security Center release notes

The ServiceNow® Threat Intelligence Security Center (TISC) application empowers your organization to connect security and IT teams so you can respond faster and more efficiently to threats.

## Threat Intelligence Security Center highlights for the Xanadu release

- Visualize node connections between entities like observables, IOCs, and threat actors, and link cases or canvases to enrich analysis.
- Enable continuous monitoring and real-time alerts based on intelligence from TISC with CrowdStrike Falcon EDR integration.
- Block malicious IPs, URLs, and domains using External Dynamic List (EDL) capabilities with Threat Intelligence data and Palo Alto Networks integration.
- Manage the analyst actions through automation flows.
- Conduct research on threats to support the reactive and proactive needs of security teams.
- Create and track threat investigations using Case Management.

See Threat Intelligence Security Center for more information.

## New in the Xanadu release

All observables, indicators, and entities now supports MITRE technique associations.

### Roll up of MITRE technique associations

MITRE techniques can now be rolled up from artifacts at a case level both manually and automatically.

### Palo Alto Networks integration

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Integration with Palo Alto is now available to manage External Dynamic Lists (EDLs) directly from TISC.

**CrowdStrike Falcon EDR integration**

Integration with CrowdStrike Falcon EDR is now available for continuous monitoring and real-time alerting based on TISC intelligence.

**Working with Investigation Canvases**

Introduced a new Investigation Canvas for deeper and interactive case analysis.

**View details in Relationship Graph**

Enhanced the user experience on relationship visualizations.

**Bulk import Taxonomies**

Supports bulk taxonomy values upload.

**TISC API References**

Creating observables in TISC is now available through the implementation of TISC API 2.0.

**Defining Expiration Rules**

Define expiration policies at a more granular level by creating expiration rules for data source and record type combinations.

**Working with Webhooks**

Initiate trigger-based notifications by using Webhooks.

**Working with automated flows**

Automate analyst actions through sample automation flows.

**Add observables to TISC Case**

Add security incident and observables directly to a TISC case in the Security Incident Response Workspace.

**MITRE ATT&CK Technique Extraction Rules**

Capture automatically extracted MITRE techniques to the intelligence records such as observables, indicators, and all STIX entities.

## Changed in this release

**TISC Library Repository**

New aliases can now be added directly from the form views of the threat intelligence library.

## UI changes

**View related info from TISC**

In the Security Incident Response Workspace, the **TISC Context** tab now shows the related information for selected observables.

**Custom Threat Score Calculator in TISC**

The Customer Threat Score Calculator automatically defines threat score criteria for security incidents based on user-defined criteria.

## Activation information

Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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

### Security Operations common functionality

When any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated, the Security Support Common plugin is activated.

## Related ServiceNow applications and features

### Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and provide you with an overview of your security posture.

### Threat Intelligence

The ServiceNow® Threat Intelligence application displays indicators of compromise (IoC) and enables you to enrich security incidents with threat intelligence data.

### Vulnerability Response integrations release notes

Third-party integrations with the ServiceNow® Vulnerability Response application help enrich your vulnerability data. The ServiceNow applications and third-party integrations that are compatible with the Vulnerability Response application were enhanced and updated in the Xanadu release.

**Important:**
Applications that are supported by the Vulnerability Response application are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Vulnerability Response to Xanadu

- For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Xanadu release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.
- For information about the new features of Vulnerability Response, see Vulnerability Response release notes.

## New in the Xanadu release

### Scan vulnerabilities on running hosts

Starting with v3.0.3 of Vulnerability Response Integration with Palo Alto Networks Prisma Cloud Compute, you can scan vulnerabilities on running hosts. The Prisma Host APIs enable retrieval of comprehensive vulnerability information for a specific host and enable assignment and remediation workflows

### Populating the CPE information for a Tenable TPE

The newly added Softwares column in the Third-Party Vulnerability Entries table populates the Common Platform Enumerations (CPEs) information for the Tenable plugins.

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### Vulnerability Response release notes

The ServiceNow® Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Vulnerability Response was enhanced and updated in the Xanadu release.

## Vulnerability Response highlights for the Xanadu release

- Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a set of vulnerable items in the Vulnerability Manager Workspace.
- Reassess the vulnerable item records from the workspace.
- Navigate to the Exposure Assessment page in the Vulnerability Manager Workspace or Vulnerability Assessment Workspace from the All menu with the Vulnerability Response Pro or Enterprise subscription.
- View risk rating-related changes in the Work notes section.
- Access information on how an item's risk score is adjusted according to modifications in the vulnerability calculators.

See Vulnerability Response for more information about Vulnerability Response. See the Vulnerability Response Compatibility Matrix and Release Schema Changes Knowledge Base article for more information about released Security Operations applications and their version compatibility.

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

## New in the Xanadu release

### Identify Wiz Resource Types for import

Identify the Resource Types (assets) that are reported by Wiz that you want to import with the Wiz Integration Resource Type configuration page in your ServiceNow AI Platform instance.

The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration. See the Wiz Vulnerability Response Integrations for more information about the vulnerability and compliance integrations.

### Wiz Backfill Integrations

Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for assets that were not processed by the primary Host Vulnerability Integration with a specialized Wiz Backfill Integration.

The Host Vulnerability Backfill Integration is activated by default.

**Note:**
The Wiz Asset Integration and the Wiz Container Vulnerability Integration do not have backfill integrations. The Wiz Asset Integration can discover assets and create and update discovered item records on the Discovered item [sn_sec_cmn_src_ci] table. The Wiz Container Vulnerability Integration imports and processes discovered container image records.

### Create solutions from scanners

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Starting with v24.0.6 of Vulnerability Response, solution records can now be configured to be created from scanners such as Tenable, Qualys, and Microsoft Threat and Vulnerability Management (MS TVM). These solutions are set as preferred in the absence of options from software vendors.

### Activate or deactivate CVEs for exposure assessment

Starting with version 4.0.1 of Vulnerability Exposure Assessment, if a Common Vulnerability Entry (CVE) has not been updated or had vulnerable items (VITs) created in the past 30 days, the exposure assessment record for that CVE is automatically marked as inactive. However, you can manually activate or deactivate these records. Additionally, the scheduled job *`Check potential vulnerability`* exposure regularly scans for such CVEs to designate them as inactive. If there is an update, it marks them as active.

### Split detections from Tenable and Microsoft TVM scanners

Starting with v24.0.6 of Vulnerability Response, you can split the detections from Tenable and Microsoft Threat and Vulnerability Management (MS TVM) scanners, enabling the creation of a unique vulnerable item (VIT) for each detected vulnerability instance. This split enables the assignment of VITs to various remediation teams, enhancing the management and tracking of vulnerabilities.

### New Properties module

Starting with v24.0.6 of Vulnerability Response, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.

### Deletion of classification rules and application on discovered items

Starting with v24.0.6 of Vulnerability Response, if a classification rule is deleted or deactivated, it's no longer applied to the discovered item and the data in the **Classification** and **Classification_type** fields get cleared.

### Exceptions for CI creation

Starting with v24.0.6 of Vulnerability Response, if Identification and Reconciliation engine (IRE) encounters exceptions that prevent the creation of configuration items (CIs), the specifics of these exceptions are recorded in the Additional Information field.

### View configuration item history

Starting with v24.0.6 of Vulnerability Response, you can view the updates to a CI in the Discovered Item table. Information including the previous CI, the updated CI, and the user who made the changes is documented in the Audit History related list.

### Customize the calculation of Age and Age closed values of a vulnerable item

Starting with v24.0.6 of Vulnerability Response, the Age and Age Closed durations of a Vulnerable Item can be configured to be calculated from the date in the Created, Opened, or First Found fields.

### Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI

Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.

### Vulnerability Manager Workspace access to the sn_vul.read_all role

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Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.read_all role, you can view the host vulnerable items in the Vulnerability Manager Workspace.

### IT Remediation Workspace access to the sn_vul.read_assigned role

Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.read_assigned role, you can view the host vulnerable items assigned to you and your assignment groups in the IT Remediation Workspace and remediate them.

### Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu

Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Vulnerability Response module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.

### Hide the record count on the Host Vulnerable Items list in the Vulnerability Manager Workspace and IT Remediation Workspace

Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page of the Vulnerability Manager Workspace and IT Remediation Workspace by adding the table names to the *glide.ui.list.seismic.omit.count* system property.

### Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace

Starting with v24.0.6 of Vulnerability Response, when creating and editing filters in the Host Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to refresh automatically. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Host Vulnerabilities tab.

### Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace

Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the Vulnerable Items from the Host Vulnerable Items list by selecting the **All items** option in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.

### Reevaluate the remediation properties for vulnerable items in the Vulnerability Manager Workspace

Select the vulnerable items conditionally for reevaluating the following remediation properties in the Vulnerability Manager Workspace:

- Assignments
- Remediation tasks
- Remediation target date
- Exceptions (Vulnerability Response v24.0.6)
- Risk score

### Navigate to the Exposure Assessment page in workspaces from the All menu

With the Vulnerability Response Pro or Enterprise subscription, you're redirected to the Exposure Assessment page in the Vulnerability Manager Workspace or Vulnerability Assessment Workspace based on your role, on selecting the Exposure Assessment link in the All menu.

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### Common Security Advisory Framework (CSAF) scanner mapping is optional

The Scanner mapping field is now optional for the following Common Security Advisory Framework (CSAF) import methods:

- File import
- Advisories
- CSAF URL

### Multiple vendors supported for CSAF through Rolie feed

Import vulnerability solutions from CSAF aggregators or trusted providers via URL import supporting Resource-Oriented Lightweight Information Exchange (ROLIE) feed. These vulnerability solutions are automatically mapped to the correct vendor and vulnerable items (VITs) based on the Common Vulnerabilities and Exposures (CVEs).

### Enhanced processing performance of scheduled job

The *`Rollup vulnerable item values to vulnerability and group`* scheduled job is enhanced to create background jobs with multithreading capabilities. This upgrade involves segmenting the job into several smaller child jobs, which are executed either in parallel or concurrently. This modification enables processing of multiple records simultaneously, thus significantly speeding up the overall task.

### Workflow deprecation and replacement by flow designer

The following workflows have been deprecated and replaced by the flow designer:

- Exception Rule State Approval
- Remediation Task State Approval
- Vulnerability Response - Scan Vulnerability
- Vulnerable Item State Approval
- Vulnerability Response - Scan Vulnerable Item

.

### Risk score updates in the Notes section

Access information on how an item's risk score is adjusted according to modifications in the vulnerability calculators. These details are available in the Notes section and include:

- Calculator group name
- Calculator name
- Field values along with their weightage and impact on the risk score
- Final risk score

### Vulnerability Crisis Management (VCM) is available as a separate subscription in the store

Starting with v1.0.1 of Vulnerability Crisis Management, the application is available as a separate subscription in the store. You can access Vulnerability Crisis Management from the Vulnerability Assessment workspace only if you have fine-grained entitlement or have installed the application from the store. Previously, Vulnerability Crisis Management was included with the Vulnerability Emergency Response plugin.

### Vulnerability Exposure Response is renamed as Vulnerability Exposure Assessment

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Starting with v3.2.2, the Vulnerability Emergency Response plugin has been renamed as Vulnerability Exposure Assessment.

## Changed in this release

### Deprecated the privilege to delete a vulnerable item for the Admin role

As a vulnerability admin [sn_vul.vulnerability_admin], you can't delete a vulnerable item. This privilege is now given to the sn_vul.delete granular role.

### Deprecated the privilege to delete source records for the sn_vul.admin and sn_vul.admin_solutions roles

The privilege to delete the source records has been deprecated for the sn_vul.admin and sn_vul.admin_solutions roles. This privilege is given to the sn_vul_cmn.delete granular role.

## Removed in this release

The **Close** button has been removed for a remediation task in the Classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace.

### ServiceNow AI Platform administration release notes

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

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

### Advanced AI Search Management Tools release notes

The ServiceNow® Advanced AI Search Management Tools application helps AI Search administrators analyze search query traffic trends, review indexed record and configuration settings, and preview search query results. Advanced AI Search Management Tools was enhanced and updated in the Xanadu release.

## Advanced AI Search Management Tools highlights for the Xanadu release

- Analyze search trends from the preceding six months using the AI Search Analytics dashboard's **Date range** interactive filter.
- Understand your mobile search traffic with support for the Mobile Platform search application in the AI Search Analytics dashboard's **Search application** interactive filter.

See Platform Analytics Solution for Advanced AI Search Management Tools for more information.

**Important:**
Advanced AI Search Management Tools is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### AI Search Analytics dashboard

The **Search application** interactive filter now supports the Mobile Platform search application.

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## Changed in this release

### AI Search Analytics dashboard

The **Date range** interactive filter now allows you to access data from the last 180 days, rather than the last 90 days.

## Activation information

Install Advanced AI Search Management Tools by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Additional requirements

You must have the User Experience Analytics API application installed from the ServiceNow Store in order to use Advanced AI Search Management Tools.

## Related ServiceNow applications and features

### AI Search

The ServiceNow AI Search application provides a consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile®, and ServiceNow Virtual Agent. Intelligent query features help you quickly find the answers you need.

#### AI Search release notes

The ServiceNow® AI Search application provides a consumer-grade search experience for ServiceNow AI Platform® users. AI Search was enhanced and updated in the Xanadu release.

## AI Search highlights for the Xanadu release

Xanadu Patch 3:

- Expand search recall by indexing content from knowledge blocks.

Xanadu:

- Surface information across multiple CMDB tables with NLQ Genius Results.
- Increase search precision for Japanese phrases that include nakaguro (中黒, middle dot) characters.
- Scroll through multiple Genius Result answer cards in a carousel to select the most actionable answer for your question.

See AI Search for more information.

## Important information for upgrading AI Search to Xanadu

Xanadu Patch 3:

- After you upgrade to Xanadu Patch 3 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Perform a full table index or reindex for a single AI Search indexed source or Perform a full table index or reindex for multiple AI Search indexed sources.

Xanadu:

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After you upgrade to Xanadu from an earlier release, perform the following steps to add the Dashboards, data visualizations, and KPIs navigation tabs to global search results in AI Search for Next Experience:

1. Update the AI Search for Next Experience ServiceNow Store application to version 4 or later. For update instructions, see Install an update to a ServiceNow Store application.
2. Commit the update set provided in the AI Search for Next Experience 4.0 PAR tables update sets (KB1644544) article in the Now Support Knowledge Base. To learn more about update sets, see System update sets.

## New in the Xanadu release

### (Xanadu Patch 9) Improve semantic search with third-party embedding models

Use custom and third-party embedding models supported by the AI Search RAG application to generate more accurate and relevant semantic search results.

### (Xanadu Patch 3) Knowledge block content indexing

When you index knowledge articles for search, AI Search now includes content from knowledge blocks to improve search recall.

### NLQ Genius Results support searching for multiple CMDB tables

When your search includes terms that could match multiple CMDB tables, NLQ Genius Result answers display a drop-down list of potential CMDB table matches for each affected term. Use these drop-down lists to select the CMDB tables that you want to surface information for.

### Middle dot support for Japanese

Increase search precision for Japanese phrases that include nakaguro (##, middle dot) characters. When indexing Japanese text or searching in Japanese, AI Search preserves individual terms separated by a nakaguro instead of merging them into a single term.

## UI changes

### Service Portal and Virtual Agent display Genius Result answer cards in a carousel

When a search returns multiple Genius Result answers, Service Portal and Virtual Agent display Genius Result answer cards in a carousel instead of a list. The modified UI lets you scroll through multiple Genius Result answers while keeping your search query's regular results more accessible on the results screen.

## Changed in this release

### Facets display refinement filters in the search user's language

When displaying reference field values as facet refinement filters, AI Search uses field value translations for the search user's language if available. If no translations are available for the user's language, AI Search uses translations for the system language.

### Late binding security implementation preserves correct click rank search signals

When late binding security removes inaccessible results, click rank search signals correctly reflect the final result ordering.

## Deprecations

Starting with the Now Assist in AI Search 8.0 release, the External Content Q&A Genius Results feature is being prepared for future deprecation. It will continue to be supported until it is

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deprecated. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

AI Search is a ServiceNow AI Platform feature that is active by default.

## Browser requirements

AI Search doesn't support Internet Explorer.

## Localization information

AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.

## Related ServiceNow applications and features

### Advanced AI Search Management Tools

The Advanced AI Search Management Tools application adds new functionality to AI Search:

- Administrators can review dashboards with metrics, trends, and reports relating to AI Search usage and configuration.
- Administrators can test searches with the Search Preview UI to understand users' search results.
- Administrators with High Security access can bypass search source and content security filters in the Search Preview UI to see how these filters affect users' search results.

### Now Assist in AI Search

The Now Assist in AI Search application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated answers from relevant Knowledge articles.

### Knowledge Management

Administrators can activate the ServiceNow® Knowledge Management Advanced plugin to install the FAQ [kb_template_faq] table. AI Search can return records in this table as Q&A Genius Result answers for common user search questions.

### Application Manager release notes

The ServiceNow® Application Manager application provides admins the ability to install, update, and manage licensed applications and plugins for their instance. Application Manager was enhanced and updated in the Xanadu release.

## Application Manager highlights for the Xanadu release

- Use the improved search bar with added recommendations to locate your results.
- The search bar displays a message if your result isn't available in the tab you have selected.

See Application Manager for more information.

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## UI changes

### Search results tab recommendations

A message is displayed when using the search bar if your application or plugin doesn't display under the currently selected tab. The message recommends selecting a different tab to locate your search results.

## Activation information

Application Manager is a ServiceNow AI Platform feature that is active by default.

### Clone Admin Console release notes

The ServiceNow® Clone Admin Console application relies on the existing clone engine. It provides a unified admin experience and enhanced visibility for cloning data between instances. Clone Admin Console was enhanced and updated in the Xanadu release.

## Clone Admin Console highlights for the Xanadu release

- Use a new backup when you’re backing up the Clone Admin Console to make the backup go more quickly.
- View the Clone preserver guidance added to the Create a clone form to understand how to use Clone preservers.
- Clone related queries now go through ACLs. Custom clone flows should be tested.

See Clone Admin Console for more information.

**Important:**
Clone Admin Console is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Target instance modal

Request a clone to copy the data from a production instance to a non-production instance or to copy the data between non-production instances. You can request a clone without leaving the form by using the **add an instance** option in the **clone request target instance** field.

### Using the same backup from another clone

Use the backup from another clone when you're selecting a backup option for a faster backup process. If the backup no longer exists, it triggers an on-demand backup instead.

### Clone storage

Legacy clones and new clones are stored separately. Clones that you request via the Clone Admin Console are stored on a new table and displayed within the new console.#Legacy clones aren't shown in the Clone Admin Console. Clones that you initiate via the legacy Request Clone page are stored on the legacy Clone History table.

## UI changes

### Creating a new clone preserver

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On the Create New Clone Data Preserver page, a message now notifies you of the Clone Duration Impact when you are using preservers. The message also instructs you to consider using conditions to preserve only the data that you need.

### Scheduling calendar time slots

On the Clone Request page, available time slots were added to the Scheduling Calendar.

### Clone Duration time

The clone duration timestamps now display properly.

### Date and Timestamps

The date and timestamps for clones are now in the system date and time format.

### Clone completion progress bar

The clone completion progress bar on the clone status page has been updated with accuracy improvements.

### Clone restore progress

The clone restore progress bar on the clone status page has been updated to include granular percentages.

## Related ServiceNow applications and features

### System Clone

Use the ServiceNow® System Clone application to copy everything in a database from one instance to another.

### Core ServiceNow AI Platform release notes

The ServiceNow® Core ServiceNow AI Platform provides features and functionalities to applications and other parts of the ServiceNow AI Platform. The Core ServiceNow AI Platform was enhanced and updated in the Xanadu release.

## Core ServiceNow AI Platform highlights for the Xanadu release

- Use ECMAScript 2021 (ES12) features in any server-side script.
- The TinyMCE upgrade from V4 to V6.8.2 includes enhanced formatting options and editing, as well as extended functions to enable users to format their content to better suit their needs.
- Capture multiple attributes and their values in a single column instead of adding new columns to a table.
- Experience the new Automatic Jobs Scheduling feature with rollback and configuration retrieval abilities for events processing.

See Administer the ServiceNow AI Platform for more information.

**Important:**
Log Export Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Dynamic schema for storing attributes

Create and store structured groups of attributes and their values in a dynamic attribute store field.

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### Use ECMAScript 2021 (ES12) features in any server-side script

Use the latest JavaScript features supported with ECMAScript 2021 (ES12) mode in individual scripts in applications that use ES5 Standards mode or Compatibility mode. From a script's record, select **Turn on ECMAScript 2021 (ES12) mode**.

### Automated jobs scheduling and manual scaling of jobs

Starting with the Xanadu release, you can opt for automated job scheduling using queue registration. Select a queue in the new event form. As an admin, you can also manually define the number of jobs running at a queue level by scaling it either up or down as required in the Queue Details form.

### Migrate existing sys event applications to Message Processing Framework

Migrate your existing sys event queues to Message Processing Framework. You can also roll back a queue back to its previous configurations.

### Geo point functions

Convert longitude and latitude columns to a geo point field. Convert a geo point field or any valid numeric values or columns into longitude and latitude columns or values.

### System Events and Scheduled Jobs enhancements

Try the new **Active Jobs** tile in the System Events dashboard that states the number of jobs associated for a queue in processing framework. You can also review the details of the completed jobs by using the new **Stuck Jobs** and **Permanent Error Jobs** tiles on the Scheduled Jobs dashboard.

## Changed in this release

### TinyMCE upgrade

The HTML editor field now uses upgraded version of TinyMCE. TinyMCE has been upgraded from v4 to v6.8.2. This upgrade provides enhanced table functions as well as enhanced formatting and editing features like accordion, addition of custom styles through dictionary attributes, enable/disable text menubar, enhanced power paste. These enhancements enable users to format content to better suit their needs. Add the supported plugins to the system property **glide.ui.html.editor.enabled_plugins** and add the supported toolbar options to the system property **glide.ui.html.editor.toolbar** to configure the editor according to your needs. The upgrade includes changes in plugin names, toolbar names and new system properties to support configurations for the new version.

### Business calendar enhancements

Business calendar enhancements include the ability to create business calendar spans and their names (accessible across both global and scoped applications), add a new calendar field called **Calendar type**, and differentiate more easily between similar calendar names.

### Send REST Request - Inbound test step supports mutual authentication

Use mutual authentication with the **Send REST Request - Inbound** test step by selecting an X.509 certificate.

### Apply ACLs to GraphQL API paths

Specify which level of a GraphQL API to apply ACLs to with the **Path ACL Depth** field.

### REST and SOAP API analytics dashboards migrated to Platform Analytics experience

The REST and SOAP API analytics dashboards have been migrated from Core UI to the Platform Analytics experience. Access the dashboards from **All** > **System Web**

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**Services** > **Analytics Usage Overview**. After upgrading, the Core UI dashboards are still available from **All** > **System Web Services**.

**Control access for HTTP headers in CORS requests**

Configure whether to allow credentials in requests with the **Access-Control-Allow-Credentials** field and which HTTP headers to allow in requests with the **Access-Control-Allow-Headers** field.

**Deactivate CORS rules**

Turn a CORS rule [sys_cors_rule] on or off with the **Active** field.

**Rhino update for the JavaScript engine on the platform**

Rhino was updated to improve the performance of the JavaScript engine on the platform.

**Web requests from integration users update the Last login and Last login time fields on user records**

By default, the Last login and Last login time fields in a user record [sys_user] are updated when an integration user sends a web request to an instance. To turn off this functionality, set both the *glide.basicauth.update_last_login_time* and the *glide.oauth.update_last_login_time* system properties to false.

## Deprecations

- The System Performance Dashboard is deprecated as of the Xanadu release. Impact Instance Observer offers a powerful solution for enhancing system performance. Contact your account manager to discover more.
- Starting with the Xanadu release, Application Insights is being prepared for future deprecation. It will be hidden and no longer available in the ServiceNow Store but will continue to be supported. Instead, Impact Instance Observer offers a powerful solution for enhancing system performance. Contact your account manager to discover more. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

ServiceNow AI Platform is a ServiceNow AI Platform feature that is active by default.

## Accessibility information

### TinyMCE Upgrade

Tiny MCE is an open-source rich text editor used in the HTML editor field. The upgrade of TinyMCE from v.4 to v.6.8.2 provides the following accessibility improvements:

- **Keyboard**:
  - The color picker slider is now accessible using both keyboards and screen readers.
  - There is also now a check mark to indicate the color selected by the user.
  - The close dialog buttons in the modal dialogs are now accessible.
  - The keyboard focus indicator is now clearly visible in the font color selection menu items.
- **Screen reader**:

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- The selected value of drop-down menus like **Font** and **Font-size** is now announced by the screen reader.

- **Low vision**:
  - The script editor and the HTML editor tool bar is now dark theme compatible.

#### Admin Center and Adoption Blueprints accessibility enhancements

Accessibility issues have been fixed for the following personas as part of Xanadu in Admin Center and Adoption Blueprints:

- persona_low_vision
- persona_no_vision
- persona_color
- persona_auditory
- persona_speech
- persona_cognitive
- persona_physical

### Data Management release notes

The ServiceNow® Data Management capabilities enable you to manage the growth of data in your instance. The Data Management capabilities were enhanced and updated in the Xanadu release.

## Data Management highlights for the Xanadu release

- Define and access all the data management rules for a table from the data management policy page.
- Create multiple archive rules for a table.
- Access and configure the destroy rules for deleting archived records from the data management policy page.
- Delete older records at scale with improved performance using the table cleaner.
- View a summary of storage consumption on your instance.

See Data Management for more information.

## Important information for upgrading Data Management to Xanadu

A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade.

## New in the Xanadu release

### Data Management policies

Access a holistic view of the data management rules that you configured for a table.

### Support for multiple archive rules on one table

Create multiple archive rules for a single table using a data management policy.

### Table cleaner performance improvements

Automatically delete older records more efficiently using the table cleaner.

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### Data Management usage dashboard

View a summary of storage consumption on your instance and monitor the top 10 tables consuming the most data on your instance.

## Activation information

Data Management is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

### Table administration

Learn about working with large amounts of data using tables and records on the ServiceNow AI Platform.

### Dynamic Translation release notes

The ServiceNow® Dynamic Translation application enables translation of user-generated text by using the translation service providers configured in Dynamic Translation. Dynamic Translation was enhanced and updated in the Xanadu release.

## Dynamic Translation highlights for the Xanadu release

- Using Exclusion Framework, prevent certain words such as product names from being machine translated.
- The IBM Watson Translator Service Spoke has been withdrawn and is no longer available.
- The Microsoft Azure Translator service increased the maximum length of a translation request from 10,000 characters to 50,000 characters.

See Dynamic Translation for more information.

**Important:**

IBM has announced deprecation of the IBM Watson Translator service. With the Xanadu release, this integration is no longer available in the ServiceNow® Store.

## New in the Xanadu release

### Exclusion Framework in Dynamic Translation

Exclusion Framework enables you to prevent machine translation of certain words and terms. You can specify words, such as official product names, that you want to shield from the translation process. You can also input regex to prevent translation of patterns such as sys ids.

### The flows used by default Translator Configurations are upgraded to v4

With the Xanadu Patch 3 release, the flows used by default translator configurations are automatically upgraded to v4. If you want to use v4 flows and APIs with customized translator configurations, you must migrate them manually. The previous v3 is still supported.

## Changed in this release

### Character maximum has increased for MS translation requests

For users of the Microsoft Azure Translator service: the maximum character limit for a translation request has increased to 50,000. The maximum character limit for a detection request remains 50,000.

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## Deprecations

With the Xanadu release, the IBM Watson Translator Service integration is no longer available in the ServiceNow® Store. For more information, see https://cloud.ibm.com/docs/language-translator?topic=language-translator-release-notes.

## Activation information

Dynamic Translation is a ServiceNow AI Platform feature that is available with activation of the Dynamic Translation plugin (com.glide.dynamic_translation). For details, see Activate Dynamic Translation.

## Related ServiceNow applications and features

### Localization Framework

The Localization Framework application standardizes and enhances the translation process of artifacts across the platform through configurable workflows.

### Integration Hub

Localization Framework uses ServiceNow® Integration Hub spokes to connect to translation service providers.

### External Content Connectors release notes

The ServiceNow® External Content Connectors application enables AI Search applications to search content and metadata from supported external source systems, such as Atlassian Confluence Cloud and Microsoft SharePoint Online. External Content Connectors was enhanced and updated in the Xanadu release.

## External Content Connectors highlights for the Xanadu release

- Expand your search by indexing searchable content and user permissions from your Atlassian Jira Cloud, Google Drive, Microsoft Teams, and Slack source systems.
- Make web content locally searchable by indexing pages from predefined public web sites or from the ServiceNow product documentation site.
- Know when your external content connectors are approaching their crawl limits with new warning messages.
- Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations.
- Improve recall for external content searches with support for semantic vector indexing of crawled content.

See External Content Connectors for more information.

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

## Important information for upgrading External Content Connectors to Xanadu

Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is

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unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually.

## New in the Xanadu release

### Xanadu Patch 9

**Atlassian Jira Cloud external content connector**

Retrieve searchable content and user permissions from projects in your Atlassian Jira Cloud source system.

**Google Drive external content connector**

Retrieve searchable content and user permissions from shared drives in your Google Drive source system.

**Microsoft Teams external content connector**

Retrieve searchable content and user permissions from teams in your Microsoft Teams source system.

**Predefined web sources external content connector**

Retrieve searchable content from pages and subdomains in predefined public web sites.

**ServiceNow product documentation external content connectors**

Retrieve searchable content from the ServiceNow product documentation site.

**Slack external content connector**

Retrieve searchable content and user permissions from public channels in your Slack source system.

**Warning messages for indexed document counts**

When an external content connector's indexed document count exceeds 800,000, a warning message appears in the connector's UI to indicate that it's approaching the indexing limit of 1,000,000 documents.

**Add external content search results to Now Assist in Virtual Agent conversations**

Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations.

### Xanadu Patch 7

**Semantic vector indexing for crawled content**

Improve recall for external content searches with support for semantic vector indexing of crawled content. Semantic vector indexing is supported for all external content connectors.

## UI changes

**New UI for creating external content connectors**

On the External Content Admin Home page, you now select **New** instead of **Create** to create a new connector. Next, you select the appropriates source system type on the Choose source page. Finally, you fill in required values on the Connector details page.

## Activation information

Install External Content Connectors by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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requests 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

### AI Search

Configure search applications to display results indexed by your external content connectors.

### Localization Framework release notes

The ServiceNow® Localization Framework application enables you to translate artifacts across the platform through configurable workflows. Localization Framework was enhanced and updated in the Xanadu release.

## Localization Framework highlights for the Xanadu release

The Localization Insights dashboard is available in the Next Experience UI.

See Localization Framework for more information.

## UI changes

### Localization Insights dashboard

The Localization Insights dashboard is available in the Next Experience UI. For more information see Localization Insights dashboard.

## Activation information

Localization Framework is a ServiceNow AI Platform feature that is available with activation of the Localization Framework installer (com.glide.localization_framework.installer). For details, see Activate Localization Framework.

## Related ServiceNow applications and features

### Dynamic Translation

Enable live translation of user-generated text across the instance to increase productivity and cross-language support for agents.

### Notifications release notes

The ServiceNow® Notifications application enables you to create, manage, and send custom notifications in workflows for important events, actions, and alerts. Notifications was enhanced and updated in the Xanadu release.

## Notifications highlights for the Xanadu release

- Redact sensitive data from customer-initiated inbound emails.
- Support for international characters in the email addresses.
- Filter by category in system notifications and search for custom notifications.
- Optimize SMTP sender job to enhance outbound email delivery.
- Modify email retry logic for a better delivery experience according to RFC 5321.

See Notifications for more information.

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## New in the Xanadu release

### Sensitive data redaction

Redact sensitive data for inbound emails.

### International characters support

Support added for International characters in the email addresses.

## UI changes

### Search button

A search button has been added for custom notifications within the notification preferences.

### Category filter

A category filter for system notifications has been added to the notification preferences.

### Inbound actions

An additional check box has been added to enable redaction of sensitive data.

## Changed in this release

### New search and category filter in notification preferences

Notification preferences now include the ability to search within custom notifications and filter by category in system notifications.

### Email unsubscribe

Unsubscribe from emails using the unsubscribe capability in the email header.

### Language preferences

Honor sys_user language preferences set by users for email translations.

## Activation information

Notifications is a ServiceNow AI Platform feature that is active by default.

## Accessibility information

Screen reader support has been extended to the aria labels in the notification preferences and the advanced preferences. The support provides an explanation for button actions, such as the toggle button.

### Subscription Management release notes

The ServiceNow® Subscription Management application enables you to manage your subscriptions proactively and monitor subscription usage on your instances. Subscription Management was enhanced and updated in the Xanadu release.

## Subscription Management highlights for the Xanadu release

- Gain visibility and control of your product subscriptions.
- Maximize subscription usage and make informed decisions about future purchases by monitoring your subscriptions.
- Avoid unexpected costs by tracking subscription usage and allocations over time.

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See Subscription Management for more information.

**Important:**
Subscription Management is available in the ServiceNow Store.

## Important information for upgrading Subscription Management to Xanadu

Subscription Management version 3.2 is active by default on all instances of the Xanadu release. Update to Subscription Management version 4.0 or later to use the latest features. For more information about updating Subscription Management, see Update an application or plugin.

## New in the Xanadu release

### Monitor Now Assist usage

View an account-level summary of your Now Assist entitlements and track Now Assist usage across all your instances.

### Monitor Now Assist creators

View an account-level summary of your Creator Plus entitlements and track allocations across all your instances.

### Monitor cloud capacity

Monitor cloud capacity and track storage capacity across all the instances associated with your account.

### Subscription allocation counts according to active users

View the total number of active users in a product subscription. Only active users count toward the subscription allocation totals that appear throughout Subscription Management.

### Allocate subscriptions to all recommended groups

Select all recommended groups when allocating subscriptions.

### Recommended subscription reasoning

Determine why a subscription is recommended by Subscription Management when mapping custom tables or custom applications.

## Changed in this release

### Allocation charts reflect only active users

The Allocation summary and Allocation history charts on the subscription details page reflect only subscriptions allocated to active users for each month following the upgrade.

## Removed in this release

- The Custom tables chart has been removed from the subscription details page.

## Activation information

Subscription Management is a ServiceNow AI Platform feature that is active by default. Updates for Subscription Management are available through the *https://store.servicenow.com/sn_appstore_store.do#!/store/home*. For cumulative release notes information for applications available on the ServiceNow AI Platform, see ServiceNow Store release notes.

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### Upgrade Center release notes

The ServiceNow® Upgrade Center application helps you plan and manage your upgrades. Upgrade Center was enhanced and updated in the Xanadu release.

## Upgrade Center highlights for the Xanadu release

- Explore the different release versions available to you in the Upgrade Preview module.
- Gain insights about the upgrade experience without actually upgrading your instance.
- Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module.
- View all your past upgrades in the Upgrade History module.
- Accelerate your upgrades using the Upgrade Plan feature.

See Upgrade Center for more information.

## New in the Xanadu release

### UI messages to manage upgrade risk

New UI messages were added to manage metadata records based on the severity of the files.

### Default skipped rules

Reduce upgrade processing time with the new default skipped rules to auto-retain high-friction causing configuration metadata types.

## Activation information

Upgrade Center is a ServiceNow AI Platform feature that is active by default.

### ServiceNow AI Platform capabilities release notes

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

### Advanced Work Assignment release notes

The ServiceNow® Advanced Work Assignment (AWA) application automatically assigns work items to your agents based on their availability, capacity, and optionally, the skills. Advanced Work Assignment was enhanced and updated in the Xanadu release.

## Advanced Work Assignment highlights for the Xanadu release

- Enable Advanced Work Assignment integration with third-party providers with the External Routing feature.
- Migrate the Advanced Work Assignment dashboards to Next Experience.
- Defined the External Routing Test Tools plugin (com.glide.awa.external.test_tools) with a simple external routing ATF-based test implementation.

See Advanced Work Assignment for more information.

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## New in the Xanadu release

### External routing overview

Use the updated Admin UI to enable the integration of Advanced Work Assignment with third-party contact-center-as-a-service (CCaaS) providers with the External Routing functionality.

### Migrating Advanced Work Assignment Dashboards

Migrate the AWA dashboards - Interactions, Messaging, Task, and Operations dashboards - to Next Experience.

### Define external routing test implementation

Defined the External Routing Test Tools plugin (com.glide.awa.external.test_tools) with a simplified external-routing-provider ATF-based sample implementation to receive and process REST calls about external events.

Align the payloads generated by the demo data for the sample implementation to process and use the ATF-based tool to verify any modified components.

## UI changes

### Enable external routing for queues

The external Boolean UI visibility is available in the Advanced Work Assignment - External Routing Support plugin (com.glide.awa.external), so that users who have the external queue configured pre- Xanadu can view the field post upgrade to Xanadu.

## Activation information

Advanced Work Assignment is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced Work Assignment plugin (com.glide.awa). For details, see Activate Advanced Work Assignment.

To use the External routing functionality on your instance, you must activate the External Routing Support plugin (com.glide.awa-external).

## Browser requirements

Advanced Work Assignment doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge -Chromium or one of the other supported browsers that are listed in Browser support.

## Related ServiceNow applications and features

### Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

### Workspace

The ServiceNow® Workspace application provides agents, case managers, help desk professionals, and managers with tools to help answer customer questions and to resolve customer problems.

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### Assessments and Surveys release notes

The ServiceNow® Assessments and Surveys application enables you to create, send, and collect responses for surveys. Assessments and Surveys was enhanced and updated in the Xanadu release

## Assessments and Surveys highlights for the Xanadu release

- View the user responses only for active questions.

See Exploring Assessments and Surveys for more information.

## Important information for upgrading Assessments and Surveys to Xanadu

Update the Automated Test Framework (ATF) tests, if you're upgrading to Xanadu from any version prior to Utah. In the Utah release, all the buttons on the assessments or surveys cards have been removed. To run ATF tests successfully, the Click the Take Survey button step must be replaced with the Click the Survey card step for all tests that have this step.

## New in the Xanadu release

### Improved Survey Response Behavior

To ensure consistency between the platform and portal, user responses to inactive survey questions are no longer viewable. Previously:

- On the platform, while taking the survey/assessment, both active and inactive questions were visible.
- On the portal, only active questions were visible.

This update aligns platform and portal behavior. Only responses to active survey questions are accessible through the View User Response button on the assessment instance form, even if the user had answered them while the question was active. However, the responses will still be retained in the respective tables (the response data will not be deleted from the instance). On the response form, only active questions will be displayed

### Quick start tests for Assessments and Surveys

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Assessments and Surveys works as expected. If you customized Assessments and Surveys, copy the quick start tests and configure them for your customizations.

For more information, see Quick start tests for Assessments and Surveys.

## Activation information

Assessments and Surveys is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

### Employee Center

After an assessment is assigned to users, the assigned assessment appears on the ServiceNow® Employee Center, where users can take the assessment.

### Now Mobile app

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Use the ServiceNow® Now Mobile app to take an assessment that is assigned to you.

### Configuration Management Database (CMDB) release notes

The ServiceNow® CMDB application stores data about the infrastructure of your organization. CMDB was enhanced and updated in the Xanadu release.

## CMDB highlights for the Xanadu release

- Access changes to the CMDB Editor and CMDB Admin user roles:
  - Starting with Xanadu Patch 9, the sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.
  - Starting with Xanadu Patch 10, you can configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some CMDB Workspace tasks by manually running a scheduled job.
- Configuring and using CMDB Health has been streamlined by useful analytic data having been simplified and some concepts such as overall health scores having been removed.
- New filtering options for the Coverage charts on the CMDB 360 dashboard help you better manage the performance associated with calculating those charts, while limiting analysis to only those classes that you're interested in.
- Limit the performance impact of CSDM and the CMDB Data Foundations Dashboards by configuring performance settings for some metrics to limit their performance impact, such as triggering the system to automatically deactivate metrics such as *`CIs Processed via IRE`* and *`Business Application with Application Service Relationship`*.
- The CMDB Health Dashboard is now implemented with the Next Experience user interface in the CMDB Workspace.
- The ServiceNow® Now Assist for CMDB application brings generative AI to CMDB. Now Assist for CMDB is a new application in the Xanadu release. The ServiceNow® Now Assist for Service Graph Connectors (SGC) application brings in generative AI capabilities to resolve issues within Service Graph Connector. Now Assist for SGC is a new application in the Xanadu release..

See Configuration Management for more information.

## Important information for upgrading CMDB to Xanadu

- Before the upgrade to Xanadu, the 'Updated CIs' and 'Updated application services' trend lines in the Recent CI activity and Recent application services activities tiles on the Management view in CMDB Workspace, might not have accurately reflected on changes in your system. After upgrading to Xanadu and to versions 5.5, 6.2, or 7.2 of CMDB Workspace, those trend lines will reflect on the more accurate detection of updated CIs and updated application services.
- CMDB Health:

  If either the *`CMDB Health Dashboard - Relationship Compliance Processor`* or *`CMDB Health Dashboard - Relationship Score Calculation`* dashboard job is active, that job is deactivated during the upgrade to Xanadu. After the upgrade is complete, you can reactivate those jobs to resume health reports for CI relationships. The active state of all other CMDB Health dashboard jobs is retained.

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Any failure threshold for a KPI or metric that is greater than 100,000, is set to 100,000 during upgrade. This upper limit is enforced to avoid excessive processing when a large number of CIs are failing the specified metric tests.

- Bookmarks for the CI dashboard no longer work after an upgrade to Xanadu. A `Page not found` error message appears. To see CMDB Health reports for a CI, open the CI form in CMDB Workspace.
- The legacy Application Service Dashboard on Core UI isn't supported in the Xanadu release. After upgrading, you can still access that legacy dashboard by using a previously created bookmark. You can also instead access the Application Services dashboard in CMDB Workspace from the Application services tile in the Insights view in CMDB Workspace.
- The CMDB Integrations Dashboard on Core UI isn't supported in the Xanadu release. After upgrading, you can still access that legacy dashboard by using a previously-created bookmark.
- All records that exist in the CMDB Health Result [cmdb_health_result] table before an update to Xanadu Patch 5, are deleted during the upgrade.

To access a legacy dashboard on an upgraded instance, navigate to **All** > **Self-Service** > **Dashboards** and then search for the dashboard.

## New in the Xanadu release

### CMDB Workspace v7.6 :

- Access a centralized location with a comprehensive view of CI details by using the new CI form in CMDB Workspace. The form shows the attributes (key attributes are highlighted on a Summary page), tags, resources, activities, relationships, related services, health state, performance indicators, and CMDB 360 data that is associated with the CI. While viewing, you can also modify many of those CI details. For information about all the details on a CI form, see Manage CI details in CI Form .
- Access the Data Certification dashboard in CMDB Workspace. The Data Certification dashboard provides the insights about the data certification activities and progress, policies and tasks, reports about certification instances, charts that show the aging certification tasks, and group and individual workloads. For more information, see Data Certification Dashboard .
- Create or manage a shared preset . Save Unified Map filter settings as shared presets that any user on the team can access. This task requires the sn_cmdb_admin, sm_admin, or admin role.
- Access Unified Map from the main navigation panel . Access Unified Map from the main navigation panel by navigating to **All** > **CMDB Workspace** > **Unified Map**.
- Archival and destroy processes of certification policy related records, are now separated from those processes for records of all other policy types. This separation facilitates the extension of the retention period of certification policy records, as follows:

  - The table cleanup rule for table CMDB Data Management Policy Executions [cmdb_data_management_policy_execution], which is stored in the Auto Flushes [sys_auto_flush] table, now excludes certification policy execution records from recurring cleanups.

    Retaining certification policy execution records instead of deleting them after 7 days is useful in situations where those records are needed for audits and are

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also useful for the Data Certification Dashboard, which is populated by these records.

- The Archive CMDB Data Management Tasks archive rule, that applied to all CMDB Data Manager policy execution records, now excludes certification policy records. At each archive run, this archive rule is configured to also automatically archive its related records in table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] (Archive Related Records).
- The archive rule, Archive Certification Instances, is added to specifically archive certification policy execution records from the CMDB Data Management Policy Execution [cmdb_data_management_policy_execution] table. This new archive rule is configured to archive certification policy execution records 2 years after creation, and to destroy those records 7 years after they are archived.
- The archive rule, Archive Certification tasks, is added to specifically archive certification task records from the CMDB Data Management Task [cmdb_data_management_task table].
- The archival of related records in table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] is now moved as an Archive Related Records entry from the Archive CMDB Data Management Tasks archive rule to the new Archive Certification tasks archive rule.

### CMDB Health Dashboard

The CMDB Health Dashboard is now built using UI Builder components and is fully integrated into the CMDB Workspace. When you select either of its views, it opens in CMDB Workspace. The CMDB Health Dashboard has a modernized look and feel of the Next Experience user interface

CI health is now reported on CI forms within the CI Health tile in CMDB Workspace.

### CSDM and the CMDB Data Foundations Dashboards

Starting with version 4.0, the CSDM and the CMDB Data Foundations Dashboards store app is built using UI Builder components. You can also now access the CSDM Data Foundations Dashboard from Management tools in the Management view in CMDB Workspace.

### CMDB Integrations Dashboard in the Next Experience user interface

The CMDB Integrations Dashboard has a modernized look and feel with the Next Experience user interface. Starting with Xanadu release, the CMDB Integrations Dashboard is automatically migrated to the Next Experience user interface. For more information on the Next Experience user interface, see Next Experience UI.

The ServiceNow® Now Assist for CMDB application brings generative AI to CMDB. The Now Assist for CMDB application provides the following skills:

- CI summarization: Shows CI details such as discovery and class, and tallies of records that are related to the CI such as incidents, alerts, and security vulnerabilities, directly on CI forms.
- Manage duplicate CIs: Guides you step-by-step through the process of reviewing de-duplication tasks, and then creating and running de-duplication templates to remediate tasks that you choose. As you respond to choices presented by the manage duplicate CIs skill, you receive clear guidance for what should be your next step in the remediation process. This skill also provides root cause analysis to help you prevent future generation of duplicate CIs.

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The ServiceNow® Now Assist for Service Graph Connectors (SGC) application brings in generative AI capabilities to resolve issues within Service Graph Connectors. The Now Assist for SGC application provides the Service Graph Connector diagnosis skill. This skill enables you to troubleshoot issues in a failed import set associated with a Service Graph Connector.

### Quick start tests for CMDB

After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB works as expected. If you customized CMDB, copy the quick start tests and configure them for your customizations.

## UI changes

### Relationship Health Dashboard

The Relationship Health tab is no longer available on the CMDB Health Dashboard. Instead, you must access the Relationship Health Dashboard from the CMDB Workspace Home page by selecting the **Relationship Health Dashboard** link in the Quick links section.

Aggregated relationship metrics appear as pie charts on the dashboard.

### Setting up and configuring CMDB Health

The **CMDB Health settings** button on the CMDB Health Dashboard replaces the CMDB Health Dashboard jobs tab for configuring CMDB Health-related system properties, scheduled jobs, and KPIs and metrics.

### CI health reporting

- The CI Health tile on CI forms has been expanded to include widgets with health scores of KPIs and metrics, as calculated by CMDB Health for the CI.
- The CI dashboard has been removed and the **Open in CMDB Workspace** button on CI forms replaces the **Dashboard** button to access CI health reporting in CMDB Workspace. This new button is available only to users with the sn_cmdb_user role.

## Changed in this release

### Access changes for the sn_cmdb_editor and sn_cmdb_admin user roles

- Starting with Xanadu Patch 9 (zbooted or upgraded), access has been reduced for the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles which are used in CMDB Workspace. The sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.

- Starting with Xanadu Patch 10 (zbooted or upgraded), you must manually run the scheduled job '*Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles* to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the permissions that are necessary for performing some CMDB Workspace tasks.

  This scheduled job modifies user roles as follows:

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- Updates the itil user role to no longer contain the sn_cmdb_editor user role, and updates the itil_admin user role to no longer contain the sn_cmdb_admin user role.
- If those permissions don't exist, updates the sn_cmdb_admin and the sn_cmdb_editor user roles with create, update, and delete access to the Configuration Item [cmdb_ci] class. For more information about the 'Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/ sn_cmdb_editor roles' scheduled job, see Remove sn_cmdb_admin from itil_admin and sn_cmdb_editor from itil, and then add create/update/delete access to cmdb_ci table for sn_cmdb_admin / sn_cmdb_editor [KB2290506].

### CMDB Health

- Configuring and using CMDB Health is simplified by the removal of some concepts such as overall health scores.
- Sections on the CMDB Health Dashboard reporting on compliant CIs are clearly separated from report sections for non-compliant CIs that require your attention.
- Failure thresholds for KPIs and metrics enforce an upper limit of 100,000 to avoid excessive processing when a large number of CIs fail the specified metric tests.
- The CMDB Health Dashboard still shows non-compliance data that was gathered even if the process is stopped due to excessive failures so you can fix the specific failures already detected.
- CI health reporting is integrated into CI forms in CMDB Workspace.

### CMDB Workspace store app

- CMDB 360:
  - Manage performance by filtering the data included in Coverage charts in the CMDB 360 dashboard in CMDB Workspace by principal class setting or by whether tables are within the CMDB hierarchy.
  - Manage the scope of data processed by CMDB 360 by setting a maximum threshold for the number of multisource records per class and tracking those classes that exceed that threshold in a table so that those classes are excluded from future CMDB 360 calculations. You can override this exclusion to include selected classes even if they exceed the threshold.
- Data Certification

  When reviewing Data Certification tasks in CMDB Workspace, use a single click to select all the records associated with a task, to certify or fail the certification in bulk.

- CI timeline in CMDB Workspace

  When a CI timeline on the CI details pane in CMDB Workspace fails to load, the error message that appears now includes a link that you can select to go to the CI timeline in the base system.

### CSDM and the CMDB Data Foundations Dashboards

- Limit the performance impact of some of the CMDB and CSDM metrics such as the *`CIs Processed via IRE`* and *`Business Application with Application Service Relationship`* by adjusting the settings for triggering the system to automatically deactivate those metrics.

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- Identify current and non-current metric data by viewing the *Updated* column in the list views of CMDB.
- Access the CSDM Data Foundations dashboard from the Management view in CMDB Workspace.

### Select a parent class in an IRE identification rule

Avoid the unnecessary creation of a duplicate CI by setting the **Search On Table** field in an identification rule to one of the parent classes of the current class. When Identification and Reconciliation (IRE) identifies a CI in a parent class that matches a CI in the payload, IRE updates that CI with the details from the payload without creating a duplicate CI.

### Improved migration and ongoing sync of CSDM life-cycle data

The one-time operation aligns CSDM life-cycle values in asset and CI tables. After the initial alignment, business rules can run on regular schedules to ensure that life-cycle values for the asset, CI, and IBI tables remain aligned. Using standard life-cycle values significantly improves data accuracy to help optimize value for many ServiceNow AI Platform applications.

### Application Services dashboard

Internal queries on the Application Services dashboard that filters for application services now checks not only for all the records in the Application Service [cmdb_ci_service_auto] class, but for those records in which the value of *Service classification* is **Application Service**.

## Removed in this release

- CMDB Health:
  - The CMDB Health Dashboard on Core UI isn't included in new Xanadu instances. On upgraded instances, this dashboard is available but no longer supported.
  - The CI dashboard isn't included in new Xanadu instances. On upgraded instances, this dashboard is available but no longer supported.
  - The following widgets have been removed from the CI Health tile in the CMDB Workspace: Incomplete Attributes vs Total Attributes, Non-compliant relationships vs Total Relationships, and Stale relationships vs Total Relationships widgets.
  - The concept of the overall health score has been removed and no longer appears in any of the CMDB Health dashboards or views.
  - The concept of weighted averages and scorecards thresholds, which specify the ranges of health states, has been removed.
  - The bar charts for metrics in the main CMDB Health Dashboard have been removed, as well as the tiles for top 10 incident, alert, and change generators.
  - The *CMDB Health Dashboard - Top Task Generating CIs Calculation* scheduled job has been removed.
- CSDM and the CMDB Data Foundations Dashboards:
  - When drilling down into the CIs Not Processed Via IRE in the Data Management Practices metric group, the **Show Records** button isn't supported.
  - When drilling down into the Orphan CIs metric, only a list view of orphan CIs appears without any Performance Analytics details.

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## Deprecations

- Starting with the Xanadu release, the Data Certification plugin (com.snc.certification_v2) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. The CMDB Workspace store app provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- ServiceNow hosted Service Graph Connector for ExtraHop is now deprecated and no longer supported or available for new activation. Service Graph Connector for ExtraHop provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

CMDB is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

### Common Service Data Model (CSDM)

Common Service Data Model (CSDM) provides prescriptive guidelines for service modeling within CMDB and is the standard for all ServiceNow products that use the CMDB. CSDM provides a framework for mapping data from your IT services and other products to the CMDB. Following the CSDM framework helps ensure that the required data for your ServiceNow application maps correctly to the appropriate CMDB tables.

### Service Graph Connectors

Use predefined ServiceNow® Service Graph connectors to import data from third-party applications, such as Microsoft SCCM, into your CMDB. In addition, you can use the IntegrationHub ETL store app to create and manage custom ETL transform maps so that you can integrate third-party data into the CMDB without compromising its integrity.

### CMDB Workspace

Use the CMDB Workspace store app to search, explore, and gain insights into the CMDB. The CMDB Workspace is a store app that provides a central place for working with the CMDB. In the CMDB Workspace, you can examine health and recent activity related to CMDB, and access various CMDB dashboards and tools to support tasks in your organization.

### Document Services release notes

The ServiceNow® Document Services application provides a broad range of services related to document management, such as creating, maintaining, and converting documents, as well as integrating with third parties like Microsoft SharePoint. Document Services was enhanced and updated in the Xanadu release.

## Document Services highlights for the Xanadu release

- Extend collaboration and improve user experience with the integration of Document Management with external cloud providers, such as Microsoft OneDrive, Google Drive, and Microsoft SharePoint.
- Increase collaboration with management of Google Docs files on Google Drive.
- Control sensitive information with data redaction within a document.

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See Document Services for more information.

**Important:**
Multi Provider Document Services Framework is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Document Management integration with external content provider

Collaborate on documents in Microsoft OneDrive, Microsoft SharePoint, or Google Drive.

### Redaction of sensitive data

Redact sensitive information within a document for configurable workspaces.

## Changed in this release

### Google Docs files on Google Drive

Manage Google Docs files on Google Drive using Multi Provider Document Services Framework.

### Document viewer support for hyperlinks, attachments, and digital signature

Document Viewer now supports using hyperlinks, downloading of PDF attachments, and viewing of digital signatures.

### Accessibility feature for DOCX to PDF conversion

Accessibility support added for DOCX to PDF conversion. PDF accessibility tags are now available to help non-sighted users who rely on screen readers to navigate, understand, and interact with converted PDF documents.

## Activation information

Document Services is a ServiceNow AI Platform feature that is active by default.

Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For details, see Activate Document Management.

Multi Provider Document Services Framework Install Multi Provider Document Services Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Accessibility information

Accessibility support has been added for document conversion from DOCX to PDF. PDF accessibility tags are now available to help users who rely on screen readers to navigate, understand, and interact with converted PDF documents.

### Hermes Messaging Service release notes

The ServiceNow® Hermes Messaging Service application enables you to integrate your Apache Kafka environment with your ServiceNow® instance. Hermes Messaging Service was enhanced and updated in the Xanadu release.

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## Hermes Messaging Service highlights for the Xanadu release

- Publish events from your ServiceNow instance to your Apache Kafka environment and consume high volumes of Apache Kafka events from your external systems with low latency.
- Effectively process spikes and bursts in message volume from external systems to minimize performance impacts on your instance.
- Manage the health and performance of message delivery using Hermes diagnostic tools.

See Hermes Messaging Service for more information.

## New in the Xanadu release

### Monitor Hermes data usage

Monitor data usage by application and track data usage by topic using the Hermes Usage Dashboard.

## Changed in this release

### Monitor topics in multiple cluster sets

View messages from multiple cluster sets by selecting a service group in the Hermes Topic Inspector module.

### Test connectivity to multiple cluster sets

Verify that your instance can send messages to and receive messages from multiple cluster sets by selecting a service group in the Hermes Diagnostics module.

## Activation information

Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect Installer (com.glide.hub.stream_connect.installer) plugin or installation of the Log Export Service application. For details, see Hermes Messaging Service activation.

## Related ServiceNow applications and features

### Using Stream Connect for Apache Kafka

Produce Apache Kafka messages from your ServiceNow instance using Workflow Studio, and then consume the messages in an external application. You can also produce Apache Kafka messages from an external application and then consume the messages in your ServiceNow instance using a variety of consumers with Stream Connect.

### Log Export Service (LES)

Export log data securely to your external data lake for reporting, auditing, or regulatory purposes using Hermes Messaging Service with Log Export Service.

### Instance Data Replication

Improve the performance and processing efficiency of Instance Data Replication by upgrading the replication sets that you created prior to the Washington DC release to use Hermes Messaging Service.

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### Knowledge Management release notes

The ServiceNow® Knowledge Management application enables you to share knowledge articles that provide users with information for self-help, troubleshooting, and task resolution. Knowledge Management was enhanced and updated in the Xanadu release.

## Knowledge Management highlights for the Xanadu release

- Improve article formatting thanks to the knowledge article editor using the upgraded version of TinyMCE, which provides multiple enhancements such as Power Paste, Anchor, and Insert Accordion.
- Enhance the creation and management of knowledge base through features in the Knowledge Management advanced plugin such as article versioning, article subscriptions, article templates, and an article quality index.
- Get optimized, personalized, and relevant search results by using AI Search for Knowledge Base articles on the Knowledge Management Service Portal homepage.
- Address concerns from related cases in a single article by using Now Assist in Knowledge Management to generate a knowledge base article from a selection of similar cases.
- Select content in a knowledge article and shorten or elaborate it using the generative AI capabilities of Now Assist.

See Knowledge Management for more information.

## New in the Xanadu release

### New report on Knowledge Management dashboard

Make timely decisions on articles expiring in the next 90 days through a report on the Knowledge Management dashboard and determine whether to retire or republish them.

### Now Assist in Knowledge article generation from multiple cases

Quickly draft knowledge articles from your workspace or classic environment based on similar cases with  Now Assist. Knowledge articles can be generated by selecting a list of similar cases or case numbers or even by searching keywords specific to a case.

### Generate a Knowledge article using multi-language support

Generate articles for an incident, case, or other supported task type in a language other than English by setting up language options for knowledge article generation in Now Assist.

### Edit an article using the Now Assist context menu

Rewrite selected parts of a Knowledge article based on context by deploying the Now Assist context menu.

## Changed in this release

### Enable AI Search on the Knowledge Management Service Portal

Displays AI-powered search results for a selected article through AI Search.

### Default advanced plugin installation

Article versioning, article subscriptions, article templates, and an article quality index are available through the Knowledge Management advanced plugin, which is installed by default for new customers. If you are an existing customer, you have the option to activate it.

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## Activation information

Knowledge Management is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

### CSM Configurable Workspace

ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace enable customer service agents to read knowledge articles attached to their cases and gain additional information that helps them resolve cases more efficiently.

### Field Service Management

Enable field service agents to read knowledge articles that are attached to their work order tasks while they're offline through the Now Mobile Agent app. For more information, see Access the information you need using the Now Mobile Agent application.

### Communities

Harvest knowledge information from posts on a Community site. Create structured knowledge articles from unstructured discussions around a question.

### Problem Management

Create structured knowledge articles from information generated from a problem form that could be useful to solve similar issues.

### Incident Management

Resolve issues by searching for knowledge articles from an incident. Flag issues with articles, edit articles from incidents, and report knowledge gaps while resolving an incident. Formalize tacit knowledge by creating articles from an incident using article templates.

### Employee Service Management

Use knowledge blocks with HR Knowledge Management to simplify both HR knowledge authoring for writers and knowledge consumption for readers. Enable an HR agent to identify cases that have insufficient knowledge coverage and to report knowledge gaps using the Demand Insights for HR Cases dashboard. For more information, see Demand Insights for HR Cases dashboard.

### MID Server release notes

The ServiceNow® MID Server application enables communication and data transfers between a ServiceNow instance and external applications, data sources, and services. MID Server was enhanced and updated in the Xanadu release.

## MID Server highlights for the Xanadu release

- Run other applications without storing any credentials on the instance with the Azure Key vault.
- MID Server supports log file compression.

See MID Server for more information.

## Important information for upgrading MID Server to Xanadu

For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1.

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If you have installed your own JRE, the upgrade process takes the following actions to verify that the MID Server uses a supported JRE:

- If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.
- If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.

Only one Windows MID Server service is permitted according to executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information.

For more information about MID Server upgrades, see the following topics:

- MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.
- Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.

## New in the Xanadu release

### MID Server support for Azure Key vault

The MID Server integration with the Azure Key vault enables Orchestration, Discovery, and Service Mapping to run without storing any credentials on the instance.

## Changed in this release

### MID Server log enhancement

MID Server supports log file compression. The new log file handler settings are available as MID Server properties on the instance. The compression mode is not enabled in the base system.

## Activation information

MID Server is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

### Discovery

Discovery uses the MID Server to launch probes and patterns that return information to the CMDB about devices and applications running in your environment. Discovery schedules select appropriate MID Servers based on their configured capabilities and assigned IP ranges.

### Orchestration

Orchestration uses the MID Server to do work on internal and external systems. Orchestration selects MID Servers based on their capabilities and the applications that they're allowed to use.

### Service Mapping

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Service Mapping uses the MID Server to launch patterns that return information about business services running in your environment.

#### Event Management

Event Management uses the MID Server to receive and process events, collect data for root cause analysis (RCA), and collect SNMP traps.

#### Cloud Management

Cloud Management uses the MID Server to collect and process VMware events.

#### Operational Intelligence

Operational Intelligence uses MID Server clusters to capture operational metrics data from external data sources and analyze them for anomalies.

#### Health Log Analytics

Health Log Analytics uses the MID Server to collect log data streaming into your instance and helps you identify the root cause of issues.

### Notify release notes

The ServiceNow® Notify application provides support for SMS and voice channels on the ServiceNow AI Platform® to communicate with customers. Notify was enhanced and updated in the Xanadu release.

## Notify highlights for the Xanadu release

Provides the flexibility to delete or retain Twilio messaging records when Twilio is disconnected from a ServiceNow instance.

See Notify for more information.

## Changed in this release

#### Notify Twilio Direct driver

When the Twilio messaging service is disconnected from a ServiceNow instance, you can choose to delete the messaging records according to your data management and security retention policies or retain the records for future reference. For more details, see the Behaviour of Default Messaging Service when connecting to Twilio from ServiceNow instance [KB1644265] article in the Now Support Knowledge Base.

## Activation information

Notify is a ServiceNow AI Platform feature that is available with activation of the Notify (com.snc.notify) plugin. For details, see Notify.

## Related ServiceNow applications and features

#### Notify connector for Microsoft Teams

The Notify connector for Microsoft Teams enables you to manage and initiate a Microsoft Teams meeting directly from any record such as an incident or a task.

### Password Reset release notes

The ServiceNow® Password Reset application helps your end users reset and change their passwords either using self-service or with the help of a service desk agent. Password Reset was enhanced and updated in the Xanadu release.

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## Password Reset highlights for the Xanadu release

Control the duration of the validity of the Password Reset URL provided in a notification email.

See Password Reset for more information.

## Changed in this release

### Enhancing Password Reset Security URL

Control the expiration duration of a password reset URL by setting the `glide.pwd_reset.onetime.token.validity` property. By default, the URL is valid for one hour.

## Activation information

Password Reset is a ServiceNow AI Platform feature that is active by default.

### Service Catalog release notes

The ServiceNow® Service Catalog application provides a requester view of the available services and products offered by the departments within your organization. Service Catalog was enhanced and updated in the Xanadu release.

## Service Catalog highlights for the Xanadu release

- Fill a catalog item form inline in the Virtual Agent conversation.
- Let users experience the support of Zero Trust Access (ZTA) security model for Service Catalog.
- Experience the faster loading of popular catalog items in the Popular Items widgets.

See Service Catalog for more information.

## New in the Xanadu release

### Added inline render type support of catalog item in Virtual Agent

Fill a catalog item form inline in the Virtual Agent powered by Natural Language Understanding (NLU).

For example, while requesting a catalog item that's marked inline render type, the requester can fill the item and its options within the Virtual Agent conversation.

## Activation information

Service Catalog is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

### Now Assist in Catalog Builder

Use ServiceNow® Now Assist in Catalog Builder to create catalog items of your choice in Catalog Builder by giving text inputs.

### Catalog Conversational Coverage

ServiceNow® Catalog Conversational Coverage provides a dashboard to view a high-level overview of the conversational and non-conversational catalog items.

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#### Employee Center

ServiceNow Employee Center portal is a standard multi-department, dynamic portal for service delivery, and employee engagement.

#### Zero Trust Access

Zero Trust Access (ZTA) is a security model that assumes that no user or device is trusted by default.

### Skills Management release notes

The ServiceNow® Skills Management application enables you to assess the skills that your organization needs, identify any gaps, and implement effective hiring or training plans for your teams. Skills Management was enhanced and updated in the Xanadu release.

## Skills Management highlights for the Xanadu release

- Analyze the skills dashboard by using the intuitive Next Experience UI.
- Use multi-lingual capabilities in Skills Management so that you can translate the skill names and their descriptions in your preferred language.

See Skills Management for more information.

## Important information for upgrading Skills Management to Xanadu

The skills dashboard is automatically migrated to the Next Experience UI in the Xanadu release. When you upgrade, you can automatically access the Skills dashboard in the Next Experience UI.

## New in the Xanadu release

#### Using the Skills Management dashboard in the Next Experience user interface

Analyze the trends to assess the skill gaps in your organization by using the Next Experience user interface.

#### Multi-lingual capabilities in Skills Management

Translate the skill names and the descriptions by using the following fields that support the translated text data type in the Skill [cmn_skill] table:

- **Display Skill Name**: Auto-populates the corresponding value in the **Name** field.
- **Description**

## UI changes

#### Analyze skills by using the Next Experience skills dashboard

Analyze the skills for your team by using the Next Experience user interface. For more information on the Next Experience user interface, see Next Experience UI.

## Activation information

Skills Management is available with the activation of the Skills Management (com.snc.skills_management) plugin. For details, see Activating Skills Management.

## Related ServiceNow applications and features

#### Coaching

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Use ServiceNow® Coaching to monitor the performance of your teams and coach your employees to enhance their skill set.

#### Workforce Optimization for ITSM

By using Workforce Optimization for ITSM, you can efficiently manage the skills and schedules of your teams, route work assignments to your team, and monitor their performance.

### ServiceNow AI Platform security release notes

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

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

### Authentication release notes

The ServiceNow® Authentication application supports many authentication mechanisms that enable you to validate the identity of users. Authentication was enhanced and updated in the Xanadu release.

## Authentication highlights for the Xanadu release

- Use the FIDO2 authenticator, passkeys, biometric authenticators, and hardware security keys as multi-factor authentication (MFA) factors without requiring an authenticator app setup.

See Authentication for more information.

## Changed in this release

#### Multi-factor Authentication (MFA)

Use the FIDO2 authenticator, passkeys, biometric authenticators, and hardware security keys as multi-factor authentication (MFA) factors without requiring an authenticator app setup.

## Deprecations

- The MultiSSO v1 plugin is deprecated. Upgrade to MutliSSO v2 from MultiSSO v1. For more information on how to upgrade to MultiSSO v2, refer to the knowledge article MultiSSO v2 upgrade instructions [KB9756504] in the Now Support Knowledge Base.
- The SAML 1.1 and SAML 1.1 Single Sign-On - Update 1 plugin is deprecated. The SAML-based identity providers (IdP) have already migrated to SAML 2.0. To use SAML 2.0, you must activate the MultiSSO v2 plugin and configure your identity provider.
- The OpenID SSO plugin is deprecated. To use OpenID Connect (OIDC), you must activate the MultiSSO v2 and configure your OIDC-based identity provider.

## Activation information

Authentication is a ServiceNow AI Platform product that is active by default.

## Related ServiceNow applications and features

#### Platform Security

Platform Security is built into all levels of the ServiceNow AI Platform. Implement the security features that are appropriate for your organization. Manage failed logins and encrypted password protection, access control rules, and audit logs.

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### Encryption Key Management release notes

The ServiceNow® Encryption Key Management application protects your data by using encryption, tightly controlled key access, National Institute of Standards and Technology (NIST) 800-57-based key life-cycle management, and FIPS 140-2-L3 key protection. Encryption Key Management was enhanced and updated in the release.

## Encryption Key Management highlights for the Xanadu release

- Start using Code Signing's improved activation process. You can use the new Code Signing UI page for a faster, streamlined activation.
- Administer Column Level Encryption with new Column Level Encryption APIs, roles, and administration features. Column Level Encryption logging has been enhanced for improved readability.
- Download all encrypted attachments as a zip file by using the new **Download All** button.

See Key Management Framework for more information.

## New in the Xanadu release

### New plugin available for Code Signing roles and administrative features

Activate the plugin to access the new roles and administration features. The new plugin creates signature migration jobs, new code signing roles, and a new code signing administration page.

## Changed in this release

### Changes to Code Signing requirements

As a part of improving security around Root of Trust, signing of script and attachments records can only be done on your trusted non-production instance or using the standalone signing tool. The exception is notarization, which can still be performed in the protected production instance.

### Enhancement requests for the Code Signing Standalone signing tool

Updates to Code Signing enable your administrators to work with keystores, signature records, and records to be signed outside of the local system.

### Improved activation process for Code Signing

Activate Code signing with a new UI page that is designed to streamline the activation process.

### Download All Button for Multiple Attachments is available when Edge Encryption is enabled

By using the download all functionality, you can now download multiple documents into a zip file when you also enable Edge Encryption.

### Edge Encryption jRobin dashboards have been migrated to NEXT Experience

View troubleshooting and performance on dashboards that were migrated from the deprecated jRobin framework. These dashboards display the same information that was available in previous versions.

### Column Level Encryption Enterprise is installable by administrators after purchase

After purchasing Column Level Encryption Enterprise, your administrator can typically activate the product without needing technical assistance.

### Support for full string UTF-8 in Column Level Encryption

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CLE supports encryption and decryption of the full range of UTF-8 characters, including emoji.

### Improved readability for Column Level Encryption logging

With the improved system, node, application, and audit logging, your administrators can analyze and troubleshoot their CLE or CLEE implementation.

## Activation information

The Platform Encryption subscription bundle is a group commercial entitlement that includes Column Level Encryption Enterprise, Cloud Encryption, and Database Encryption.

Column Level Encryption Enterprise is the unlimited license of Column Level Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.

## Related ServiceNow applications and features

### Encryption and Key Management

Encryption is a cryptographic procedure that converts plain text into cipher text, which helps prevent anyone but the intended recipient from reading that data.

### Key Management Framework

The Key Management Framework lets you fully customize and manage how cryptographic operations are performed on your instance.

### Code Signing

Code Signing creates digital signatures for the data, which are later checked to confirm the authenticity and integrity of the data. Code Signing is a module licensed as a component of Vault.

### Edge Encryption

Edge Encryption encrypts sensitive data on your company premises before sending it over the internet to your instance (encrypted in flight), where it remains encrypted at rest.

### Cloud Encryption with Key Management

Cloud Encryption offers encrypted storage for the database using block encryption, with enhanced key management. Cloud Encryption is available with the Platform Encryption subscription bundle.

### Identity release notes

The ServiceNow® Identity application supports identity mechanisms that enable you to validate the identity of users. Identity was enhanced and updated in the Xanadu release.

## Identity highlights for the Xanadu release

- Use the Access Simulator module under the ServiceNow® Access Analyzer V3 tool to simulate the user access and understand the implications of providing additional access to the users.
- Use the enhanced System for Cross-domain Identity Management (SCIM) API endpoints for CRUD operations.
- Access Analyzer extends support of Query operation (Query Match & Query range) for Evaluate access, Compare user access, and Simulate access features.

See Identity for more information.

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## New in the Xanadu release

### Access Insights

Use the Access Insights module in the ServiceNow® Access Analyzer V4 tool to get access insights about role or group entitlements assinged to the user at a peer-level (same organization, department, and Manager), while comparing the user access.

> **Important:**
> Access Insights (Access Analyzer V4) is available in the ServiceNow Store. For more information, visit ServiceNow Store.

### SCIM

Use the System for Cross-domain Identity Management (SCIM) API endpoints to create, read, update, and delete operations on users and groups using the SCIM protocol.

## Activation information

Identity is a ServiceNow AI Platform product that is active by default.

## Related ServiceNow applications and features

### Secure your instance

Platform Security is built into all levels of the ServiceNow AI Platform. Implement the security features that are appropriate for your organization. Manage failed logins and encrypted password protection, access control rules, and audit logs.

### Security Center release notes

The ServiceNow® Security Center application is composed of multiple distinct tools designed to help you improve your security posture and strengthen your compliance with ServiceNow curated security recommendations. Security Center was enhanced and updated in the Xanadu release.

## Security Center highlights for the Xanadu release

- Receive prompt notifications for user behaviors that you specify with the Security Event Notifications tool.
- Monitor the security health of all your instances and take rapid action using the new Security posture dashboards.
- Be prepared for potential future security announcements from ServiceNow with Security Banner Announcement capabilities.
- Schedule security scans with the updated Auditor Suite to monitor access control configurations in the Security Scanner tool.
- Use the improved Security Center version 2.0 hardening tool to minimize data exposure within your instance.

See Security Best Practices, Customer Actions, and Hardening settings baseline versions, Security Event Notifications, and Data Classification for more information.

## New in the Xanadu release

### Security Event Notifications

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Receive prompt notifications on user behaviors that you specify with the Security Event Notifications tool. Users that you choose receive email notifications when a policy is triggered, enabling you to promptly remediate issues.

### Security Posture Dashboards

Monitor the security health of all your instances with the Security posture dashboards. The single instance dashboard provides graphical widgets for key security key process indicators (KPIs). The multi-instance dashboard, only available on production instances, shows the same KPIs for all instances in a table format. The dashboards can be cloned and then fully customized.

### Security banner announcements

Prepare for potential future security announcements from ServiceNow using the Security Banner Announcements. This feature enables ServiceNow to trigger new banners in customer instances that are visible to system administrators. These messages inform them of new and urgent potential security issues and include a link to more details.

### Data Classification

Monitor your sensitive data with the Data Classification metrics in the Security Metrics tool. Updates to the tool include two new metrics. Classifiable Data metrics displays the amount of data that is available for classification and what portion has been already classified. The Classified Data metrics displays the breakdown of the classified data across your classification labels.

### Security Center version 2.0 introduces a new set of hardening settings

Security Center version 2.0, introduced in the November store release, includes several new hardening settings, updates to existing ones, and the removal of some unnecessary settings. The new hardening settings come with recommended configurations to restrict access control lists (ACLs) for human resources apps, minimizing data exposure and enforcing the principle of least privilege. Additional settings help configure service portal widgets to reduce sensitive data exposure in tables, enforce strict code signing, and set role-based restrictions on apps. Several technical configuration names and descriptions have been updated for clarity, and outdated hardening settings have been removed.

### Improved Security Center architecture

The Security Center has been redesigned to help admins understand what tasks they can accomplish with Security Center and to pick the right tools for their tasks.

## Changed in this release

### Scan checks

Schedule security scans with the updated Auditor Suite to monitor access control configurations in the Security Scanner tool. The Auditor Scan suite has been streamlined to contain only access control checks and renamed to Access Control Auditor Suite. The updated access control checks generate a smaller, more focused number of findings that reflect potential security vulnerabilities according to ServiceNow security experts.

### Legacy workflows have been converted to Flow Designer workflows

Legacy base system Workflows have been converted to modern Flow Designer workflows to standardize ServiceNow flows onto the modern technology. The updated low-code flows are designed to be more scalable and make updating and troubleshooting easier.

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## Deprecations

Beginning with the ServiceNow AI Platform Xanadu release, ServiceNow will end support for Instance Security Center.

For details, see the Deprecation Process article (KB 0867184) in the Now Support Knowledge Base.

## Activation information

Security Center v1.5 is installed by default with the Xanadu family release. Version 1.6 provides significant enhancements. To get Security Center v1,6, visit the ServiceNow store.

### Access Management release notes

The ServiceNow® Access Management includes access control lists (ACLs), security attributes, contextual security manager, data filtration, and many more controls. These tools provide finer control and improved security for managing data access. Access Management was enhanced and updated in the Xanadu release.

## Access Management highlights for the Xanadu release

- Fine-tune your access control with the new Deny-Unless ACL and query operators.
- Enhance ACL security with a new default denial behavior.
- Identify and fix empty or misconfigured ACLs with new ACL creation rules.

See Access Control List Rules for more information.

## Changed in this release

**Deny-Unless condition for ACLs**

A new decision type field helps administrators define the conditions that give or deny users access to data. It enables more granular decision-making while defining the right access strategy on the platform.

**Enhanced ACL Security**

If an ACL is misconfigured or empty, you can deny access to data by default, enhancing the overall security of the platform.

**ACL Query Behavior**

Fine-tune your access control by dictating rules for querying data with the introduction of new operators: query match and query range.

**>Explicit Roles behavior adjustment**

When the system property `glide.security.explicit_roles.do_not_fix` is true, the **snc_internal** role is no longer added in memory or to the User Roles [sys_user_has_role] table.

## Activation information

Access Management is a ServiceNow AI Platform feature that is active by default.

### Data Privacy release notes

The ServiceNow® Data Privacy application enables you to classify sensitive data, remove personally identifiable information (PII) from user data in a production instance, and anonymize

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data in production and non-production instances. Data Privacy was enhanced and updated in the Xanadu release.

### Data Privacy highlights for the Xanadu release

- Navigate an improved Data Privacy and Data Discovery UI in Next Experience dashboards.
- Discover and anonymize sensitive data as it's entered with the real-time anonymization policy.
- Anonymize and discover journal fields with expanded support and an increased data pattern regular expression limit of up to 1000 characters.

See Platform Privacy for more information.

### Important information for upgrading Data Privacy to Xanadu

Licensing changes enable you to install Data Discovery, Data Discovery APIs, Data Anonymization, and Data Privacy APIs without an entitlement, but you must have an entitlement to run a job.

### New in the Xanadu release

#### Child job execution

Run child parallel jobs to optimize the duration of your job executions.

#### Encrypt with column level encryption (CLE)

As a security admin, view whether the discovery field is encrypted or can be encrypted.

### UI changes

#### Next Experience dashboards

Data Discovery and Data Privacy Dashboards now use the Next Experience dashboards.

### Changed in this release

#### Discover and anonymize journal fields

Journal fields are now supported for Data Discovery and Data Anonymization with Workspace UI.

#### Data pattern regular expression length increased

The data pattern regular expression length limit is increased to 1000 characters.

#### New base system data patterns

New base system data patterns are supported. See Default data patterns for more information.

#### Indicators for Security Center dependencies

Indicators for missing Security Center dependencies have been added.

## ServiceNow AI Platform user interface release notes

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

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

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### Next Experience release notes

The ServiceNow® Next Experience application delivers an intuitive, personalized experience that enables your organization to drive productivity, improve engagement, and inspire learning with the ServiceNow AI Platform®. Next Experience was enhanced and updated in the Xanadu release.

## Next Experience highlights for the Xanadu release

- Choose from multiple themes created with Theme Builder and apply them to your instance.
- A new keyboard shortcut enables you to access the OpenFrame UI.
- A new "User experience" user preference group has been added for the Turn off Next Experience, Enable analytics, and Current start page preferences.
- A new client interaction table displays UI load times for identifying and investigating performance anomalies.

See Next Experience UI for more information.

**Important:**
Theme Builder is available in the ServiceNow Store. For details, see the "Activation Information" section of these release notes.

## New in the Xanadu release

### Next Experience keyboard shortcuts

Use a new keyboard shortcut to reduce the time required to open the OpenFrame window.

### User experience user preference group added

A new "User experience" user preference group has been added for the Turn off Next Experience, Enable analytics, and Current start page preferences.

### Pin your notifications menu

Pin your notifications menu for quick access to important updates.

### View Next Experience performance metrics

View performance metrics for any Next Experience page.

### Preserve your custom Next Experience theme during a clone

Cloning is optimized to preserve your Next Experience and Theme Builder themes. This helps ensure that the themes are not overwritten during the cloning process.

## Changed in this release

### Select a theme in Next Experience

If multiple core themes have been created using Theme Builder, then those themes and their alternate color palettes are displayed in the Theme user preference group.

## Activation information

Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Xanadu release. An opt-out system property can be created prior to upgrade if there are known problems with turning on Next Experience on an instance.

Install Theme Builder by requesting it from the ServiceNow Store.

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## Browser requirements

Xanadu no longer supports Internet Explorer 11. You can't log in through that browser. The iOS version of Firefox is also not supported.

## Accessibility information

### Next Experience keyboard shortcuts

In addition to the 40 keyboard shortcuts available, there is a new keyboard shortcut to reduce the time required opening the OpenFrame window. This shortcut allows agents to dial and answer the phone from the platform.

### Workspace release notes

The ServiceNow® Workspace application provides agents, case manager, help desk professionals, and managers with tools to answer customer questions and resolve customer problems. Workspace was enhanced and updated in the Xanadu release.

## Workspace highlights for the Xanadu release

- Add email addresses to recipient fields with more flexibility, including the ability to use international characters, edit email recipient pills, and view concise error messages for invalid or blocked addresses.
- Categorize and filter records in the Activity Stream.
- Help users access relevant reference search results by applying pre-filtered and removable query parameters to reference lists.

See Workspace UI for more information.

## New in the Xanadu release

### International characters supported in email addresses

Enter international characters for email addresses without running into errors.

Enable international characters for your users according to RFC6530 standards or disable them by changing a system property and performing additional configurations.

### Email client plugin system properties

Ensure your agents leverage the latest functionality in the email client by using updated plugin (*glide.ui.email.composer.enabled_plugins*) and toolbar (*glide.ui.email.composer.toolbar*) system properties offered by default for Tiny MCE v6.

### Tags for Activity Stream records

Use tags to categorize and filter records shown in the Activity Stream.

As admins, you can enable, add, customize, and edit tags for your users' Activity Stream records.

### Reference searches with queries

Help users access relevant reference search results by applying pre-filtered and removable query parameters to reference lists. These query parameters act as an addition to fixed queries that cannot be removed by end users.

### Client scripts for field decorators

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Add field decorators to field types using client scripts.

**Pre-filter records on the multi-record associator**

Pre-filter records with typeahead on the multi-record associator using scripts.

**Use a keyboard shortcut to insert response templates**

Enter the keyboard shortcut `/r` and a keyword to insert a response template directly into an email body.

**Configure response templates for email composer**

You can enable or disable response templates for agents with a system property.

## UI changes

**Show and hide the email header**

Collapse and expand all recipient fields in the email header by selecting the chevron icon ( ).

**Edit email addresses**

Edit an email address directly from the email address' pill instead of removing the email address and reentering it.

**Invalid email address alerts**

When you enter an invalid email address, an exclamation icon ( ) appears within the email address' pill and the **Send email** button is inactive.

When you enter a blocked email address, a blocked icon ( ) appears within the email address' pill and the **Send email** button is inactive.

Once you enter more than one invalid email address, you receive a single alert as a list of invalid and blocked email addresses.

**Manage email drafts from the full email composer**

Use the **Manage drafts** button in the full email composer to view, edit, and delete drafts.

**Manage email drafts from the mini email composer**

Manage email drafts from the mini email composer by selecting the **View drafts** icon ( ) in the email footer and an action from the menu that opens.

**Add email templates, response templates, and quick messages from the mini email composer**

Add email templates, response templates, and quick messages from the mini email composer with the **Apply templates** icon ( ) in the email footer.

**Date and time selection**

The calendar for selecting a month and year appears as a list with a text box for entering a time.

**Back to Group button for list experiences**

The **Back to Group** button navigates you back to the previous grouped list.

## Activation information

Workspace is a ServiceNow AI Platform feature that is active by default.

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### Service Portal release notes

The ServiceNow® Service Portal application enables you to build mobile-friendly self-service experiences for your customers and employees with an easy-to-use, modular portal framework. Service Portal was enhanced and updated in the Xanadu release.

## Service Portal highlights for the Xanadu release

Deactivate a portal and optionally redirect users to an alternate portal.

See Service Portal for more information.

## New in the Xanadu release

### Deactivate portals

Turn off access to a portal that you don't want users to visit and redirect them to another portal.

## Changed in this release

### Show the current user in the team members list of the User Profile widget

Indicate whether to include the logged-in user in the team members list when viewing another team member's user profile from the User Profile widget.

### Additional multi-factor authentication options

Log in to portals using a biometric authenticator or hardware security key with multi-factor authentication (MFA).

## Activation information

Service Portal is a ServiceNow AI Platform feature that is active by default.

## Browser requirements

The Xanadu release doesn't support Internet Explorer 11.

The iOS version of Firefox doesn’t support Service Portal pages.

For more information about Service Portal browser support, see Browser support.

## Related ServiceNow applications and features

### Sitemap Generator

Define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages.

### AI Search

The ServiceNow AI Search application provides modern search capabilities for Service Portal, Now Mobile, and Virtual Agent.

### User Experience Analytics

After you enable User Experience Analytics for Service Portal, you can view detailed key performance indicator (KPI) data on a dashboard and on list views.

### Authentication

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Validate the identity of users who access an instance and allow them to use features that match their role or job function. You can allow portal users to log in without a password by enabling PIV/CAC card authentication.

### Theme Builder release notes

The ServiceNow® Theme Builder application enables you to tailor the visual experience for your users, helping to update the look and feel to be more like your brand. Theme Builder was enhanced and updated in the Xanadu release.

## Theme Builder highlights for the Xanadu release

- Achieve your branding and styling needs by offering multiple themes and alternate color palettes to your users.
- Add a dark alternate color palette to your newly created themes and edit to refine your theme.
- As of Theme Builder version 4.1, receive notifications about updates directly from the Theme Builder application.
- As of Theme Builder version 4.1, organize your themes by priority, purpose, or other criteria, by using the drag-and-drop feature in the List view. With this feature, you can publish and order the themes that are displayed in the Next Experience Theme user preference.

See Working with themes in Next Experience for more information.

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

## New in the Xanadu release

### Publish multiple themes with Theme Builder

Publish multiple themes with their alternate color palettes to your web instance. Set a default theme for your users.

### Add a dark alternate color palette

Add a dark alternate color palette to your Theme Builder theme. You can edit this alternate color palette to further enhance your brand style.

### Set the presentation order of your themes in Next Experience

Define the presentation order of the themes that are displayed in the ServiceNow® Next Experience user preferences.

### Select from multiple themes in Next Experience user preferences

View multiple themes and their alternate color palettes in Next Experience user preferences.

### Set the presentation order of your Theme Builder themes

As of Theme Builder version 4.1, you can control the order in which the themes created with Theme Builder appear in Next Experience user preferences by using the List view within the Manager page.

### Remove Global Style overrides

As of Theme Builder version 4.1, you can remove any overrides that you made to Global Styles and return to your initial values by using the Remove Override button.

### Use drag-and-drop to publish and unpublish your themes

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As of Theme Builder version 4.1, use the drag-and-drop feature in the List view to publish and unpublish your themes for your web instance.

**Adjust a component to meet accessibility standards**

As of Theme Builder version 4.1, the Accessibility Inspector now displays the total number of accessibility errors in your theme and lists the specific components with contrast issues. See the Accessibility section for details.

## UI changes

**Manage web and mobile themes independently**

Manage your web and mobile theming experiences separately by using the updated Manager view.

**Manager view now displays each theme and all associated color palettes in one place**

Each core theme and all associated alternate color palettes are now located within one theme card.

## Removed in this release

- Removed the **Apply** button used to apply your theme to web and mobile instances. To publish your theme, use the **Publish** option from the theme card overflow menu. For more information about publishing themes, see Publish your themes with Theme Builder.

## Activation information

Install Theme Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

**Note:**
As of Theme Builder version 4.1, you see when a new Theme Builder update is available from within the Editor page view.

## Accessibility information

Accessibility improvements for Theme Builder include the following updates:

- Added a dark alternate color palette that makes the display easier for your eyes and less disturbing in low-light settings is available for creation. For more information, see Add an alternate color palette.
- Updated modal when you publish a theme group for your web instance. A warning appears if there's an accessibility error within the base theme or the theme's alternate color palettes. A link within the modal navigates you to the correct theme or alternate color palette with accessibility errors.
- Improved Accessibility Inspector detects and guides you through fixing accessibility issues in your theme. This tool includes the total number of violations and a list of specific components with accessibility issues. For more information, see Adjust a component to meet accessibility standards.
- Updated reflow feature ensures the content within the Component Editor view automatically adjusts when the screen size is reduced. This improvement eliminates the need for horizontal scrolling.

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## Related ServiceNow applications and features

### Build apps using App Engine Studio

Use ServiceNow® App Engine Studio for developing rich web applications to store information, automate business processes, and solve business problems.

### ServiceNow® UI Builder

Use ServiceNow® UI Builder to build pages for workspaces generated with App Engine Studio or custom web experiences using Next Experience Components and custom web components.

### Adoption Services release notes

The ServiceNow® Adoption Services is a suite of solutions, both products and features, that provide user support and critical information at the anticipated time of need. Adoption Services was enhanced and updated in the Xanadu release.

## Adoption Services highlights for the Xanadu release

- Experience the new UI and features available in the Guided Setup builder powered by Playbooks.
- Use the new Guided Setup player process, which is powered by Playbooks and provides a more streamlined experience and enhanced UI.

See Adoption services for more information.

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

## UI changes

### Configuration setup type

The configuration setup type page to choose from a basic, recommended, or custom setup type is removed from the Guided Setup player.

### Get Started

The **Continue** button is changed to **Get Started** in the Guided Setup player.

### Category drop-down

The Category drop-down list is updated in the header of the Guided Setup player.

### Mark as complete

The **Continue** button is changed to **Mark as complete** on the Setup department page, the Web client branding page, and the Theme engine page in the Guided Setup player.

### Skip button

The **Skip** button is only enabled in the Guided Setup player for tasks that aren't required.

## Changed in this release

Use the new Guided Setup player process backend powered by the Playbooks backend. App development team admins that create Guided Setups for their products now have all capabilities that are part of the Playbooks. This change

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creates a similar Guided Setup player experience with new visual enhancements to the UI.

#### Create a guided setup

Use the new capabilities offered with the Playbooks (PAD) backend to define the activities that PAD can support in addition to the existing activities of the Guided Setup builder. For example, you can use Conditional Flow, which would be introduced in the Guided Setup flow.

## Activation information

Adoption Services is a ServiceNow AI Platform feature that is active by default.

### Source-to-Pay Operations release notes

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

### Accounts Payable Operations release notes

The ServiceNow® Accounts Payable Operations application enables Accounts Payable specialists and tax specialists to validate the taxes provided by suppliers and ensure tax compliance. The Accounts Payable Operations was enhanced and updated in the Xanadu release.

## Accounts Payable Operations highlights for the Xanadu release

- Provides support for tax compliance.
- Enables tax managers or tax specialists to create, edit, and update tax types and tax codes.
- Validate supplier taxes and ensure tax regulatory compliance with added tax-related exceptions.
- Check for invoices configured with Tax variance tolerance rules through the exception engine.
- Allocate invoice cost across various business functions using the invoice cost allocation feature, which increases the accuracy of financial reporting and informs strategic decision-making.

**Important:**
Accounts Payable Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Accounts Payable Operations to Xanadu

If you are upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary.

## New in the Xanadu release

#### Tolerance Rules and Variances for invoices

- The *`tax tolerance`* rule, which defines the variance limit set on the tax amount variance in an invoice.
- The *`under tax amount`* variance exception, which is raised when the supplier-provided tax amount is less than the system-calculated tax amount.
- The *`over tax amount`* variance exception, which is raised when the supplier-provided tax amount is greater than the system-calculated tax amount.

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### Playbook for updating the invoice primary data

- Add tax lines to invoice lines through a playbook activity.
- Apply the new tax lines to single or multiple invoice lines.

### Tax calculations

As a tax owner or tax manager, add tax lines and tax codes.

The Invoice cost allocation feature allocates invoice costs across various business functions, which increases the accuracy of financial reporting, and informs strategic decision-making.

In the cost center-based approval rule for invoices, costs can be allocated to multiple cost centers, enabling cost center owners to approve the invoice only for the amount allocated to their cost center.

The ServiceNow® Now Assist for APO application guides APO fulfillers to generate a case summary and quickly understand the case context by using the case summarization skill.

## Changed in this release

### APO landing page

Task owners can view and handle invoice tasks more efficiently using task filters, widgets and bar charts in the Accounts Payable Operations workspace.

### Accounts Payable Operations integration framework

Updated invoice integration using tax fields enables you to process invoices more quickly.

## Activation information

Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Localization information

Accounts Payable Operations supports multiple languages. The current DocIntel model is trained to extract invoices in the English language only. If you want to process an invoice in the multiple languages supported by DocIntel, you must train the DocIntel model.

### Sourcing and Procurement Operations release notes

The ServiceNow® Sourcing and Procurement Operations application provides your employees with generative AI through ServiceNow® Now Assist in Virtual Agent, to streamline how they can shop for the goods and services that they need at work. Sourcing and Procurement Operations was enhanced and updated in the Xanadu release.

## Sourcing and Procurement Operations highlights for the Xanadu release

- Summarize procurement records using Now Assist for SPO and use generative AI to perform common tasks via the Now Assist for SPOVirtual Agent.
- Use AI-powered search across internal and external supplier products, and streamlined checkout for third-party items.

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- Configure conditions for automatic and manual PR merging.
- Use AI-powered search across internal and external supplier products, and streamlined checkout for third-party items in Shopping Hub.
- Add users to watchlists for real-time notifications and visibility on sourcing and purchasing processes.
- Introduce editable fields for purchase requisitions and purchase orders, improving flexibility in managing orders.
- Develop a standardized approach for calculating supplier response close dates for sourcing requests and negotiation events.
- Manage a catalog of goods and services that your employees can use to order the items that they need for their jobs.
- Provide transparency into the procurement process with regular updates.
- Automate the end-to-end procurement process workflows, from sourcing through requisitioning, to order fulfillment, receipt, and payment.
- Enable procurement specialists to source, negotiate, procure goods and services for an organization, and work on procurement tasks.

See Sourcing and Procurement Operations for more information.

**Important:**
Sourcing and Procurement Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Now Assist for Sourcing and Procurement Operations (SPO)

With Now Assist for Sourcing and Procurement Operations (SPO), fulfillers can easily summarize procurement-related records, providing real-time progress updates and action items. Available summarization skills include:

- Sourcing request summarization
- Purchase requisition summarization
- Procurement case summarization

If you're entitled to Source-to-Pay Operations Pro SKU and Sourcing and Procurement Operations Pro SKU, you can install this application.

### Request the generative AI capabilities by using the Now Assist for SPO Virtual Agent

Requesters can leverage contextual generative AI using the Now Assist for SPO Virtual Agent to complete self-service tasks, such as purchasing products or tracking the status of purchase requisitions, sourcing requests, or procurement cases.

### Log in to Shopping Hub for the first time

Specify a default delivery address when logging in to Shopping Hub for the first time after initial setup to ensure supplier products display correctly.

### Complete sourcing checkout

Add users to the watch list on sourcing requests and purchase requisitions:

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- Provide visibility into state changes of purchase requisitions and sourcing requests to the users who aren't submitters or business owners.
- Configure the number of users allowed to be added to the watch list.
- Enable fulfillers to add users to the watch list at any stage of the request life cycle.
- Configure notifications to include watch list users regarding updates on the request.

### Edit a purchase requisition line

Fulfillers can use the enhanced **Edit a purchase** option to edit the service date, delivery date, delivery address, and quantity on purchase requisition lines and purchase order lines. For more information, see Edit a purchase order line.

### Purchasing from punchout or third-party suppliers

Shoppers can search for all the products, including those from external suppliers, directly within Shopping Hub. The configuration of the Search API, Order API, and Product Details API determines whether shoppers can complete their purchases directly in Shopping Hub or are redirected to external supplier websites. Products from third-party suppliers with configured Order API and Product details API can be viewed, added to cart, and purchased from within Shopping Hub. For suppliers without this configuration, a notification appears, redirecting shoppers to the supplier's external site to add items to the cart and place the order. The shopper is subsequently redirected to Shopping Hub where they can continue with the checkout process. For more information, see Configure punchout for third-party site purchases.

### Configure punchout for third-party site purchases

Set up cXML and API connections through a configuration framework to enable your shoppers to use AI search within Shopping Hub, enabling them to browse both third-party and native catalog items.

### Process visibility

Render end-to-end process visibility in Shopping Hub so that your shoppers have transparency into the procurement process after they submit a request. You can also configure this feature to meet your own business processes. For example, you can use a default content and configuration framework to modify and edit your own content.

- Configure end-to-end process visibility through a configuration framework that enables administrators to define and modify steps, and the work that is within each step. You can also sequence and change labels to promote flexibility and alignment with your business processes.
- Provide your shoppers with the following end-to-end visibility on sourcing requests, purchase requisitions, and purchase orders in Shopping Hub:
  - Progress of the requests and expected completion timelines.
  - Step dependencies and progress of the sequential and concurrent steps.
  - Completed, current, and future steps, enabling oversight of the status of the work within steps.
  - Sequencing of work, such as approvals, cases, and tasks.

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- Enhanced communication for your shoppers so that they can message task assignees and task assigners directly from within the platform. You can track this communication through audit trails.
- Record of your shoppers' page navigation between My Purchases List and Details view pages on Shopping Hub.

## Changed in this release

### SPO list page

All playbooks in SPO have been standardized to deliver a consistent look and feel, enhancing the overall user experience.

### Configure conditions for merging purchase requisitions

Set the conditions for merging purchase requisitions (PRs). Procurement administrators can define which fields must match for PR merges, ensuring flexibility to align with specific business processes.

### Add a sourcing request to a negotiation event

Introduced a unified logic for calculating supplier response close dates when adding sourcing requests to new or existing negotiation events. This ensures consistency in date calculations, regardless of whether the dates are system-generated or manually defined by procurement fulfillers.

### Sourcing and Procurement Operations integration with third-party sourcing solutions

Enhanced the Source-to-Pay Integration Framework for integrations with third-party sourcing tools. You can now support negotiation-event-based integrations that consist of multiple sourcing requests.

Enhanced the purchase order cancellation flow when it's updated from the purchase order outbound table.

### Inbound staging tables for Sourcing and Procurement Operations

Made the following updates related to inbound staging tables:

- Introduced the following staging table and transform map:
  - **Staging table**: Spend Shipment Import inbound [sn_spend_intg_imp_shipment]
  - **Transform map**: Spend Shipment Import
- Transferred attachments from the Enterprise Resource Planning (ERP) system staging table to the main Purchase Order table. These attachments are also visible on the purchase order.

### Source-to-Pay integration framework

Updated some fields and processes in the Source-to-Pay Integration Framework to build connection points and to work with other ERP systems, including the following fields and processes:

- Turned off the buttons to update purchase order when the integration status in the staging table is New or In Process.
- Disallowed purchase order lines to be created when purchase orders haven't been brought in yet from the ERP system. Added a scheduled job to retry adding purchase order lines after a purchase order is created.

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- Added missing columns and removed some columns in some staging and primary tables such as the outbound receipt, purchasing group primary and staging, cost center staging, and Fx currency tables. Updated the transform map logic for some of these tables to render these columns.
- Created the ERP plant address mapping staging table.

## Deprecations

- SAP ECC and SAP4HANA are deprecated and no longer supported or available for new activation. Source-to-Pay Integration with SAP ECC and SAP S4 HANA provides the latest experience for this functionality.
- The SPO classic dashboards are now deprecated and no longer supported or available for new activation. The following Next Experience dashboards provide the latest experience for this functionality:
  - Procurement Buyer Dashboard
  - Procurement Strategy & Ops Dashboard
  - Procurement Team Performance Dashboard
  - Procurement Case Management Dashboard
- The classic ShoppingHub [com.snc.sn_shop] portal is now deprecated and no longer supported or available for new activation. The new Shopping Hub [com.snc.sn_spend_uib] portal provides the latest UIB-enabled experience for this functionality.

## Activation information

Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Supplier Lifecycle Operations release notes

The ServiceNow® Supplier Lifecycle Operations application enables you to quickly onboard and collaborate with suppliers, manage supplier relationships, monitor risk, compliance, and performance across the supplier life cycle. Supplier Lifecycle Operations was enhanced and updated in the Xanadu release.

## Supplier Lifecycle Operations highlights for the Xanadu release

- View the summarized details of supply-related records to keep the supplier managers and fulfillers informed about their progress and action items.
- Manage supplier relationship and performance to optimize the value and quality of the products and services delivered by suppliers.
- Exchange supplier data accurately with external ERP systems using additional fields in the inbound and outbound tables.
- View supplier details such as supplier products, contracts, purchase orders, and invoices directly from the Source-to-Pay Workspace and the Supplier Collaboration Portal.
- Support for many-to-many (M2M) mapping between supplier contact and suppliers: A single supplier contact can be the contact for multiple suppliers, if the suppliers share a parent-subsidiary relationship. M2M mapping between supplier contact and suppliers is available from the Xanadu December 2024 release onwards.

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See Supplier Lifecycle Operations for more information.

**Note:**

You can experience a longer upgrade time if you're upgrading from Vancouver or an older release to Washington DC or any latest release. This delay is due to a mandatory script that runs for restructuring the Supplier Task [sn_slm_task] table and the duration of upgrade depends on the number of records in this table.

**Important:**
Supplier Lifecycle Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Now Assist for Supplier Lifecycle Operations (SLO)

With the Now Assist for Supplier Lifecycle Operations (SLO) application, supplier managers and fulfillers can summarize the details of supply-related records to keep them informed about their progress and action items.

### Supplier Relationship and Performance Management

- Manage supplier relationship and performance to optimize the value and quality of the products and services delivered by suppliers.
- Establish clear expectations and criteria for measuring supplier performance, monitor and assess their performance against those criteria, provide feedback and recognition, and implement corrective actions and improvement plans when needed.

### Supplier Lifecycle Operations integration framework

Exchange supplier data with any third-party ERP system using enhanced transform maps and inbound and outbound integration tables.

### View supplier details in the Source-to-Pay Workspace

- View supplier details such as contracts and supplier products in the Related Links section on the **About** tab of the Source-to-Pay Workspace supplier page.
- View supplier details such as purchase orders and invoices on the **Related work** tab of the Source-to-Pay Workspace supplier page.

### View supplier details in the Supplier Collaboration Portal

View supplier details in the following tiles in the My active items widget:

- Contracts
- Supplier Products
- Purchase Orders
- Invoices

**Note:**
These new tiles are displayed if you have installed the Sourcing and Purchasing Automation (com.snc.sn_pr) and Source-to-Pay Common Architecture (com.snc.sn_shop) plugins.

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## Deprecations

### Source-to-Pay Workspace

Starting with the Washington DC release, Supplier Manager Workspace is being prepared for future deprecation. It will be hidden and no longer be activated on new instances but will continue to be supported. Source-to-Pay Workspace provides the latest experience for this functionality.

## Activation information

Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

### Strategic Portfolio Management release notes

Strategic Portfolio Management (formerly IT Business Management) has new and updated features in the Xanadu release.

### Collaborative Work Management release notes

The ServiceNow® Collaborative Work Management (CWM) application is an industry agnostic application that provides a central hub to plan, visualize, and collaborate on work with team members across the organization. CWM was enhanced and updated in the Xanadu release.

## Collaborative Work Management highlights for the Xanadu release

- Reduce manual effort by creating Boards and Docs from templates.
- Save Board display preferences and switch between Board views based on the audience and purpose.
- Track and manage all your assigned work from a single view called My Work.
- Create automations on the Assigned to column or other custom columns of type **People**.
- Save time and avoid manual copying of information with the ability to duplicate CWM Boards and Docs.

See Collaborative Work Management for more information.

**Important:**
Collaborative Work Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Templates in CWM for Boards and Docs

With templates in CWM, you get a predefined format for Boards and Docs, which you can use as-is or customize to suit your workflow. You can use templates for new Boards and Docs or apply them to existing ones. You can also save an existing Board or Doc in its current format as templates.

Template Center provides a centralized space where you can manage all templates for Boards and Docs.

### Board views in CWM

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Create and customize Board display preferences such as column display and order, sorting, and filters based on the audience and purpose.

- Save Board display preferences as personal or shared views.
- Create shared views for the team so that all the team members consuming the data have the same experience.
- Create multiple views for the same Board so that you can display data in a way that is fit for your audience.
- Quickly switch between views to avoid manually updating display preferences each time the audience is changed.
- Update the view preferences anytime to adapt to changing processes.

### Export a CWM Board to CSV or Microsoft Excel

Extract data of the tasks on a CWM Board into a CSV or Microsoft Excel file so that you can use it to obtain insights, share with stakeholders, and prepare for analysis or presentations.

The exported CSV or Excel file doesn't retain the hierarchy of the CWM tasks from the List view.

### Export a Doc in CWM to a PDF file

Export pages of CWM Docs as PDF files so that you can share documentation across emails to multiple teams or to stakeholders who don’t have access to CWM.

### My Work in CWM

Manage all your assigned work such as CWM tasks, project tasks, RIDAC items, Agile stories, and demand tasks from a consolidated dashboard view with My Work.

- Track overall progress on all work that's assigned to you and quickly identify tasks that are high priority or overdue using different widgets and visualizations in the **Overview** tab.
- View all assigned tasks in a list view from the **List** tab. From this view, you can also navigate to the source item. If a Risk is assigned to you, you can navigate directly to the relevant RIDAC page in Project Workspace for more details.
- Filter the dashboard to show only specific tasks or from a specific date range.

### Duplicate a Board in CWM

Save time by duplicating an existing Board to copy all the task and collaborator details without having to copy the information manually.

- The copied Board is added to the same Space as the original Board.
- The states of all the copied tasks are reset to default in the Board.
- Any custom columns in the original Board are copied to the new Board.

### Duplicate a Doc in CWM

Save time by duplicating an existing Doc to copy all its pages and content without having to copy the information manually. The copied Doc is added to the same Space as the original Doc.

### Add People column users in Board automations

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Board automations to notify and send an email can now include users and groups from the columns of the CWM task. For example, you can create an automation to notify the task assignee whenever a task priority is updated. The users are dynamically picked from the **Assigned to** column of the task. Similarly, a custom column of the type **People** can be used to create such automation.

## Changed in this release

### Share a Space in CWM and manage sharing permissions

While sharing a space with other collaborators, you can now search users and groups by email along with their name. This feature helps you choose the right collaborator in cases where individual users or groups have the same name.

## Activation information

Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization. Strategic Planning is available with an SPM Professional license.

### Portfolio Planning

Enhance management of your traditional project and product delivery approach with ServiceNow® Portfolio Planning. Effectively plan, track, and manage work for projects and demands using a centralized workspace. Portfolio Planning is available with an SPM Standard license.

### Goal Framework release notes

The ServiceNow® Goal Framework application enables your business to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes. Goal Framework was enhanced and updated in the Xanadu release.

## Goal Framework highlights for the Xanadu release

Use the enhanced Goal Framework tables for managing your goals and targets.

See Goal Framework for more information.

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

## New in the Xanadu release

### Baseline reference on Target form

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The **Baseline reference** field has been added to the Target form. You can use this field to compare future target performance to the actual value achieved either in the last year or before the target was created.

## Changed in this release

### Changes to Target form

- The following fields on the Target form have been renamed:
  - **Review frequency** to **Check-in frequency**
  - **Base value** to **Start value**
  - **Target value** to **Final target value**
  - **Actual value** to **Actuals to date**
  - **Review due date** to **Check-in due date**
- The *Fortnightly* option in the **Check-in frequency** field is no longer supported.

### Goal Framework tables

The maximum number of characters allowed in the **Name** field has been increased from 80 to 255 for the Strategic Plan [sn_gf_strategic_plan], Strategic Priority [sn_gf_strategy], Goal [sn_gf_goal], and Target [sn_gf_goal_target] tables.

## Activation information

Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Goal management in Strategic Planning

Use the Goal Framework application in the ServiceNow® Strategic Planning application to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

### Goal Framework for SPM

Use the ServiceNow® Goal Framework for Strategic Portfolio Management (SPM) application to automate the actual value of your targets for the goals that are defined using Goal Framework. The Goal Framework for SPM application is an extension to the Goal Framework application.

### Project Portfolio Management

ServiceNow® Project Portfolio Management provides a simplified, team-oriented approach to managing project portfolios and IT development by combining several individual applications. In combination with the Goal Framework application, you can create a goal relationship with the Project and Demand work items and the Program strategic item.

### Goal Framework for SPM release notes

The ServiceNow® Goal Framework for Strategic Portfolio Management (SPM) application enables you to automate the actual value of your targets for goals that are defined using the

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ServiceNow® Goal Framework application. Goal Framework for SPM was enhanced and updated in the Xanadu release.

## Goal Framework for SPM highlights for the Xanadu release

Use the enhanced target breakdown feature to update actuals and track the progress of your targets in daily, weekly, monthly, quarterly, or yearly intervals.

See Goal Framework for SPM for more information.

**Important:**
Goal Framework for SPM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Goal Framework for SPM to Xanadu

After upgrading to Goal Framework for SPM v2.3.0, run the **Migrate BreakdownInterval To Checkinfrequency** scheduled job. This scheduled job migrates the existing values in the **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration.

## New in the Xanadu release

### Enhanced target breakdowns

Create Daily, Weekly, or Monthly target breakdowns according to how often you want to update and track the progress of the target. The target breakdowns are created based on the value selected in the **Check-in frequency** field. For example, if you select **Monthly** in the **Check-in frequency** field for a target spanning a year, then 12 monthly target breakdowns are created.

## UI changes

### Changes to Target form

On the Target form, the **Cumulative target** field has been replaced with **Target value distribution field**. The field has two values that describe the target distribution: *Spread linearly across the time period (cumulative)* and *Split equally across the time period (non-cumulative)*.

## Changed in this release

### Changes to Target form

On the Target form, the **Breakdown interval** and **Cumulative target** fields have been removed, and the **Review frequency** field has been renamed to **Check-in frequency**.

## Activation information

Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Strategic Planning

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Use the Goal Framework for SPM application in the ServiceNow® Strategic Planning application to visualize the progress of your targets graphically and update the target actuals with ease.

#### Goal Framework

The ServiceNow® Goal Framework application helps you create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

The Goal Framework for SPM application is an extension to the Goal Framework application. When you install Goal Framework for SPM, you get all the features of Goal Framework along with the target automation feature.

### Microsoft Azure DevOps Integration for Agile Development release notes

The ServiceNow® Microsoft Azure DevOps Integration for Agile Development application enables bidirectional synchronization of records between Azure DevOps and Agile Development 2.0. This application was enhanced and updated in the Xanadu release.

## Microsoft Azure DevOps Integration for Agile Development highlights for the Xanadu release

- View and import data from available Microsoft Azure DevOps projects to Agile Development.
- Avoid duplicating record update entries with the help of bidirectional synchronization of records.
- Plan, track, and update your tasks from a single application.

See Microsoft Azure DevOps Integration for Agile Development for more information.

**Important:**
Microsoft Azure DevOps Integration for Agile Development is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

#### OAuth authentication for integration setup

Enhance security for integrations using OAuth authentication while setting up the integration between Azure DevOps and Agile Development 2.0.

## Activation information

Install Microsoft Azure DevOps Integration for Agile Development by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

#### Agile Development 2.0

ServiceNow Agile Development 2.0 provides an Agile software development environment for product-based or project-based efforts using the Scrum framework. Implement a pure Agile approach over the entire life cycle of a product or a hybrid approach using Agile methods within a traditional project structure.

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### Now Assist for Strategic Portfolio Management (SPM) release notes

The ServiceNow® Now Assist for Strategic Portfolio Management (SPM) application introduces generative AI skills into Strategic Portfolio Management. You can summarize feedback or content in Docs, create stories for epics, generate concise project summaries, create demands through conversations, and quickly gain insights into projects. Now Assist for Strategic Portfolio Management (SPM) is updated in the Xanadu release.

## Now Assist for SPM highlights for the Xanadu release

Yokohama Patch 1: Use Now Assist for SPM AI agents to help optimize workflows, improve productivity, and automate your tasks.

- Summarize multiple feedback records with the multi-feedback summarization skill to extract insights from feedback.
- Copy a generated summary and then use it to create a planning or non-planning item.
- Get assistance from Now Assist for writing content in Now Assist Docs. Generate a summary of the selected content by using the Now Assist skill and shorten or elaborate the content as needed.
- Enable the email project summary skill to receive project updates via email.
- Generate a summary of the complete content in Now Assist in Docs using the Gen AI docs skill and save time on manual content analysis.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

## New in the Xanadu release

**Xanadu Patch 7 Using AI agent agentic workflows in Now Assist for Strategic Portfolio Management (SPM)**

Use Now Assist for SPM AI agents to help enhance project efficiency by monitoring your tasks autonomously.

#### Available AI agents use case

| AI agent use case | Description |
|---|---|
| Monitor project tasks | Track project tasks with AI agents to detect important updates such as delayed end dates, status turning red, or state updates. AI agents can help project managers to enhance productivity by delivering real-time visibility into key task changes, enabling proactive decision-making. |

**Summarize multiple feedback records**

Summarize multiple feedback records through generative AI and save time by not having to do manual feedback analysis. You can generate a short summary for one or multiple feedback records at once and use it to make informed decisions on your product.

**Generate a summary in Now Assist in Docs**

Use Now Assist in Docs to create a concise summary of the selected text and quickly gain relevant information.

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### Schedule the project summary emails with Email project summary skill

Generate a comprehensive summary of the entire content in Docs by using the Gen AI Docs skill and reduce the time spent on manually analyzing all the information. The Gen AI Docs skill name is Project Gen AI Docs in Project Workspace, Planning item Gen AI Docs in Strategic Planning, and EAP Teams Gen AI Docs in Enterprise Agile Planning.

### Generate the summary for selected or complete content with Planning item doc summarization skill in Strategic Planning

Set up automated emails by using the email project summary skill to stay updated on the project progress. The email is shared on a weekly, bi-weekly, or monthly cadence.

## Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins.

## Additional requirements

The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. Now Assist for SPM is supported from Xanadu patch 3 release.

## Related ServiceNow applications and features

### Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

### Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

### Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

#### Portfolio Planning release notes

The ServiceNow® Portfolio Planning application helps you enhance traditional product and portfolio management by visualizing the alignment of work with organizational objectives. Portfolio Planning was enhanced and updated in the Xanadu release.

## Portfolio Planning highlights for the Xanadu release

- Show or hide the features of your portfolio plan so you share only the most important data with your stakeholders.
- Filter the planning items and roadmap bars with multivalue fields, such as tags, business applications, and business capabilities.
- Create scenarios to simulate changes to the portfolio plan, compare scenarios for visualizing trade-off decisions, and approve a scenario to revise the live plan.

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- Prioritize and roadmap the program [pm_program] items for your organization at a high level by building portfolio plans using the Project Program lens.
- Migrate the budget of your planning items to Next Experience, and as a portfolio manager, compare, allocate, manage, and approve the budget.
- View the cost plans, expense lines, budget, and financial baselines of sub-projects at the parent project level. View the financial performance of a project using the rolled-up planned and actuals costs in the widgets of parent projects.
- Select a primary attribute to populate resource criteria automatically from the resource assignments of the prioritized planning items, and view the team's capacity in the Capacity Planning screen.

See Portfolio Planning for more information.

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

## New in the Xanadu release

### Show or hide features for your portfolio plan

As a portfolio manager, show or hide the features, such as Prioritization and Roadmap, of your portfolio plan. This capability helps you share only the portfolio plan data that matters to your stakeholders and restrict access to the other data.

### Planning enhancements

- Filter planning items in the Prioritization page and roadmap bars in the Roadmap page with multivalue fields, such as tags, business applications, and business capabilities.
- As a portfolio plan viewer, you can copy a portfolio plan that you don't have edit access to and edit the plan as needed. For more information, see Copy a portfolio plan.

### Optimize planning using scenario planning

- Create scenarios in a simulated environment and adjust the prioritization and timelines of planning items.
- Check the alignment of planning items with goals to verify the delivery of strategic outcomes.
- Visualize trade-off decisions between scenarios by comparing scenarios side by side.
- Approve the best scenario as the live portfolio plan for execution and making informed decisions.

### Export a roadmap or free-form roadmap to PowerPoint

Export a roadmap or free-form roadmap from a portfolio plan into a Microsoft PowerPoint file to share data and collaborate with your business stakeholders. The predefined template helps you generate reports for your roadmap, including roadmap milestones, item milestones, vertical lines, and horizontal lanes.

You can export a roadmap for the maximum tenure of lanes a year at a time. You can also choose between Compact mode, which exports 25 horizontal lanes per slide,

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or Default mode, which exports 15 horizontal lanes per slide, when exporting your roadmap.

You can select the data that you want to be exported into the report by editing the predefined templates or creating your own branded template. For more information, see Create a Microsoft PowerPoint template.

### Plan at a high level using the Project Program lens

Plan at a high level by building portfolio plans for program [pm_program] items using the Project Program lens. Prioritize the programs and track them using roadmaps.

### Docs for planning items in Portfolio Planning

- Store the information of key artifacts and other details of planning items, such as Demands, Projects, and Epics, directly from within the workspace.
- Create multiple rich-text documents at each planning item level.
  - Help avoid data loss and parallel editing with real-time collaboration.
  - Tag team members to their action items.
  - Insert media and URLs.

### Financials in Portfolio Planning

- Migrate the existing budget for planning items from the classic UI to Next Experience using the **Migrate Budget** option.
- As a portfolio manager, allocate and manage the budget of your planning items using the Budget vs cost view.
- As a project manager, compare a budget to the captured costs of your planning items and reforecast the planned costs to meet the approved budget.
- Compare financial baselines to view simple financials and budgets.
- View the cost plans, expense lines, and financial baselines of sub-projects using the Financial view of a parent project.
- Widgets in the Cost view of parent projects display the rolled-up value of the planned costs, expense lines, budget, and variance.
- Create custom labor cost types and map them with a unique sys_id to generate labor costs.

## UI changes

### Planning UI changes

- The **Copy portfolio plan** option in the Portfolio actions menu has been renamed to **Duplicate portfolio plan**.
- The **Create copy** option in the Row context menu of planning items has been renamed to **Duplicate**.

### Roadmap UI changes

The **Copy roadmap** option in the Roadmap actions menu has been renamed to **Duplicate roadmap**.

### Financials UI changes

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- New **Budget vs. cost** toggle for project managers and product managers to view a comparison of budget and captured costs.
- New **Budget allocation** toggle for portfolio managers to manage the project budget.
- New **Approve budget** button in the budget allocation view for portfolio managers to approve budget changes.
- New grid view to enter and view the budget information at a fiscal period, quarterly, or yearly, and the total breakdowns by Expense Type or Cost Type.
- New **Project/Demand** column in the Cost view to show the mapping of cost plans to projects and sub-projects.

### Capacity Planning UI changes

- New Resource criteria screen.
- New **Auto-select** and **Manual-select** options to select the attributes on the Resource criteria screen.
- New **Prioritized Work Item** category in the bottom tray of the Capacity Planning screen.

## Activation information

Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization.

### Export to PowerPoint for Strategic Portfolio Management

Edit the predefined templates or create your own branded template with ServiceNow Export to PowerPoint for Strategic Portfolio Management to export roadmap data into the report.

### Project Portfolio Management release notes

The ServiceNow® Project Portfolio Management application enables you to create and manage a wide range of planning items ranging from a few small tasks to large portfolios of projects. Project Portfolio Management was enhanced and updated in the Xanadu release.

## Project Portfolio Management highlights for the Xanadu release

View the New Analytics Time sheet, Analytics User manager, and Analytics Project manager dashboards for time sheet and time card users in Next Experience.

See Project Portfolio Management for more information.

## New in the Xanadu release

### Time Card Management

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Starting with the Xanadu release, new customers can directly access the Analytics Time sheet, Analytics User manager, and Analytics Project manager dashboards in Next Experience.

## UI changes

### Project Portfolio Management

- Renamed **Time Sheet Dashboard** to **Analytics Time sheet**.
- Renamed **User Manager Dashboard** to **Analytics User manager**.
- Renamed **Project Manager Dashboard** to **Analytics Project manager**.

## Changed in this release

### Project Portfolio Management

The new ServiceNow® Project Workspace application provides a more efficient, streamlined way for you to work. For information about how to upgrade, see Project Workspace. Project Portfolio Management is still supported in this release.

## Deprecation information

### Allocation workbench

Allocation workbench is deprecated starting with the Xanadu release. It will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] knowledge article in the Now Support Knowledge Base.

Resource managers are encouraged to use Resource Management Workspace to allocate, approve, and manage resource assignments.

### Strategic Planning

Starting with the Xanadu release, Timeline Visualization/CIO Roadmap (com.snc.timeline_visualization) is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] knowledge article in the Now Support Knowledge Base. For the latest experience for this functionality, migrate to the Strategic Planning (SPM Pro) or Portfolio Planning (SPM Standard) application.

### Project Workspace

Starting with the Xanadu release, Classic Project Workspace is being prepared for future deprecation. It will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] knowledge article in the Now Support Knowledge Base.

## Activation information

Project Portfolio Management is a ServiceNow AI Platform feature that is active by default.

## Related ServiceNow applications and features

### Project Workspace

See the Project Workspace documentation for more details about using ServiceNow® Workspace in Next Experience.

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### Project Workspace release notes

The ServiceNow® Project Workspace application provides an intuitive user experience that enables project managers to plan and manage their projects. Project Workspace was enhanced and updated in the Xanadu release.

## Project Workspace highlights for the Xanadu release

- Migrate your project budget to Next Experience.
- As a Portfolio Manager, allocate, manage, and approve project budgets.
- Compare financial baselines to view simple financials and budget.
- View and track the actuals of each resource assignment with the actuals toggle.

See Project Workspace for more information.

## New in the Xanadu release

### Now Assist in Project Workspace

- Generate a concise summary of selected text on the Docs component using Now Assist.
- Summarize, elaborate, and shorten the selected content on the Docs component using the Project Gen AI Docs skill.
- Set up automated emails using the Email project summary skill to stay updated on project progress. Schedule the day and frequency for the skill to send the generated emails.
- Generate a quick summary on the complete content of the document with Project Gen AI Docs skill and save time on manual content analysis.

### Managing projects with Project Workspace

- Migrate the budget of your projects from Classic UI to Next Experience.
- Allocate and approve the budget of a project using Financials in Next Experience.

### Resource planning with Project Workspace

- Follow the assigned schedule for allocation when a resource has a schedule.
- Allocate users or groups based on the selected effort type when creating an assignment.
- Display allocations inline with the selected effort type.

### Project details page enhancements

- Add stakeholders, extend or confirm a resource plan, and add new resource allocations daily.
- View a status report for the programs and save the project as a template with the **Save as New Template** option.
- Create an Agile phase or a Test phase from the Agile or Hybrid execution type.
- Create or add existing stories to a project, as well as add new epics.
- View the project or project task details from the side panel.

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- Use the **Open task in new tab** icon ( ) to open a project in a different tab.
- Use the **Full details** link to add work notes and attachments, as well as view related lists of a project or task.

### Financials in Project Workspace

- Migrate existing project budgets from Classic UI to Next Experience using the migrate budget option.
- As a Portfolio Manager, allocate and manage the budget of your projects using the Budget vs cost view.
- As a Project Manager, view the comparison of budgets to captured costs for your planning items.
- Compare financial baselines to view simple financials and budget.
- View the cost plans, expense lines, financial baselines of the subprojects using the Financial view of the parent project.
- Widgets in the Cost view of the parent projects display the rolled up value of the planned costs, expense lines, budget, and variance.
- Create custom labor cost types and map them with unique sys_id to generate labor costs.

### Status reporting in Project Workspace

- Create an overview of the current project status, highlighting key metrics such as health, schedule, scope, cost, and resources, offering a clear snapshot of progress.
- Create a new report with or without using a template. A status report captures important details such as milestones, risks, issues, decisions, actions, and change requests, ensuring comprehensive tracking.
- Use dynamic data tokens, such as Planned End Date, Status Date, and Actual Cost, which automatically pull and update relevant data, making the report accurate and up-to-date.
- Leverage the Docs component to fully customize and configure status reports. Edit and update status reports directly within the Docs component, ensuring they remain accurate and up to date.

## UI changes

### Project Workspace UI changes

- A new **Show actuals** toggle is added in the settings side panel to view actuals in the allocation heatmap.
- A new **Open task in new tab** icon ( ) is added to open the project details in a different window.
- A new **Filter** icon is added to filter projects on the Project Workspace homepage.
- A new **Refresh** icon is added to reload projects on the Project Workspace homepage.
- The **New Project** button is replaced with the **New** button on the Project Workspace homepage.

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- A new **Grid view** icon is added to view projects in card format.
- A new **List view** icon is added to view the projects in a list format.
- The **Save as New template** option is added in the more actions menu to save the project as a template.
- The **Copy project** option is renamed to **Duplicate project**.

#### Financials UI changes

- A new **Budget vs. cost** toggle is added for Project Managers to view the comparison between budgets and captured costs.
- A new **Budget allocation** toggle is added for Portfolio Managers to manage a project budget.
- A new **Approve budget** button is added in the budget allocation view for Portfolio Managers to approve budget changes.
- New grid view to enter and view the project budget information at fiscal period, quarter, yearly; and total breakdowns by Expense Type or Cost Type.
- New **Project/Demand** column in the Cost view to show mapping of cost plans to projects and subprojects.

## Deprecations

Starting with Xanadu release, Classic Project Workspace is being prepared for future deprecation. It will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

## Activation information

Install Project Workspace by requesting it from the ServiceNow Store. Starting with the Xanadu release, installing the PPM Standard plugin (com.snc.financial_planning_pmo) also installs the Project Workspace application.

## Related ServiceNow applications and features

#### Portfolio Management

Use a simplified, team-oriented approach to Project Management and IT development by combining several individual applications.

### Resource Management Workspace release notes

The ServiceNow® Resource Management Workspace application provides resource managers with a more efficient way to work with a dedicated workspace to view and manage resource assignments. Resource Management Workspace was enhanced and updated in the Xanadu release.

## Resource Management Workspace highlights for the Xanadu release

- Create resource assignments from Resource Management Workspace.
- Create a resource board by filtering tasks to view assigned resources and manage their allocations based on the priority of the work.
- Split an assigned resource assignment to divide and assign the work to another resource to handle resource allocations.

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- Identify allocation and status changes to the resource assignment using the new iconography.
- Group resources from a resource board based on Primary Group, Primary Role, Primary Skill, Owner, or Parent Item.

See Resource Management Workspace for more information.

**Important:**
Resource Management Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Resource Management Workspace

View updates to any approved task by using the new iconography. Use the Group By feature to group resources on a board.

### Create a resource card in Resource Management Workspace

Create resource cards in Resource Management Workspace to filter and view resources by primary attributes or project item of work. Use the **Unassigned tasks** toggle to create a custom filter and view the unassigned tasks in the bottom tray.

### Create resource assignments and operation resource assignments in Resource Management Workspace

Resource Managers and Project Managers can directly create resource assignments and operational resource assignments from the resource board view to allocate, and approve the efforts.

### Manage unassigned and assigned tasks

Assign the unassigned tasks from the bottom tray and approve the assigned tasks from the top tray.

### Split resource a assignment, Reassign or unassign the assigned tasks

Split a resource assignment to create a duplicate assignment from a specific date. Resource managers can assign this split work to other resources with the same primary attributes. Reassign the assigned tasks from the primary resource to another resource who has the same primary attributes to manage the primary resource's work load, resource time offs, or to allocate operational work.

## UI changes

### Resource Management Workspace Resource Management Workspace

- New row context menu **Split** option to split work.
- Rephrased the existing **Unassign task** row context menu to **Unassign**.
- Rephrased the existing **Reassign task** row context menu to **Reassign**.
- New options to create resource assignment and operational resource assignment.
- New iconography to identify a status change for the approved tasks.
- New Group by drop-down menu to group the resources based on the available attributes.

## Changed in this release

### Resource Management Workspace

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The new Resource Management Workspace provides a more efficient, streamlined way for you to work. For information about how to upgrade, see Resource Management Workspace. Resource Management classic is still supported in this release.

## Activation information

Install the Resource Management Workspace application by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Capacity Planning

Capacity Planning gives you insights about resource availability, allocation details, availability, and operational work assignments. Resource Managers can use this information to approve requested resource assignments and allocate work.

### Scaled Agile Framework (SAFe) release notes

The ServiceNow® Scaled Agile Framework (SAFe) applications help you to manage strategic and operational work all from one place by using lean and agile principles. Various SAFe applications are planned for deprecation in the Xanadu release.

## Deprecations

The following SAFe-related plugins are planned for deprecation and can no longer be deployed for new activation. However, existing users can continue to use them.

- Essential SAFe (com.snc.sdlc.safe)
- Portfolio SAFe (com.snc.sdlc.portfolio_safe)
- Performance Analytics Content Pack for Essential SAFe (com.sn_safe_dashboards)
- Work Progress Status for SAFe (com.sn_safe_progress)
- Agile - Scaled Agile Framework - Unified Backlog (com.snc.sdlc.safe.multi_task)
- Read-only roles for SAFe

For more information on the deprecation process and its impact, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

As an alternative, you can use the Enterprise Agile Planning (EAP) capability within the Strategic Planning application, which provides SAFe features with flexible team and work hierarchy configurations. With an interactive workspace experience, EAP helps you to streamline communication and collaboration between your teams. For more information, see Enterprise Agile Planning.

### Strategic Planning release notes

The ServiceNow® Strategic Planning application helps you accomplish end-to-end planning using a single workspace. Strategic Planning was enhanced and updated in the Xanadu release.

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## Strategic Planning highlights for the Xanadu release

- Show or hide the features of your portfolio plan so you share only the most important data with your stakeholders.
- Update actuals and track the progress of your targets in daily, weekly, monthly, quarterly, or yearly intervals with the enhanced target breakdown feature.
- Filter the planning items and roadmap bars with multi-value fields, such as tags, business applications, and business capabilities.
- Create rich-text documents to store and manage artifact information for planning items and Agile teams in EAP.
- Create scenarios to simulate changes to the portfolio plan, compare scenarios for visualizing trade-off decisions, and approve a scenario to revise the live plan.
- View the cost plans, expense lines, budget, and financial baselines of sub-projects at the parent project level. View the financial performance of a project using the rolled-up planned and actuals costs in the widgets of parent projects.
- Select a primary attribute to populate resource criteria automatically from the resource assignments of the prioritized planning items, and view the team's capacity in the Capacity Planning screen.

See Strategic Planning for more information.

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

## Important information for upgrading Strategic Planning to Xanadu

After upgrading to Strategic Planning v4.3.2, run the **Migrate BreakdownInterval To Checkinfrequency** scheduled job. This scheduled job migrates the existing values in the **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration.

## New in the Xanadu release

### Show or hide features for your portfolio plan

As a portfolio manager, show or hide the features, such as Goals, Scoring, Prioritization, and Roadmap, of your portfolio plan. This capability helps you share only the portfolio plan data that matters to your stakeholders and restrict access to the other data.

### Goal management enhancements

- Create daily, weekly, or monthly target breakdowns according to how often you want to update and track the progress of the target. The target breakdowns are created based on the value selected in the **Check-in frequency** field. For example, if you select **Monthly** in the **Check-in frequency** field for a target spanning a year, then 12 monthly target breakdowns are created.
- Updating actuals for a target has been simplified with an enhanced UI:

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  - In the Check-in actuals window on the **Progress** tab of the target's side panel, update the actual value of any time period or breakdown.
  - In the **Progress** tab of the target's side panel, view the trend of the target's progress in a line or bar graph. You can also edit the planned target and view the check-in history of the target actuals.
- When creating a target, the **Target breakdown details** section of the Target modal shows the planned target values for each target breakdown in a tabular format, which helps you visualize the final target value spread across the target's time period.
- On the Target form, use the **Baseline reference** field to compare future target performance with the actual value that was achieved in the last year or before the target was created.
- Add targets to a new goal using the **Save and add target** option on the Goal modal. Also, you can use the **Save and add new target** option to add more targets for the goal.
- Run the **Create Goals Demo Data with Target Breakdowns** scheduled job to create demo data with goals and target breakdowns. For more information on this scheduled job, see Create goals demo data with target breakdowns.
- Create a copy of a goal or target using the **Duplicate** option from the row context menu icon ( ⋮ ). For more information, see Create a copy of a goal or target.
- Activity stream is enabled for the targets and goals in the full details record page.

### Planning enhancements

- Filter planning items in the Prioritization page and roadmap bars in the Roadmap page with multi-value fields, such as tags, business applications, and business capabilities.
- In the Child items related list of an EAP planning item, view child items associated with the epic in EAP.
- When you view a portfolio plan, you can copy a portfolio plan that you don't have edit access to and edit the plan as needed. For more information, see Copy a portfolio plan.

### Now Assist in Strategic Planning

- Generate a summary of selected text on Docs using the Planning item Gen AI Docs skill. You can summarize, elaborate, and shorten the selected content on Docs.
- Summarize a large volume of feedback using the multi feedback summarization skill on the Feedback page.
- Create a demand within the Employee Service Management (ESC) portal using the Now Assist conversational catalog creation capability.
- Summarize the complete content of a document with the Planning item Gen AI Docs skill to help save time on manual content analysis.

### Collaborate using Docs in EAP

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- Store the information of key artifacts and other details of planning items, such as Epics, Capabilities, and Features, directly from within the workspace.
- Manage team-level documentation for Agile team, ART, Solution Train, and Portfolio.
- Create multiple rich-text documents at each planning item level or Agile team level.
  - Help avoid data loss and parallel editing with real-time collaboration.
  - Tag team members to their action items.
  - Insert media and URLs.

### Docs for planning items in Strategic Planning

- Store the information of key artifacts and other details of planning items, such as Demands, Projects, and Epics, directly from within the workspace.
- Create multiple rich-text documents at each planning item level.
  - Help avoid data loss and parallel editing with real-time collaboration.
  - Tag team members to their action items.
  - Insert media and URLs.

### Migrating from SAFe to EAP

Transition from Scaled Agile Framework (SAFe) applications, such as Essential SAFe and Portfolio SAFe, to EAP. Use the Guided Setup module in the Strategic Planning application to execute your migration step by step.

This migration is intended to be one-time only. Initiating the migration again later while continuing to use SAFe applications with EAP won't carry any changes made to the SAFe records that are already migrated.

### Override the default planning calendar for Agile Teams

For Agile Teams and Agile release trains (ARTs), the **Override planning calendar** field enables team members to change their planning calendar. The updated calendar is automatically applied to any child teams and takes effect at the beginning of the next iteration.

### Persistence of personalization settings for the EAP PI planning board

Personalization of the settings made in the PI planning board for a team type are applied across the workspace according to user, team type, and work item type. For example, settings applied to one ART, such as enabling the Dependencies toggle, Team backlog lane, or compact cards, are applied to all ARTs in the workspace for a user.

### Optimize planning using scenario planning

- Create scenarios in a simulated environment and adjust the prioritization and timelines of planning items.
- Check the alignment of planning items with goals to verify the delivery of strategic outcomes.

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- Visualize the differences between goal alignment and trade-off decisions between scenarios by comparing scenarios side by side.
- Approve the best scenario as the live portfolio plan for execution and making informed decisions.

### Export goals and targets data to Excel or CSV

Export goals and targets from your portfolio plan into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders.

### Export a roadmap or free-form roadmap to PowerPoint

Export a roadmap or free-form roadmap from a portfolio plan into a Microsoft PowerPoint file to share data and collaborate with your business stakeholders. The predefined template helps you generate reports for your roadmap, including roadmap milestones, item milestones, vertical lines, and horizontal lanes.

You can export a roadmap for the maximum tenure of lanes a year at a time. You can also choose between Compact mode, which exports 25 horizontal lanes per slide, or Default mode, which exports 15 horizontal lanes per slide, when exporting your roadmap.

You can select the data that you want to be exported into the report by editing the predefined templates or creating your own branded template. For more information, see Create a Microsoft PowerPoint template.

### Plan at a high level using the Project Program lens

Plan at a high level by building portfolio plans for program [pm_program] items using the Project Program lens. Score and prioritize the programs and track them using roadmaps.

### Feedback enhancements

- Manage the feedback filter card directly from the feedback homepage by sorting, pinning, sharing, updating, or deleting it.
- Allow access to specific users or groups when sharing the feedback filter card, and review the users who have access to it.

## Financials in Strategic Planning

- Migrate the existing planning items budget from the classic UI to Next Experience using the **Migrate Budget** option.
- As a portfolio manager, allocate and manage the budget of your planning items using the Budget vs cost view.
- As a project manager, compare a budget to the captured costs of your planning items and reforecast the planned costs to meet the approved budget.
- Compare financial baselines to view simple financials and budget.
- View the cost plans, expense lines, and financial baselines of sub-projects using the Financial view of a parent project.
- Widgets in the Cost view of parent projects display the rolled-up value of the planned costs, expense lines, budget, and variance.
- Create custom labor cost types and map them with a unique sys_id to generate labor costs.

## Capacity Planning in Strategic Planning

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- Select a primary attribute to auto-select the resource criteria based on the planning items in the portfolio.
- Automatically generate resource capacity using a scheduled job at your desired cadence.
- View only prioritized planning items in the bottom tray of the Capacity Planning screen.
- View the total capacity, estimate, and available efforts of a resource using the heatmap view.

## UI changes

### Product feedback UI changes

- The **Share with members or group** field has been removed from the Feedback filter form.
- The **Share** option on the feedback filter card has been removed.
- The Product Feedback icon name is changed to Feedback.
- The most recently created records in Feedback and product idea are displayed on the top.

### EAP reports and dashboards

Improved widget placement in the ART and the Team dashboard pages, which enables you to view more data with less scrolling.

### Goals UI changes

- The **List** tab and **Hierarchy** tab have been moved under the **Goals and targets** tab for a better UI experience while switching between the List and Hierarchy views on the Goals page.
- On the Target form, the **Breakdown interval** and **Cumulative target** fields have been removed. Also, the *Fortnightly* option has been removed from the **Check-in frequency** field.
- On the Target form, the **Cumulative target** field has been replaced with **Target value distribution field**. The field has two values to describe the target distribution: *Spread linearly across the time period (cumulative)* and *Split equally across the time period (non-cumulative)*.
- On the Target form, the following fields form have been renamed:
  - **Review frequency** to **Check-in frequency**
  - **Base value** to **Start value**
  - **Target value** to **Final target value**
  - **Actual value** to **Actuals to date**
  - **Review due date** to **Check-in due date**
- Horizontal lines have been added on the List view to differentiate one set of goals and targets from another.
- Vertical lines have been added on the List view to differentiate the target breakdowns with the goals and targets columns.
- The maximum number of characters allowed in the **Name** field has increased from 80 to 255 for the Goal [sn_gf_goal] and Target [sn_gf_goal_target] tables.

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### Planning UI changes

- The **Copy portfolio plan** option in the Portfolio actions menu has been renamed to **Duplicate portfolio plan**.
- The **Create copy** option in the Row context menu of planning items has been renamed to **Duplicate**.

### Roadmap UI changes

The **Copy roadmap** option in the Roadmap actions menu has been renamed to **Duplicate roadmap**.

### Financials UI changes

- New **Budget vs. cost** toggle for project managers and product managers to view a comparison of budget and captured costs.
- New **Budget allocation** toggle for portfolio managers to manage a project budget.
- New **Approve budget** button in the budget allocation view for portfolio managers to approve budget changes.
- New grid view to enter and view the budget information at a fiscal period, quarterly, or yearly, and the total breakdowns by Expense Type or Cost Type.
- New **Project/Demand** column in the Cost view to show the mapping of cost plans to projects and sub-projects.

### Capacity Planning UI changes

- New Resource criteria screen.
- New **Auto-select** and **Manual-select** options to select the attributes on the Resource criteria screen.
- New **Prioritized Work Item** category in the bottom tray of the Capacity Planning screen.

## Changed in this release

### Break down work from a parent work item

Create child work items directly from the parent record page.

- The **Child items** tab on the work item record page is replaced with the tabs of each associated child item. For example, the full details page of an Epic shows separate tabs for its child work items, capabilities, features, and stories, based on the EAP configuration.
- New button is added to each tab to create work items directly from the parent work item record page.

### Enhancements to the PI planning board in EAP

The PI planning board displays all work assigned to the current Agile structure level as well as its child teams.

### Feedback

The Product Feedback application name is changed to Feedback.

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## Activation information

Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Export to PowerPoint for Strategic Portfolio Management

Edit the predefined templates or create your own branded template with ServiceNow Export to PowerPoint for Strategic Portfolio Management to export roadmap data into the report.

### Telecommunications, Media, and Technology release notes

ServiceNow® Telecommunications, Media, and Technology has new and updated applications and features in the Xanadu 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
  - Proactive Service Experience Workflows
  - Account Lifecycle Events
- Order Management for Telecommunications, Media, and Technology. See Sales Customer Relationship Management release notes.
- Telecommunications Network Inventory

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
  - Proactive Service Experience Workflows
  - Account Lifecycle Events
- Order Management for Telecommunications, Media, and Technology. See Sales Customer Relationship Management release notes.

### Service Exchange release notes

The ServiceNow® Service Exchange application enables providers and consumers to connect and track services directly between instances without having to configure and maintain custom integrations. Service Exchange was enhanced and updated in the Xanadu release.

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## Service Exchange highlights for the Xanadu release

- Enable providers to adopt new features and provide uninterrupted service to their consumers who have not upgraded.
- Assess entitlements for compatibility before syncing them to consumers.
- Enable consumers to run specific processes such as approvals before synchronizing tasks with their providers.
- Support automated synchronization of configuration data between provider and consumer instances.

See Service Exchange for more information.

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

## Important information for upgrading Service Exchange to Xanadu

- Service Exchange 2.x.x that is being released with the Xanadu release does not support migration of the Service Exchange (Legacy) versions. If you are using a Service Exchange (Legacy) version, before you upgrade to the Xanadu release, you must follow instructions in the Service Exchange for Providers (Legacy) - Migration Utility (KB1499823) article in the Now Support Knowledge Base to migrate your configuration data.
- If you are upgrading from version 1.x.x of Service Exchange, follow the steps listed in Upgrade Guide - Service Exchange for Providers and Consumers application (v2.x.x release - KB1700387) to migrate your Service Exchange applications.
- Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to the Xanadu release. Older active entitlements will continue to work but new ones cannot be activated.

## New in the Xanadu release

### Service Exchange mismatched version support

Providers and consumers can run different versions of the Service Exchange applications without affecting their ability to exchange data. Providers can adopt new features without coordinating their application upgrades with their consumers.

### Configuration revisions

Providers can develop and deploy new versions or revisions of entitlements with updated functionality to compatible consumers without affecting consumers who have not updated their application. Consumers can therefore use older revisions of entitlements including remote task definitions, remote record producers, and foundation data sync offerings while deploying new revisions.

### Consumer pre-flows

Consumers can control data synchronization with their providers by associating a flow with a Service Exchange remote record producer and run consumer-defined processes, such as approvals, before a task is synchronized to their provider.

### Integration with Sales Customer Relationship Management

Providers can enable customers to quickly order entitled Sales Customer Relationship Management product offerings from their service catalog by publishing them as remote record producers on consumer instances.

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## Deprecations

- Service Exchange (legacy) application is now deprecated and no longer supported or available for new activation. The Service Exchange for Consumers application provides the latest experience for this functionality.
- Service Exchange for Providers (legacy) application is now deprecated and no longer supported or available for new activation. The Service Exchange for Providers application provides the latest experience for this functionality.

See KB1499823 for details on migrating from the legacy version.

## Activation information

Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

### Sales Customer Relationship Management

The Sales Customer Relationship Management applications enable you to manage the product sales life cycle in your organization, including pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

### Proactive Service Experience Workflows release notes

The ServiceNow® Proactive Service Experience Workflows helps your technical support teams identify your impacted customers, communicate directly with them, escalate a case if needed, and auto-generate cases for faster issue resolution. Proactive Service Experience Workflows was enhanced and updated in the Xanadu release.

## Proactive Service Experience Workflows highlights for the Xanadu release

- Enable customer service agents to efficiently identify and resolve customer service problems using the Customer Service Problem Management application.
- Enable the operations team to manage and monitor operational data through a centralized analytical dashboard.

See Proactive Service Experience Workflows for more information.

**Important:**
Proactive Service Experience Workflows is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Customer Service Problem Management

Manage the entire process of reviewing, diagnosing, and providing a resolution for service problem cases with Customer Service Problem Management.

### Proactive Service Experience Workflows Account 360 Analytics

Better understand your customers, the services sold, and the progress of ongoing customer account tasks through a centralized dashboard.

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## Activation information

Install Proactive Service Experience Workflows by requesting it from the ServiceNow Store.

## Related ServiceNow applications and features

### Field Service Management

The ServiceNow® Field Service Management application helps organizations manage work tasks performed on location. Match tasks to agents based on skills, geographic territory assignments, and available inventory. Agents can record details on assigned tasks like completion status, travel time to jobs, and time spent.

### Incident Management

ServiceNow® Incident Management restores normal service operation while minimizing impact to business operations and maintaining quality. Any user can record an incident and track it through the entire incident life cycle until service is restored and the issue is resolved.

### Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to the business operations.

### Process Mining

ServiceNow® Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes.

### Account Lifecycle Events release notes

The ServiceNow® Account Lifecycle Events application helps you streamline your onboarding process, define and track objectives and outcomes, identify and mitigate risks, and increase renewal rates. Account Lifecycle Events was enhanced and updated in the Xanadu release.

## Account Lifecycle Events highlights for the Xanadu release

- Improve customer experience with process-based playbooks for onboarding cases.
- View onboarding cases and case tasks on the Customer Service Portal.
- Improve data capture and validation with the Data Import Builder and Data Validation Assist features.
- Define and measure business outcomes with documented success plans to promote value.
- Create customer engagements and monitor their health and evaluate progress.

See Account Lifecycle Events for more information.

**Important:**
Account Lifecycle Events is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## New in the Xanadu release

### Account onboarding playbook

Manage your account onboarding with the Account Lifecycle Events playbook, which contains activity definitions for onboarding workflows that include key details

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such as onboarding status and progress, and shares clear instructions on when tasks should be delivered to various stakeholders.

#### Account onboarding home page

Monitor onboarding cases assigned to you, including case tasks, data capture tasks, and associated risks.

#### Data import and validation

- Upload and process multiple files to the staging table simultaneously.
- Use the Data Import Builder to configure data sources and transform maps for importing data.
- Perform field and record level data validations in the Data Validation Assist table. Additionally, 8 pre-configured field level validations are also available with the base system.

#### Recommended actions for account onboarding

Provide guidance and recommended actions to the user based on the context of the current record so agents can take appropriate actions as required. Additionally, agents can use guided decision trees to navigate and troubleshoot the onboarding process.

#### View account onboarding cases in the Consumer Service Portal

View Account Lifecycle Events onboarding case records or case task records on the CSM portal to see details of the Account Lifecycle Events onboarding journey.

#### Improve adoption and reduce attrition with Customer Success

Use the Customer Success feature to engage with your customers, mitigate risks by running success plays, and identify opportunities for expansion and renewals.

- Monitor your success portfolio on the Success landing page. View the status of your current engagements, upcoming renewals, and new engagements.
- View engagement details including success initiatives, success blueprint, and monitor your success cases.
- Create success plays and success blueprints to define manual or automated activities using the workflow launcher.

## Activation information

Install Account Lifecycle Events by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.

## Related ServiceNow applications and features

#### Customer Service Management

The Customer Service Management (CSM) application enables you to automate your onboarding and case monitoring processes and provides service agents with visibility into the customer systems and tools that they need to deliver proactive services to your customers.

#### Now Assist for Telecommunications, Media and Technology (TMT) release notes

The ServiceNow® Now Assist for TMT application brings generative AI to Proactive Service Experience Workflows. Improve productivity and efficiency by delivering better self-service,

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recommending actions, and delivering answers. Now Assist for TMT is a new application in the Xanadu release.

## Now Assist for TMT highlights for the Xanadu release

Xanadu Patch 9

- Monitor engagement health score and provide a trend analysis.
- Monitor risks on a predefined schedule and provide common resolutions.

Xanadu Patch 7: Proactively identify service problems, diagnose, test, and resolve customer issues autonomously using Now Assist for TMT AI agent collection.

- Summarize service problem cases, generate resolution notes, and create test summaries for service-related issues by using Generative AI.
- Determine when the skills for the case summarization and the resolution notes generation are available by adding conditions to the fields on the case record.
- Restrict the availability of the case summarization and resolution notes generation skills by user role.
- Create a template-driven service problem case summarization based on the case state: new, in progress, or resolved.

See Now Assist for Telecommunications, Media and Technology (TMT) for more information.

**Important:**
Now Assist for Telecommunications, Media and Technology (TMT) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Now Assist for TMT features

### Xanadu Patch 9

#### Monitor engagement health

Monitor the health score of all engagements, create trend charts, and generate risk signals when a decline is detected.

#### Analyze risk signals and recommend solutions

Retrieve unaddressed risk signals and identify appropriate success plays based on a back-end decision table.

### Xanadu Patch 7

#### Using Telecommunications, Media, and Technology AI agent collection

Use Now Assist for TMT AI agents to troubleshoot and autonomously resolve customer issues.

**Available AI agents use case**

| AI agent use case | Description |
|---|---|
| Test and repair telecom service issues | Use AI agents to handle task requests that require troubleshooting, diagnosis, and resolution of a case task. |

### Xanadu Patch 1

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**Service Problem Case summarization skill**

Designed to save agents time by condensing the service problem case record to a short summary.

**Resolution notes generation skill**

Enable your agents to generate the resolution information for a service problem case, propose the resolution to the customer, and add the information to the service problem case record through the resolution summarization skill.

**Test summarization skill**

Identify the root cause of a problem diagnosed during the test run by generating a clear and concise root-cause analysis of the service issue through the test summarization skill.

**Now Assist Panel**

Enable your agents to access Now Assist skills in a panel available on CSM/FSM Configurable Workspace. Now Assist is aware of context, so it can summarize the currently viewed record or conversation, or you can specify a case number.

**Now Assist Admin console**

Activate and configure capabilities and individual skills on the Now Assist Admin console. For example, you can designate which roles have access to a skill, or whether the skill is available in CSM/FSM Configurable Workspace, the Now Assist panel, or both.

**Add conditions to skill availability**

Determine when the skills for the case and the resolution notes summarization are available by adding conditions to the fields on the service problem case record.

**Restrict skill availability by user role**

Specify the roles that can access the case summarization and resolution notes summarization skills.

**Minimum text requirement for case summarization**

Enable the case summarization skill for cases that have the minimum amount of information in the case activity stream.

## Activation information

Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins.

## Additional requirements

The Now Assist for TMT application requires a Proactive Service Experience Workflows Pro Plus or Enterprise Plus license.

## Related ServiceNow applications and features

**Now Assist**

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

**Now Assist Admin console**

Use the ServiceNow® Now Assist Admin console to provide you with quick and effortless access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

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### Now Assist panel

Use this conversational interface in CSM/FSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can convey the context of this information more quickly.

### Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

### Telecommunications Network Inventory release notes

The ServiceNow® Telecommunications Network Inventory application enables a network planner to model the physical, logical, or virtual network and perform design and assign services based on those network models. Telecommunications Network Inventory was enhanced and updated in the Xanadu release.

## Telecommunications Network Inventory highlights for the Xanadu release

- Provide a visualization of the circuit and its underlying connection elements with revisions and protection paths on a dedicated canvas.
- Get enhanced rack and cabinet visualization capabilities, including viewing, editing, and updating features, along with new KPIs for better capacity planning and prioritization.
- Archive current configurations while operationalizing a planned revision and compare them with original connections to detect changes.
- Export equipment models and templates along with related hardware to an Excel data source, and import them to another ServiceNow instance.
- TMF conformance for TMF 639 Resource Inventory API.

See Telecommunications Network Inventory for more information.

**Important:**
Telecommunications Network Inventory is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Important information for upgrading Telecommunications Network Inventory to Xanadu

If you are an existing user of previous releases, both legacy and new product models will be available in the Network Inventory Workspace menu after upgrading to Xanadu. To rectify this issue, you must migrate your legacy product model data to the new product model tables in your current instance. For more details about the procedure, see KB1695167.

## New in the Xanadu release

### Visualization of a rack or cabinet

Gain visibility of your data centers infrastructure through advanced rack and cabinet insights. Edit a rack or cabinet to add, reserve, move, and remove any equipment. This enables you to create equipment from the rack or cabinet view.

### Revise a configuration item

Perform a comparative validation between the revision and the original connections to identify any changes between them.

### Import Models and Templates

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Import the models and templates from an external system via XLS template.

### Visualization of circuits

Provide a visualization of the circuit and its underlying connection elements on a dedicated window. View the revisions and protection paths of a logical connection, and selectively collapse expanded layers instead of collapsing the entire structure.

### Create a cable record by using design and assign

Instantiate cables and associated strands using a cable template.

### Modify a network topology record using design and assign

Modify a network topology for adding or removing the nodes and edges by using a new change model.

### Create capacity function

Identify and prioritize the capacity function by using the category and order attributes. Access the capacity management forms from the Workspace lists view.

### Network Inventory Workspace

View your and your team's work in the new landing page.

## UI changes

### Revise a configuration item

The Validate Revision button is implemented within the revised CI to facilitate comparison with the modified CI (Configuration Item) and revision history tracking of the modified CI.

### Export hierarchy of models and templates

The Export button is added to export the hierarchy and all related records of a model or inventory template.

### Optimizing rack and cabinet usage

Create equipment, edit rack or cabinet, calculate capacity, and perform other actions from the new rack or cabinet visualization.

### Visualization of circuits

The View connection button is introduced to replace the tab-based experience of the circuit diagram in the logical connection record, allowing the diagram to open in a dedicated window.

### Network Inventory Workspace

The Map widget is removed from the Workspace landing page. The Usage metric widget is moved from the Workspace landing page to the Inventory management view.

## Changed in this release

### Visualization of a rack or cabinet

The new rack visualization provides new power, weight, and capacity metrics.

### Creating your inventory models

The legacy product model tables are deprecated and they are migrated to Enterprise product model app.

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## Activation information

The Telecommunications Network Inventory application is a ServiceNow AI Platform feature that is available with activation of the Network Inventory Advanced plugin (sn_ni_adv). For details, see Install Telecommunications Network Inventory.

## Related ServiceNow applications and features

### Configuration Management Database (CMDB)

With the Configuration Management Database (CMDB) application, build logical representations of assets, services, and the relationships between them that comprises the infrastructure of your organization. Details about these components are stored in the CMDB, which you can use to monitor the following infrastructure, helping promote integrity, stability, and continuous service operation.

### Field Service Management for Telecommunication release notes

The ServiceNow Field Service Management for Telecommunication application enables you to manage the field service workflow for the telecommunication industry. Field Service Management for Telecommunication is a new application in the Xanadu release.

## Field Service Management for Telecommunication highlights for the Xanadu release

Create and manage the appointments for the telecommunication field services.

See Field Service Management for Telecommunications for more information.

**Important:**
Field Service Management for Telecommunication is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

## Field Service Management for Telecommunication features

### Managing the appointments for telecommunication services

Create, reschedule, get, list, and cancel appointments from your system for the connectivity-related field services. You can book an appointment on an existing work order in the Field Service Management application from an external system using Appointment Open APIs.

## Activation information

Telecommunications appointment booking feature is available with activation of the Telecommunications Open API (com.sn_tmf_api), Appointment Booking (com.snc.appointment_booking), Field Service Management (com.snc.work_management), Field Service Management for Telecommunications (com.sn_fsmt), and Telecommunications, Media and Technology Core (com.sn_tmt_core) applications. Install these applications by requesting them from the ServiceNow Store.

## Related ServiceNow applications and features

### Field Service Management

The ServiceNow® Field Service Management application enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

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## Release notes summaries for Xanadu features

Consolidated release notes information for new and updated Xanadu features.

## Learn about specific themes for multiple Xanadu products

In the Xanadu 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 Xanadu.

### Highlights for all Xanadu features and products

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

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

| Application or feature | Details |
|---|---|
| AI Search | Xanadu Patch 3:<br>• Expand search recall by indexing content from knowledge blocks.<br><br>Xanadu:<br>• Surface information across multiple CMDB tables with NLQ Genius Results.<br>• Increase search precision for Japanese phrases that include nakaguro (中黒, middle dot) characters.<br>• Scroll through multiple Genius Result answer cards in a carousel to select the most actionable answer for your question.<br><br>See AI Search for more information. |
| AIOps LEAP | • Automation feedback and tracking for automation opportunities<br>• Pin Automation Opportunities for ease of analysis<br>• Customize filters for Automation Opportunities and published playbooks.<br>• Customize columns on the Automation Opportunities and published playbooks pages.<br>• Use published LEAP in SOW to resolve a new incident quickly.<br>• Use a value dashboard for performance analysis and enhancement.<br><br>See AIOps Learning Enhanced Automation Playbook (LEAP) for more information. |

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| Application or feature | Details |
| --- | --- |
| API | • Use server-side JavaScript APIs in scripts to change the application functionality.<br>• Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes.<br>• Use inbound REST APIs to interact with various ServiceNow functionalities within your application.<br><br>See API implementation and reference for more information. |
| Access Management | • Fine-tune your access control with the new Deny-Unless ACL and query operators.<br>• Enhance ACL security with a new default denial behavior.<br>• Identify and fix empty or misconfigured ACLs with new ACL creation rules.<br><br>See Access Control List Rules for more information. |
| Accounts Payable Operations | • Provides support for tax compliance.<br>• Enables tax managers or tax specialists to create, edit, and update tax types and tax codes.<br>• Validate supplier taxes and ensure tax regulatory compliance with added tax-related exceptions.<br>• Check for invoices configured with Tax variance tolerance rules through the exception engine.<br>• Allocate invoice cost across various business functions using the invoice cost allocation feature, which increases the accuracy of financial reporting and informs strategic decision-making. |
| Adoption Services | • Experience the new UI and features available in the Guided Setup builder powered by Playbooks.<br>• Use the new Guided Setup player process, which is powered by Playbooks and provides a more streamlined experience and enhanced UI.<br><br>See Adoption services for more information. |
| Advanced AI Search Management Tools | • Analyze search trends from the preceding six months using the AI Search Analytics dashboard's **Date range** interactive filter.<br>• Understand your mobile search traffic with support for the Mobile Platform search application in the AI Search Analytics dashboard's **Search application** interactive filter. |

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| Application or feature | Details |
| --- | --- |
| | See Platform Analytics Solution for Advanced AI Search Management Tools for more information. |
| Advanced Risk | • Create multidimensional entities by combining two or more entities from different entity classes and manage risks and controls for such composite entities.<br>• Perform assessment on multiple risks and controls by creating a risk assessment project.<br>• Use a uniform workflow for all types of risk response strategies, enable dynamic approvals using GRC: Approver Configurator, and create multiple strategies with various action items for each risk response plan.<br>• Link the open risk response tasks or copy the tasks along with the risk response strategy from the previous assessment when reassessing the risk.<br>• Create an issue or link an existing open issue as an outcome of the risk assessment.<br>• Respond to risk identification questionnaires with an improved user experience using Smart Assessment Engine.<br>• Reopen closed risk events to identify and address overlooked or underestimated risks, updating existing risk events instead of creating new risk events.<br><br>See Advanced Risk Assessment for more information. |
| Advanced Work Assignment | • Enable Advanced Work Assignment integration with third-party providers with the External Routing feature.<br>• Migrate the Advanced Work Assignment dashboards to Next Experience.<br>• Defined the External Routing Test Tools plugin (com.glide.awa.external.test_tools) with a simple external routing ATF-based test implementation.<br><br>See Advanced Work Assignment for more information. |
| Agent Chat | Trigger Now Assist to generate a recommended response while interacting with users in Agent Chat.<br><br>See Agent Chat for more information. |
| Agent Client Collector | • Ensure secure agent connections by adding a self-signed certificate.<br>• Enhance check functionality by using expanded Linux and Windows checks, enabling you to gather additional information on your Linux and Windows servers.<br>• Upgrade the Cloud Native Operations for Visibility Informer from the ServiceNow instance. |

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| Application or feature | Details |
| --- | --- |
| | • Store Instance credentials in the Microsoft Azure Vault when Informer uses Azure Kubernetes Engine (AKS).<br>• Enjoy multi-architecture support for docker image.<br><br>See Agent Client Collector for more information. |
| Agent Workspace for HR Case Management | • Minimize case transfers and improve agent efficiency by viewing HR service descriptions during case creation.<br>• View recently updated cases in list view.<br>• Enable agents to quickly respond to HR tasks using response templates.<br>• Enable HR agents to expedite services by creating decision trees.<br>• Support claims in Employee Relations cases by uploading attachments in personal notes.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.<br><br>See Agent Workspace for HR Case Management (Configurable) for more information. |
| Agent experience for CSM | • Expand and collapse the header in the Compose Email modeless dialog to edit address fields or increase your working space in the email body.<br>• Use icons to quickly access email tools such as applying a template or adding an attachment.<br>• Open the Compose Email modeless dialog with the last saved email draft.<br><br>See CSM Configurable Workspace for more information. |
| Analytics, Intelligence, and Reporting | • Core UI Reporting and Dashboards functionality deprecated in the Xanadu release<br>• Several enhancements made for accessibility |
| App Engine Studio | • Give users permission to work in AES or Creator Studio by assigning roles during the intake request review process in AEMC.<br>• Govern which AES and Creator Studio groups show as active by managing records on the User Group Permission Types [sn_app_intake_permission_type] table.<br>• Test AEMC on a non-production instance to ensure everything works as expected before moving to production.<br>• As of Xanadu Store Release 2, open an application in ServiceNow Studio directly from App Engine Studio. |

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| Application or feature | Details |
| --- | --- |
| | See Build apps using App Engine Studio for more information. |
| Application Manager | • Use the improved search bar with added recommendations to locate your results.<br>• The search bar displays a message if your result isn't available in the tab you have selected.<br><br>See Application Manager for more information. |
| Application Vulnerability Response | • Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a specific set of application vulnerable items in the Vulnerability Manager Workspace.<br>• Integrate with supported third-party scanners to import vulnerability data.<br>• Compare application vulnerability-related data and determine if application vulnerabilities are found in an application.<br>• Prioritize, remediate, and manage application vulnerable items (AVI)s. Each application vulnerability represents a vulnerability entry in the CWE or third-party libraries.<br>• Identify the components used in your organization's applications and determine your potential exposure to risks associated with using open-source software from Software Bill of Materials (SBOM) files that you upload into your instance.<br><br>See Application Vulnerability Response for more information. |
| Assessments and Surveys | • View the user responses only for active questions.<br><br>See Exploring Assessments and Surveys for more information. |
| Audit Management | • Manage your documents and work papers in Audit Management as cloud files.<br>• Link cloud files to any GRC record and share a single cloud file with multiple records.<br>• Upload documents from your local computer as cloud files and link them to any record in ServiceNow.<br>• Use the lite roles introduced in Audit Management for lighter business operations.<br><br>See Audit Management for more information. |
| Authentication | • Use the FIDO2 authenticator, passkeys, biometric authenticators, and hardware security keys as multi-factor authentication (MFA) factors without requiring an authenticator app setup. |

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| Application or feature | Details |
| --- | --- |
| | See Authentication for more information. |
| Benchmarks | Experience the all-new KPI in the self-solved deflections category of ITSM Benchmarks to help resolve the digital issues encountered by users on a daily basis.<br><br>See Benchmarks for more information. |
| Business Continuity Management | • Review the types, relationships, and sources of relationships for an asset through updated plan records.<br>• Access the most current information on the dependencies that are related to the Business Impact Analysis (BIA), plans, or events.<br>• Manage and assess the recovery tasks that are listed within your plan. You can organize the tasks by their dependencies.<br><br>See Business Continuity Management for more information. |
| Case and Knowledge Management | • Use the new HR guided setup that supports domain separation at the global and at the parent or child levels.<br>• HR Document Templates is being deprecated and is no longer available for use. You can use the ServiceNow Document Templates application instead of HR Document Templates.<br><br>See Case and Knowledge Management for more information. |
| Case management for CSM | • Create pages and page variants that contain horizontal or vertical playbooks by using playbook templates.<br>• Use playbook record pages in CSM Configurable Workspace to guide users through the stages and activities of a playbook and resolve cases.<br>• Identify common inefficiencies in customer operations by using process mining definitions.<br><br>See Case management for Customer Service Management for more information. |
| Clone Admin Console | • Use a new backup when you're backing up the Clone Admin Console to make the backup go more quickly.<br>• View the Clone preserver guidance added to the Create a clone form to understand how to use Clone preservers.<br>• Clone related queries now go through ACLs. Custom clone flows should be tested.<br><br>See Clone Admin Console for more information. |

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| Application or feature | Details |
| --- | --- |
| Cloud Cost Management 8.0.0 | • Easily diagnose and rectify issues in Cloud Cost Management implementations.<br>• View the spend details of your AI resources through a Machine Learning service category.<br><br>See Cloud Cost Management for more information. |
| Collaborative Work Management | • Reduce manual effort by creating Boards and Docs from templates.<br>• Save Board display preferences and switch between Board views based on the audience and purpose.<br>• Track and manage all your assigned work from a single view called My Work.<br>• Create automations on the Assigned to column or other custom columns of type **People**.<br>• Save time and avoid manual copying of information with the ability to duplicate CWM Boards and Docs.<br><br>See Collaborative Work Management for more information. |
| Common Governance, Risk, and Compliance feature | • Group issues within your workspaces to organize and manage related issues, and streamline the issue grouping process with the confidentiality and inheritance enhancements.<br>• Select an existing standalone issue to serve as the parent for other related issues during issue grouping.<br>• Track license consumption across different product families using the GRC Licensing Overview dashboard.<br>• Use the new GRC Employee role to report or request GRC workflows, and read and acknowledge policies from the Employee Center (Only applicable to customers who are entitled to and have installed the GRC Employee User application).<br>• Read and approve audits, and read audit related tables with the enhanced Lite Operator changes.<br>• Update and add content using Microsoft 365 for ServiceNow Reporting now integrated with the Document designer application.<br><br>See Governance, Risk, and Compliance for more information. |
| Compliance Case Management | • Establish a centralized library of agencies for identifying the relevant regulatory authorities that are responsible for overseeing particular industries or sectors within each jurisdiction. The centralized library consolidates all regulatory communications via emails and implements the notification rules for data privacy or security breaches for the reported compliance cases.<br>• Auto-calculate the notification dates for the reported compliance cases. |

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| Application or feature | Details |
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| | • Monitor and access your compliance cases by the subtype classification through a new graphical chart.<br>• Enable your compliance analysts to access a homepage so that your compliance analysts can manage reported compliance cases or requests.<br><br>See Compliance Case Management for more information. |
| Configuration Compliance | • Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a set of test results in Vulnerability Manager Workspace.<br>• View the percentage of CI compliance and test results compliance on a Test Group in Vulnerability Manager Workspace.<br><br>See Configuration Compliance for more information. |
| Configuration Management Database (CMDB) | • Access changes to the CMDB Editor and CMDB Admin user roles:<br>  ○ Starting with Xanadu Patch 9, the sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.<br>  ○ Starting with Xanadu Patch 10, you can configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some CMDB Workspace tasks by manually running a scheduled job.<br>• Configuring and using CMDB Health has been streamlined by useful analytic data having been simplified and some concepts such as overall health scores having been removed.<br>• New filtering options for the Coverage charts on the CMDB 360 dashboard help you better manage the performance associated with calculating those charts, while limiting analysis to only those classes that you're interested in.<br>• Limit the performance impact of CSDM and the CMDB Data Foundations Dashboards by configuring performance settings for some metrics to limit their performance impact, such as triggering the system to automatically deactivate metrics such as *`CIs Processed via IRE`* and *`Business Application with Application Service Relationship`*.<br>• The CMDB Health Dashboard is now implemented with the Next Experience user interface in the CMDB Workspace.<br>• The ServiceNow® Now Assist for CMDB application brings generative AI to CMDB. Now Assist for CMDB is a new application in the Xanadu release. The ServiceNow® Now Assist for Service Graph Connectors (SGC) application brings in generative AI capabilities to resolve issues within Service Graph Connector. Now Assist for SGC is a new application in the Xanadu release..<br><br>See Configuration Management for more information. |

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| Application or feature | Details |
| --- | --- |
| Container Vulnerability Response | • Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a specific set of container vulnerable items in Vulnerability Manager Workspace.<br><br>See Container Vulnerability Response for more information. |
| Continuous Authorization and Monitoring | • Use the added features in the CAM Workspace to help streamline your work and have an efficient end-to-end user experience.<br>• Export System Security Plan (SSP) files in the OSCAL format, which includes models like Catalog, Profile, and SSP.<br>• Use the lite roles introduced in CAM for lighter business operations.<br>• Group similar controls into a family-related and club-related to help identify and understand the controls.<br><br>See Continuous Authorization and Monitoring for more information. |
| Core ServiceNow AI Platform | • Use ECMAScript 2021 (ES12) features in any server-side script.<br>• The TinyMCE upgrade from V4 to V6.8.2 includes enhanced formatting options and editing, as well as extended functions to enable users to format their content to better suit their needs.<br>• Capture multiple attributes and their values in a single column instead of adding new columns to a table.<br>• Experience the new Automatic Jobs Scheduling feature with rollback and configuration retrieval abilities for events processing.<br><br>See Administer the ServiceNow AI Platform for more information. |
| Creator Studio | • Associate a topic with a form to appear in Employee Center<br>• Use questions as automation triggers<br>• Add dynamic behavior to forms based on user responses<br>• Implement custom activities for automated playbooks<br>• Automate sending emails in a process<br>• Add question sets curated by your admin to a form<br><br>See Creator Studio for more information. |
| Customer Contracts and Entitlements | • Track covered products through the contract records, enabling easier modifications and clearer insight into coverage specifics.<br>• Create a single contract from an order with multiple contract offerings.<br>• Create quotes for contract renewal or modification. |

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| Application or feature | Details |
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| | See Customer Contracts and Entitlements for more information. |
| Customer Success Management | • Improve customer experience with process-based playbooks for onboarding cases.<br>• View onboarding cases and case tasks on the Customer Service Portal.<br>• Improve data capture and validation with the Data Import Builder and Data Validation Assist features.<br>• Define and measure business outcomes with documented success plans to promote value.<br>• Create customer engagements and monitor their health and evaluate progress.<br><br>See Account Lifecycle Events for more information. |
| Data Management | • Define and access all the data management rules for a table from the data management policy page.<br>• Create multiple archive rules for a table.<br>• Access and configure the destroy rules for deleting archived records from the data management policy page.<br>• Delete older records at scale with improved performance using the table cleaner.<br>• View a summary of storage consumption on your instance.<br><br>See Data Management for more information. |
| Data Privacy | • Navigate an improved Data Privacy and Data Discovery UI in Next Experience dashboards.<br>• Discover and anonymize sensitive data as it's entered with the real-time anonymization policy.<br>• Anonymize and discover journal fields with expanded support and an increased data pattern regular expression limit of up to 1000 characters.<br><br>See Platform Privacy for more information. |
| Data management for CSM | • Enable your agents to get visibility into the business locations that they support by using the inter-organization support functionality.<br>• Enhance the adoption of the service organization data model by unparenting service organizations from the company table.<br>• Use the Provider Service Organization information of a sold product to enable agents to create cases. |

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| Application or feature | Details |
| --- | --- |
| | See Data management for Customer Service Management for more information. |
| Decision tables in Workflow Studio | • Create a decision table inline while authoring a flow or subflow in Workflow Studio.<br>• Use decision tables directly in your playbooks in Workflow Studio. Add the **Make a Decision - First Match** activity with inputs from your playbook to manage complex decisions.<br>• In large decision tables, scroll within the table to see more rows.<br>• Rank the order in which decision rows are read in your table, and reorder rows as needed.<br><br>See Exploring decision tables for more information. |
| DevOps Change Velocity | • Leverage DevOps data for change automation by configuring Change Management features from the Service Operations Workspace Admin Center.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.<br><br>See DevOps Change Velocity for more information. |
| Digital End-User Experience | • Monitor and analyze performance metrics seamlessly through comprehensive visibility of applications, networks, and end-user devices.<br>• Detect and resolve potential problems before they affect end users through DEX alerts and insights.<br>• Proactively engage your users and resolve issues they might face.<br>• Resolve the issues that your users face with actions available in list of predefined issue resolutions called Action library.<br><br>See Digital End-User Experience for more information. |
| Digital Portfolio Management | • Introduced the DPM Admin Center to set up the DPM Workspace. The Admin Center includes workflows to identify and set up business and technical services, business applications, and application services. The DPM Admin Center includes guided steps, prompts, and links to solutions and helpful resources.<br>• Replaced the custom DPM relationship map with the ServiceNow platform Unified Map to provide a more holistic view of service and application relationships.<br>• Updated the key performance indicator (KPI) functionality. |

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| Application or feature | Details |
| --- | --- |
| | ◦ Added descriptive KPI tooltips to clarify the indicator data.<br>◦ Set the system property **KPI latest score** to true for new and zBoot customers.<br>• Updated the configuration options for the Needs attention panels.<br>◦ Added problem (PRB) records to the Needs attention attributes.<br>◦ Updated the team logic in the DPM Contacts tab in the Needs attention panel.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.<br><br>See Digital Portfolio Management for more information. |
| Dispute Content Pack for US Regulations | • Streamlines the tracking and management of dispute cases.<br>• Complies with US Regulations such as Regulation E (Reg E) and Regulation Z (Reg Z).<br>• Incorporate Service Level Agreement (SLA) definitions to help issuers monitor deadlines and take actions.<br><br>See Dispute Content Pack for US Regulations for more information. |
| Dispute Rules Content Pack for Mastercard | • Run chargeback eligibility rules based on Mastercard rules.<br>• Determine the chargeback eligibility for Mastercard transactions by using the provided decision tables. The eligibility is based on the reason code, intake responses, and transaction data from the dispute.<br><br>See Dispute Rules Content Pack for Mastercard for more information. |
| Dispute Rules Content Pack for Visa | • Optimize the chargeback process by identifying eligibility immediately, prior to submitting the dispute to the card payment network.<br>• Avoid penalties by identifying ineligible transactions that are based on the reason code and transaction data.<br><br>See Dispute Rules Content Pack for Visa for more information. |
| Document Intelligence | Xanadu Patch 9<br>• Boost productivity by using the document and visual insights AI agent in Now Assist to autonomously analyze and extract data from documents and images.<br>• Streamline document data extraction by automating document tasks.<br>• Use Virtual Agent to ask questions about the document content. |

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| Application or feature | Details |
| --- | --- |
| | Xanadu Patch 3<br>• Extract information from contract documents by using Now Assist in Document Intelligence.<br><br>Early Availability<br>• Extract the data from single fields by using the Draw tool to select a document area and extract the information.<br>• Standardize the extracted data by determining how to interpret ambiguous field values and by matching extracted values with data in a referenced table.<br>• Process documents that are written in Simplified Chinese or Japanese.<br>• Monitor your Document Intelligence implementation with improved dashboard charts.<br><br>See Document Intelligence for more information. |
| Document Services | • Extend collaboration and improve user experience with the integration of Document Management with external cloud providers, such as Microsoft OneDrive, Google Drive, and Microsoft SharePoint.<br>• Increase collaboration with management of Google Docs files on Google Drive.<br>• Control sensitive information with data redaction within a document.<br><br>See Document Services for more information. |
| Document Templates | Record the date when a participant signs a PDF document using the Signature date capability in the PDF document template.<br><br>See Document Templates for more information. |
| Dynamic Translation | • Using Exclusion Framework, prevent certain words such as product names from being machine translated.<br>• The IBM Watson Translator Service Spoke has been withdrawn and is no longer available.<br>• The Microsoft Azure Translator service increased the maximum length of a translation request from 10,000 characters to 50,000 characters.<br><br>See Dynamic Translation for more information. |
| ERP Semantic Mining | Note the following highlights in Xanadu Patch 3: |

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| Application or feature | Details |
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| | • Export and import scan results by using the snapshot option.<br>• Re-trigger AI/ML execution on demand.<br>• See how implementing a recommendation can increase candidate potential.<br><br>See ERP Customization Mining (ERP-CM) for more information. |
| Employee Center | • Increase operational efficiency by field workers and shift workers by providing in-context information with the Employee Center Pro Kiosk.<br>• Gather quick feedback from the users on their user experiences and their service experiences with Experience and Service Feedback.<br>• Streamline the SharePoint Online Search Connector site permissions and other granular access control.<br>• Enable employees to engage with news articles through reactions, comments, or sharing the articles.<br>• Access content management tools from Content Publishing, Content Analytics, and Content Governance plugins in the Content Operations dashboard.<br><br>See Employee Center for more information. |
| Employee Relations | • For single-subject Employee Relations cases, the **Subject of Allegation** field in is automatically filled in with the subject's name.<br>• Report cases directly related to discrimination using Core UI case creation, HR Service Delivery Agent Workspace for HR Case Management, or the Anonymous Report Center portal.<br><br>See Employee Relations cases for more information. |
| Encryption Key Management | • Start using Code Signing's improved activation process. You can use the new Code Signing UI page for a faster, streamlined activation.<br>• Administer Column Level Encryption with new Column Level Encryption APIs, roles, and administration features. Column Level Encryption logging has been enhanced for improved readability.<br>• Download all encrypted attachments as a zip file by using the new **Download All** button.<br><br>See Key Management Framework for more information. |
| Enterprise Architecture (formerly Application Portfolio Management) | • The#ServiceNow® Application Portfolio Management product is expanding to ServiceNow® Enterprise Architecture.<br>• Some Application Portfolio Management modules are deprecated and no longer searchable from the **All** menu. However, all the deprecated modules are available within the Enterprise Architecture |

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| | Workspace. You must use the Enterprise Architecture Workspace to leverage those features and functionalities.<br><br>**Note:**<br>Existing customers can continue to use these navigation links. However, for new activation customers, the navigation will not be available from the **All** menu.<br><br>• Create diagrams for your business applications hierarchy map, business capability map, and associate them with architectural artifacts and plan the future state modeling of your IT, with alignment to the business, using the Enterprise Modeling and Visualization functionality in Enterprise Architecture Workspace.<br>• Support for industry standard ArchiMate® shapes to create modeling diagrams. ArchiMate is a registered trademark of The Open Group.<br>• Support for Architectural Decision Record (ADR) type artifact to help you align artifacts with your business requirements.<br>• Create a one-to-many relationship between a digital interface and CMDB APIs. Find out which digital integrations and interfaces use which APIs. Identify the environments where they're deployed. Group the deployed APIs and relate them to the digital interface, which describes the design aspects of the related APIs.<br><br>See Enterprise Architecture for more information. |
| Enterprise Asset Management | • Track and manage the calibrations that are made to your enterprise assets throughout their life cycles.<br>• Use designated roles to manage industry-specific assets and models through customized workspaces.<br>• Optimize your inventory by getting the defective enterprise assets in the stockroom repaired quickly using the Repair flow.<br>• Return assets that are in your personal stockroom easily by creating Drop off tasks.<br>• Locate and pick the assets in your stockroom efficiently and with little effort by using the ServiceNow Mobile Agent application.<br><br>See Enterprise Asset Management for more information. |
| Event Management | • Visualize the chain of events that caused an issue by viewing an alert group timeline in Express List.<br>• Understand the connection between the alerts by using Alert Assist's AI-driven technical analysis on alert groups.<br>• Use the enhanced service map for alert impact visualization in Service Operations Workspace and Express List.<br>• Select all alerts in Express List to perform bulk actions. |

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| | • Remove alerts from an alerts group in Express List.<br>• Hide closed alerts in Express List.<br>• View data on Impacted Services in the preview panel in Express List.<br>• Create an incident with an AI-generated summary from alerts in Express List.<br>• View data on configuration items (CIs) on the preview panel in Express List.<br>• Optimize alert resolution with AI-driven investigation of past related incidents by Now Assist.<br>• Generate an alert group description in Express List using Now Assist.<br>• Launch an alert analysis from the Now Assist panel.<br><br>See Event Management for more information. |
| External Content Connectors | • Expand your search by indexing searchable content and user permissions from your Atlassian Jira Cloud, Google Drive, Microsoft Teams, and Slack source systems.<br>• Make web content locally searchable by indexing pages from predefined public web sites or from the ServiceNow product documentation site.<br>• Know when your external content connectors are approaching their crawl limits with new warning messages.<br>• Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations.<br>• Improve recall for external content searches with support for semantic vector indexing of crawled content.<br><br>See External Content Connectors for more information. |
| Field Service Management | • Move agents between territories, optimize scheduling, and minimize manual tracking while agents execute tasks.<br>• Create and view sales opportunities during field service visits using the Now Mobile Agent application.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.<br><br>See Field Service Management for more information. |
| Field Service Management for Telecommunication | Create and manage the appointments for the telecommunication field services. |

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| | See Field Service Management for Telecommunications for more information. |
| Financial Services Card Operations | • Enable cardholders to create and track disputes with a dispute playbook experience on the portal.<br>• Enhance navigation with intuitive transitions between different role-based landing pages.<br>• Permit scoped admins to modify landing pages with extensive capabilities, confirming that content aligns with the specific needs and preferences of their user base.<br><br>See Financial Services Card Operations for more information. |
| Financial Services Operations Integration with Visa | • Handle various dispute lifecycle events including transaction searches, dispute case creation, questionnaire submissions, fraud reporting, and more.<br>• Utilize data model elements to capture and store information used in subflows for seamless integration.<br><br>See Financial Services Operations Integration with Visa for more information. |
| Flows, subflows, and actions in Workflow Studio | • Protect sensitive data in execution details by using the operations read role.<br>• Provide improved support of the variables data type for subflow and action inputs.<br>• Show annotations of what text directions were used to generate actions, flow logic, and subflows during flow generation.<br>• Sign and validate any flow, subflow, or action.<br><br>See Workflow Studio for more information. |
| Generative AI Controller | Xanadu Patch 3<br>• Review a read-only metadata log table for generative AI requests.<br>• Use the improved language support for skills and capabilities, including the Dynamic Translation services and native translation by the LLMs.<br><br>Xanadu Patch 1<br>• Updated prompts for capabilities, semantic filtering, and recursive summarization that improve latency and processing for Generative AI Controller capabilities and Now Assist skills.<br><br>See Generative AI Controller for more information. |

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| Goal Framework | Use the enhanced Goal Framework tables for managing your goals and targets.<br><br>See Goal Framework for more information. |
| Goal Framework for SPM | Use the enhanced target breakdown feature to update actuals and track the progress of your targets in daily, weekly, monthly, quarterly, or yearly intervals.<br><br>See Goal Framework for SPM for more information. |
| HR Service Delivery for Healthcare | • Manage the data of a healthcare professional securely with the Healthcare Professional data model.<br>• Set up and auto-create necessary tasks automatically to onboard a healthcare professional smoothly into an organization with the default Healthcare Employee Onboarding workflow.<br><br>See HR Service Delivery for Healthcare for more information. |
| Hardware Asset Management 11.0.0 | • Manage the entire life cycle of the assets that DaaS providers offer to their customers by using the Device as a Service (DaaS) feature.<br>• Enable hardware asset requests to be fulfilled with minimal intervention by using the Zero Touch request flow.<br>• Get defective hardware assets in a stockroom repaired quickly using the Repair flow.<br>• Locate and pick the assets in your stockroom efficiently by using the ServiceNow Mobile Agent application.<br><br>See Hardware Asset Management for more information. |
| Health Log Analytics | • Enjoy a significantly faster log streaming rate with the Lighting gRPC client for MID Server communication with the ServiceNow instance.<br>• Stream system logs from Glide to Health Log Analytics.<br><br>See Health Log Analytics for more information. |
| Healthcare and Life Sciences Service Management Core | • Promote accurate and comprehensive patient data management by leveraging multiple patient identifiers within the enhanced Healthcare and Life Sciences Service Management data model.<br>• Utilize the performance updates within the healthcare workspace to optimize loading times.<br><br>See Exploring Healthcare and Life Sciences Service Management Core for more information. |

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| Hermes Messaging Service | • Publish events from your ServiceNow instance to your Apache Kafka environment and consume high volumes of Apache Kafka events from your external systems with low latency.<br>• Effectively process spikes and bursts in message volume from external systems to minimize performance impacts on your instance.<br>• Manage the health and performance of message delivery using Hermes diagnostic tools.<br><br>See Hermes Messaging Service for more information. |
| ITOM AIOps | Agent Client Collector highlights:<br>• Configure the agent log level from the instance without needing to access the `acc.yml` configuration file.<br>• Ensure secure agent connections by adding a self-signed certificate.<br>• Gather expanded information on your Linux and Windows servers by using expanded Linux and Windows checks.<br><br>Health Log Analytics highlights:<br>• Enhance your system with the latest updates: Security fixes; Filebeat, Elasticsearch, and Microsoft Azure Event Hubs data input updates; Java JDK 17 update and support, and dependency upgrades.<br>• Stream system logs from Glide to Health Log Analytics using the Glide Syslog data input.<br><br>Event Management release notes highlights:<br>• View configuration item (CI) information on the preview panel in Express List.<br>• Optimize alert resolution with Now Assist AI-driven investigation of past related incidents.<br>• Generate an alert group description in Express List using Now Assist.<br>• Launch an alert analysis from the Now Assist panel. |
| ITOM Cloud Accelerate | • Leverage additional Out Of Box catalog items with Google Cloud Platform (GCP).<br>• Use the multiple repositories structure with the Terraform app and Infrastructure as Code (IaC) Discovery.<br>• Access and manage your cloud resources and publish your cloud offerings to a catalog by using the added features in the ServiceNow Cloud Services Catalog user interface.<br><br>See ITOM Cloud Accelerate for more information. |

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| ITOM Optimization | • Use the Cloud Services Catalog with ITOM Cloud Accelerate for the enhanced capabilities of Cloud Provisioning and Governance (CPG). These capabilities include the Out Of Box catalog items and the simplified and automated provisioning of cloud resources.<br>• Move your exchangeable ITOM Optimization licenses as you transition from Cloud Provisioning and Governance to ITOM Cloud Accelerate.<br><br>See ITOM Optimization for more information. |
| ITOM Visibility | • Elevate the Discovery Admin experience with Discovery Admin Workspace. Benefit from a unified workspace for configuring Discovery, tracking progress, and managing errors, with diagnostic tools that provide insights into discovered data.<br>• Enrich your CMDB with a larger number of configuration items using ITOM Content Service.<br>• Create application services with CMDB based mapping.<br>• Avoid dependence on your Kubernetes admin by upgrading Cloud Native Operations Informer pods and modifying Informer execution parameters directly from the instance.<br>• Enjoy multi-architecture support for docker image in Cloud Native Operations for Visibility.<br><br>See IT Operations Management for more information. |
| ITSM Mobile Agent | Starting in version 9.0, you can do the following:<br>• Experience the new data visualizations for the analytics on the My team and Major incidents applets.<br>• Enable dark theme for active calls on the Collaborate section of the My work applet.<br><br>See ITSM Mobile Agent for more information. |
| ITSM Success Dashboard | Experience the new KPIs introduced in the self-solved deflections category of ITSM Success Dashboard to help resolve the digital issues encountered by users on a daily basis.<br><br>See ITSM Success Dashboard indicators for more information. |

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| Identity | • Use the Access Simulator module under the ServiceNow® Access Analyzer V3 tool to simulate the user access and understand the implications of providing additional access to the users.<br>• Use the enhanced System for Cross-domain Identity Management (SCIM) API endpoints for CRUD operations.<br>• Access Analyzer extends support of Query operation (Query Match & Query range) for Evaluate access, Compare user access, and Simulate access features.<br><br>See Identity for more information. |
| Impact | • Jumpstart your understanding and assessment of ServiceNow platform capabilities with new Accelerators that provide a demonstration of the possibilities and capabilities with instance features and maximize value exactly where you need it.<br>• Jumpstart your understanding and assessment of ServiceNow platform capabilities with new Accelerators that provide a demonstration of the possibilities and capabilities with instance features and maximize value exactly where you need it.<br>• View monthly and quarterly trends and curated recommendations for auto-generated outcomes with the updated Objectives and outcomes, formerly Value Blueprint.<br><br>See Impact for more information. |
| Incident Management | Control when an incident record link in the email notifications redirects to the incident record in Service Operations Workspace (SOW).<br><br>See Incident Management for more information. |
| Individual Life Claims | • Streamline the claims process with a clear and intuitive system for your intake specialists, claim specialists, and managers.<br>• Enable your claim specialists to handle multiple policies within a claim case.<br>• Use a customized playbook and workspace for various claim-related roles.<br>• Manage the entire claims life cycle, from the first-notice-of-loss (FNOL) to the case closure.<br><br>See Individual Life Claims for more information. |

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| Industrial Process Manager | • Organize your Operational Technology (OT) device data by capturing the mapped equipment model entity for an OT device.<br>• View the relationships between devices and other configuration items (CIs) with the Unified Map experience in the Industrial Workspace.<br>• Add Operational Technology (OT) devices to an equipment model entity by using the IP address.<br>• Change the **Entity name** and **Parent** fields of an equipment model entity to keep your equipment model entity information up to date after you create it.<br><br>See Industrial Process Manager for more information. |
| Insurance claims | • Leverage a versatile framework that adapts to any single policy property and casualty (P&C) claim without creating case types or flows<br>• Set up and configure a comprehensive end-to-end claims workflow with ease<br>• Manage complex claims with multi-adjuster support<br>• Customize persona-based claims workspaces to support specific roles and responsibilities in your team<br><br>See Insurance claims for more information. |
| Integration Hub | • Send and receive messages in an Apache Avro format with ServiceNow® Stream Connect.<br>• Use the CyberArk Digital Vault to store and access your OAuth 2.0 credentials.<br>• Use your personal credentials to connect to third-party integrations.<br><br>See Integration Hub for more information. |
| Intelligence for CSM | • Create multiple Recommended Actions context records for the same table to create different experiences that are based on criteria such as user attributes or domains.<br>• Restart a decision tree in a playbook and retain the history of previous decision tree executions.<br>• Enable customers to add decision trees as catalog items in a service catalog.<br>• Enable your users to search for decision trees by using keywords and open a decision tree from the search results.<br><br>See Intelligence for CSM for more information. |

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| Journey designer | • Use the Journey overview dashboard, a comprehensive dashboard that enables you to efficiently track and manage ongoing tasks and journeys within the organization.<br>• Use the Executive view dashboard with reports containing information such as the number of employees completing their journeys, SLA breaches, average days to complete journeys, and other metrics.<br>• Change the manager during journey configuration.<br>• Enhanced employee experience through the parental leave guide shipped as part of Parental Leave demo data.<br><br>See Journey designer for more information. |
| Knowledge Management | • Improve article formatting thanks to the knowledge article editor using the upgraded version of TinyMCE, which provides multiple enhancements such as Power Paste, Anchor, and Insert Accordion.<br>• Enhance the creation and management of knowledge base through features in the Knowledge Management advanced plugin such as article versioning, article subscriptions, article templates, and an article quality index.<br>• Get optimized, personalized, and relevant search results by using AI Search for Knowledge Base articles on the Knowledge Management Service Portal homepage.<br>• Address concerns from related cases in a single article by using Now Assist in Knowledge Management to generate a knowledge base article from a selection of similar cases.<br>• Select content in a knowledge article and shorten or elaborate it using the generative AI capabilities of Now Assist.<br><br>See Knowledge Management for more information. |
| Lead Management | • Create leads on the ServiceNow AI Platform by capturing the interest of prospective customers through various channels, such as website forms, social media, or events.<br>• Track the progress of your leads through different stages of the sales cycle.<br>• Understand your lead's needs and requirements through questionnaires, and recommend and capture the product offerings through lead line items.<br>• Visualize and navigate your leads by using a Kanban board that shows a card-based view of your leads and their stages.<br>• Create and assign tasks, send emails, or schedule appointments with leads.<br>• Qualify and convert leads to potential customer records and opportunities. |

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| | See Lead Management for more information. |
| Leader Hub | • Get quick access to a comprehensive overview of your organization's talent, including metrics for skill competency across different teams, identifying significant skill gaps, and employee engagement with the growth tools provided in the Talent Development suite of applications.<br>• Gain visibility into the skills and talent composition of each team that exists within your organization, at any level of granularity, through an organizational chart that illustrates the reporting relationships across the different teams in your organization.<br>• Give organizational supporters to whom the leader has delegated responsibilities access to Leader Hub from a view that enables them to see their designated leader's organization and provide support accordingly.<br><br>See Leader Hub for more information. |
| Localization Framework | The Localization Insights dashboard is available in the Next Experience UI.<br><br>See Localization Framework for more information. |
| MID Server | • Run other applications without storing any credentials on the instance with the Azure Key vault.<br>• MID Server supports log file compression.<br><br>See MID Server for more information. |
| Manufacturing Commercial Operations | • Capture change requests for orders and order line items with Order Exceptions Case Management for Manufacturing Commercial Operations. Manage and track the progress by creating case tasks for other team members or assign case lines to other agents effectively.<br>• Enable manufacturers, customers, suppliers, channels, and partners to connect and track services directly between instances without configuring and maintaining custom integrations. Service Exchange for Manufacturing Commercial Operations was enhanced and updated in the Xanadu release.<br>• Enable Service Exchange for Manufacturing Commercial Operations to help with the following tasks:<br>  ○ Enables manufacturers to adopt new features, publish product offerings, and provide uninterrupted service to their customers who haven't upgraded.<br>  ○ Assesses entitlements for compatibility before synchronizing them to customers, suppliers, channels, and partners. |

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| | ○ Supports automated synchronization of configuration data between manufacturers and customer instances. Enables customers, suppliers, channels, and partners to run specific processes before synchronizing tasks with their manufacturers.<br><br>See Exploring Manufacturing Commercial Operations for more information. |
| Microsoft Azure DevOps Integration for Agile Development | • View and import data from available Microsoft Azure DevOps projects to Agile Development.<br>• Avoid duplicating record update entries with the help of bidirectional synchronization of records.<br>• Plan, track, and update your tasks from a single application.<br><br>See Microsoft Azure DevOps Integration for Agile Development for more information. |
| Mobile Platform | • Define the visibility of specified areas of the mobile platform based on user attributes, by using user criteria permissions.<br>• Streamline task collaboration for agent-to-agent chat with the Sidebar experience on the Mobile Platform using a top icon function button instance that points to record screens.<br>• Provide intelligent and conversational self-service with ServiceNow® Now Assist in ServiceNow® Virtual Agent for Mobile Platform.<br>• Dynamically auto-fill inputs based on user selections on input form screens.<br><br>See Mobile Platform for more information. |
| Next Experience | • Choose from multiple themes created with Theme Builder and apply them to your instance.<br>• A new keyboard shortcut enables you to access the OpenFrame UI.<br>• A new "User experience" user preference group has been added for the Turn off Next Experience, Enable analytics, and Current start page preferences.<br>• A new client interaction table displays UI load times for identifying and investigating performance anomalies.<br><br>See Next Experience UI for more information. |
| Next Experience Components | • Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Developer site Next Experience Components doc. |

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| | • Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers.<br>• Reuse components across multiple user interfaces to create a cohesive experience for your end users.<br>• Use preset property values to configure properties and event handlers automatically for a component so 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). |
| Next Experience Developer (NED) Tools | • Record backend data for page with server logs.<br>• Get an overview of potential issue for components and actions with a dashboard of health indicators.<br>• View a waterfall of calls made to the page with information on how long each call took.<br>• Get information on network calls made to your pages including the type of calls, timing, frequency, and network URLs.<br><br>See Next Experience Developer Tools for more information. |
| Notifications | • Redact sensitive data from customer-initiated inbound emails.<br>• Support for international characters in the email addresses.<br>• Filter by category in system notifications and search for custom notifications.<br>• Optimize SMTP sender job to enhance outbound email delivery.<br>• Modify email retry logic for a better delivery experience according to RFC 5321.<br><br>See Notifications for more information. |
| Notify | Provides the flexibility to delete or retain Twilio messaging records when Twilio is disconnected from a ServiceNow instance.<br><br>See Notify for more information. |
| Now Assist | Xanadu Patch 10<br>• Use the Now Assist Readiness Evaluation app to automate the implementation assessment process before implementing Now Assist agentic and generative AI.<br><br>Xanadu Patch 3 |

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| | • Protect your users from offensive content, prompt injection attacks, and filtered subjects in AI-generated content with Now Assist Guardian.<br>• Use the native translation capabilities of the Now LLM Service models to speak to users in their preferred languages.<br>• Troubleshoot Now Assist skills from the Now Assist Admin console to locate the sources of configuration problems.<br>• Monitor the usage and performance of generative AI features and capabilities offered under Now Assist from the Analytics tab in the Now Assist Admin console.<br>• Use the multi-language capabilities of Now Assist to generate a Knowledge article for an incident, case, or other supported task type in a language other than English.<br>• Enable agents to utilize the generative AI capabilities of Now Assist to shorten or elaborate content in a Knowledge article using the context menu feature.<br>• Now Assist context menu enhancements.<br><br>Xanadu Patch 1<br>• Support users who speak different languages with multi-language, dynamic translation.<br>• Make finding tables and lists easier and more efficient by using the navigation platform skill in the Now Assist panel.<br>• Write with Now Assist to provide chat and email suggestions for agents based on the content of a conversation.<br>• Enable developers to create their own custom skills by using the Now Assist Skill Kit.<br>• Generate a Knowledge Base article from a selection of similar cases or incidents to help address related concerns in a single article with Now Assist in Knowledge Management.<br><br>See Now Assist for more information.<br><br>For more Platform Now Assist feature release notes, see the following topics:<br>• AI Search release notes<br>• Document Intelligence release notes<br>• Generative AI Controller release notes<br>• Now Assist in Virtual Agent release notes |
| Now Assist AI agents | Xanadu Patch 10 |

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| | • Create ACLs for AI agents and agentic workflows to customize who can discover and trigger AI agents and agentic workflows.<br>• Add secure methods for AI agent and agentic workflow operations and apply appropriate ACLs to ensure that they can only be accessed and run by authorized users.<br>• Security implementation with access control lists (ACLs) for agentic workflows and AI agents is mandatory.<br><br>Xanadu EA<br>• Define agentic workflows with an execution plan to achieve various tasks.<br>• Use the Now Assist panel to communicate with the agent during an issue resolution.<br>• Clone existing AI agents and use cases to save time and avoid manual configuration.<br>• Enable Now Assist Guardian to automatically identify and block offensive messages.<br>• View the usage and performance of your AI agents with the AI agent analytics dashboard.<br>• Enable multiple conversations for AI agents on the Now Assist panel.<br><br>See Now Assist AI agents for more information.<br><br>For the Platform Now Assist release notes, see Now Assist release notes. |
| Now Assist for Creator | Xanadu Patch 3<br>• Generate appropriate data pill values for supported flow triggers and action inputs.<br>• Generate a playbook with out-of-the-box activities from text, an image or both.<br>• Generate a UI experience with natural language description.<br><br>Xanadu Patch 1<br>• Preview and modify your text directions before generating your playbook outline with Now Assist.<br>• Show annotations of what text directions were used to generate actions, flow logic, and subflows during flow generation.<br><br>See Now Assist for Creator for more information. |
| Now Assist for Customer Service Management (CSM) | Xanadu Patch 10: Enable security in Now Assist for CSM and AI agents and agentic workflows by enforcing access control lists (ACLs) and user identity-based permissions.<br><br>Xanadu Patch 9 |

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| | • Use case resolution steps to generate recommended actions based on the data clusters from previously closed cases.<br>• Use enhanced AI agents and new standalone AI agents for more specific tasks. For example, the Duplicate identifier AI agent identifies the duplicate interactions and cases from the customers and then consolidates the information.<br><br>Xanadu Patch 7: Improve agent productivity by managing long running cases with the Triage cases AI agent use case.<br><br>• Enhance customer conversations by receiving relevant contextual recommendations in real time.<br>• Help improve productivity and decrease errors by the automatic generation of emails that can be verified and sent by the agent.<br>• Consolidate information from multiple similar cases and bring it all together into a knowledge base article.<br>• Summarize records to make it easier to hand off calls between agents and help improve customer satisfaction.<br><br>See Now Assist for Customer Service Management (CSM) for more information. |
| Now Assist for Enterprise Architecture (EA) | Xanadu Patch 10: Implement security in Now Assist AI agents with access control lists (ACLs).<br><br>Xanadu Patch 7: Generate and summarize Enterprise Modeling and Visualization diagrams for business applications hierarchy, using the Enterprise Architecture Diagrammer AI agent.<br><br>• Generate a summary of Architectural Decision Records (ADR) in the Enterprise Architecture Workspace.<br>• Request a business application or a digital integration using Now Assist in ServiceNow® Virtual Agent.<br><br>• Generate a summary of Architectural Decision Records (ADR) in the Enterprise Architecture Workspace.<br>• Request a business application or a digital integration using Now Assist in ServiceNow® Virtual Agent. |
| Now Assist for Field Service Management (FSM) | • Create knowledge articles from work order task information using generative AI.<br>• Summarize Sidebar discussions using generative AI.<br><br>See Now Assist for Field Service Management (FSM) for more information. |
| Now Assist for Financial Services Operations (FSO) | Xanadu Patch 10 |

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| | Early Availability<br><br>See Now Assist for Financial Services Operations (FSO) for more information. |
| Now Assist for Hardware Asset Management (HAM) | Xanadu Patch 10 - Configure Access Control Lists (ACLs) for AI Agents and agentic workflows.<br><br>Xanadu Patch 9 - Automate and streamline your hardware asset request process by using an agentic workflow.<br><br>See Now Assist for Hardware Asset Management (HAM) for more information. |
| Now Assist for IT Operations Management (ITOM) | Xanadu Patch 10<br>• Get deeper impact analysis in the Analyze alert impact agentic workflow with five new AI agents.<br>• Enhance security for Now Assist AI agents with Access Control Lists (ACLs).<br><br>Xanadu Patch 9<br>• Investigate alerts and get the context that you need to respond efficiently using the Analyze alert impact agentic workflow.<br>• Automatically perform initial alert triage and analysis tasks such as assigning alerts, analyzing alert history, and summarizing past incidents, with the Triage and analyze alert agentic workflow.<br><br>Xanadu Patch 1<br>• Optimize alert resolution with Now Assist AI-driven investigation of past related incidents.<br>• Generate an alert group description in Express List using Now Assist.<br>• Launch an alert analysis from the Now Assist panel.<br><br>See Now Assist for IT Operations Management (ITOM) for more information. |
| Now Assist for IT Service Management (ITSM) | **Xanadu Patch 9**<br>• Identify the category, subcategory, and configuration item for a given incident automatically using a team of AI agents in the Triage and categorize ITSM incidents agentic workflow.<br>• Get recommendations to resolve incidents by using a team of AI agents for catalog, knowledge, and past incidents in the Investigate and resolve ITSM incidents agentic workflow. |

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| | • Manage Microsoft 365 group members using AI agents in the Manage Microsoft 365 group members agentic workflow.<br>• Generate the **Risk and impact analysis** and the **Justification** fields using the AI agents in the Generate change request plans agentic workflow.<br><br>Xanadu Patch 7: Scale your workflows, enhance productivity, and complete work autonomously using IT Service Management AI agent collection.<br><br>Xanadu Patch 3<br>• Provide change managers with an explanation of the risk rating in a change request by using the Now Assist icon .<br>• Enable agents to ask questions that are related to an incident in the Now Assist panel.<br>• Enable agents to generate resolution notes for an incident on demand by using the Now Assist context menu.<br>• Provide requesters with proactive actionable notifications as part of ITSM Virtual Agent pre-built large language model (LLM) topic conversations.<br><br>Xanadu Patch 1<br>• Enable agents to make a more informed decision quickly and efficiently when they're approving a change by using change request summarization.<br>• Enable agents to reply to common questions asked in chats by using the Now Assist icon in chat reply recommendations.<br>• Enable agents to get a better understanding of the chat and incident context by using the Sidebar discussion summarization when they're proposing resolutions to the requesters.<br><br>See Now Assist for IT Service Management (ITSM) for more information. |
| Now Assist for Security Operations | Xanadu Patch 9<br>• Help your analysts to gain insight into security incident record metrics with an agentic workflow. Chat with AI agents in natural language from the Now Assist panel.<br>• With the initial release of Now Assist for Vulnerability Response, help your vulnerability managers and analysts to assess your exposure to vulnerabilities and analyze metrics for remediation targets. Chat with AI agents in natural language from the Now Assist panel.<br>• Help your analysts to resolve security incidents by chatting with AI agents in the Now Assist panel where the AI agent provides a resolution plan.<br><br>Xanadu (prior to Patch 9) |

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| | • Expedite triaging of security incidents with long activity streams by reviewing work notes and contextual information quickly in a concise, easy-to-read format.<br>• Preview security incident details, their potential impact, and any key actions already taken with security incident summaries using generative AI.<br>• Automatically generate closure notes for security incidents using generative AI.<br>• Generate recommended actions to resolve security incidents.<br>• Generate a post-incident analysis.<br>• Access summaries and closure notes from the Now Assist panel, security incident records, or from the Security Incident Response Workspace.<br><br>See Now Assist for Security Incident Response for more information. |
| Now Assist for Source-to-Pay Operations | • Now Assist for Sourcing and Procurement Operations (SPO) supports summarization of procurement-related records, providing real-time progress updates and action items. Available summarization skills include:<br>  ○ Sourcing request summarization<br>  ○ Purchase requisition summarization<br>  ○ Procurement case summarization<br>• Now Assist for Supplier Lifecycle Operations (SLO) supports summarization for the details of supply-related records to keep the supplier managers and fulfillers informed about their progress and action items.<br>• Now Assist for APO supports record summarization for invoice and inquiry cases.<br><br>See Now Assist for Source-to-Pay Operations for more information. |
| Now Assist for Strategic Portfolio Management (SPM) | Yokohama Patch 1: Use Now Assist for SPM AI agents to help optimize workflows, improve productivity, and automate your tasks.<br><br>• Summarize multiple feedback records with the multi-feedback summarization skill to extract insights from feedback.<br>• Copy a generated summary and then use it to create a planning or non-planning item.<br>• Get assistance from Now Assist for writing content in Now Assist Docs. Generate a summary of the selected content by using the Now Assist skill and shorten or elaborate the content as needed. |

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| Application or feature | Details |
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| | • Enable the email project summary skill to receive project updates via email.<br>• Generate a summary of the complete content in Now Assist in Docs using the Gen AI docs skill and save time on manual content analysis.<br><br>See Now Assist for Strategic Portfolio Management (SPM) for more information. |
| Now Assist for Telecommunications, Media and Technology (TMT) | Xanadu Patch 9<br>• Monitor engagement health score and provide a trend analysis.<br>• Monitor risks on a predefined schedule and provide common resolutions.<br><br>Xanadu Patch 7: Proactively identify service problems, diagnose, test, and resolve customer issues autonomously using Now Assist for TMT AI agent collection.<br><br>• Summarize service problem cases, generate resolution notes, and create test summaries for service-related issues by using Generative AI.<br>• Determine when the skills for the case summarization and the resolution notes generation are available by adding conditions to the fields on the case record.<br>• Restrict the availability of the case summarization and resolution notes generation skills by user role.<br>• Create a template-driven service problem case summarization based on the case state: new, in progress, or resolved.<br><br>See Now Assist for Telecommunications, Media and Technology (TMT) for more information. |
| Now Assist in AI Search | • Improve incident deflection for portal users by configuring record producers to display actionable and relevant Genius Results suggestions during submission of cases, incidents, problems, and similar tasks.<br><br>See Now Assist in AI Search for more information. |
| Now Assist in Virtual Agent | Xanadu Patch 9<br>• Use enhanced chat to provide users with a conversational experience within a resizable and movable chat window that includes the ability to have multiple active conversations. Enhanced chat enables users to choose their way of engaging with Now Assist on their ServiceNow portals from a variety of entry points. Enhanced chat includes synthesized responses after entering a search query into a portal's search bar. If Now Assist in AI Search is turned on, enhanced chat also offers an optional full-page experience where |

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| | your users can enter into a full-page chat experience after entering a search query into a portal's search bar. Enhanced chat also offers an updated, modern look and feel along with chat controls to resize and move the chat window.<br>• View an expanded list of inline citations for both standard and enhanced chat. New inline citations for external content and people searches are available.<br>• View and work with suggested actions after completing an action in Now Assist in Virtual Agent.<br>• Stream responses for Now Assist LLM - enhanced chat conversations.<br>• Upload or drag documents and images into a standard or enhanced chat.<br>• Automatically switch to the user's detected language in enhanced chat conversations when language detection is turned on.<br>• Enable pinning a chat window on a portal by using the *sn_nowassist_va.enhanced_chat_pin_enabled.<portal-url>* system property.<br><br>Xanadu Patch 7<br>• Stream responses for Now Assist LLM chat conversations.<br><br>Xanadu Patch 3<br>• Run actions from a conversation.<br>• Run subflows from a conversation.<br>• Use an updated Virtual Agent Designer list-based home page that includes conversational subflows and actions.<br>• Use language detection and engage in small talk within LLM conversations.<br>• Link primary assistants with secondary assistants to use search sources from secondary assistants.<br>• Use language detection and engage in small talk within LLM conversations.<br>• Receive a synthesized response for Now Assist in Virtual Agent users.<br><br>Xanadu Patch 1<br>• Enhancements to the Now Assist in Virtual Agent admin guided setup.<br><br>See Now Assist in Virtual Agent for more information. |

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| On-Call Scheduling | • Reduce and resolve gaps in on-call shifts more efficiently with the new 2024 schedule engine.<br>• Reduce the time required to add, remove, or move members from a shift more efficiently.<br>• Confirm member continuity with the new schedule engine.<br><br>See On-Call Scheduling for more information. |
| Operational Resilience | • Monitor business service resiliency from start to finish, with a focus on operational risk and compliance.<br>• Identify and report operational vulnerabilities from Employee Center or Operational Resilience Workspace. Address these vulnerabilities through procedures such as reporting, assessing impact, evaluating criticality, managing issues, and planning treatments.<br>• Use the Digital resilience third-party registers application to establish, update, and manage contractual arrangements between the financial entities and Information and Communication Technology (ICT) service providers.<br>• Export the records for regulators and auditors in Microsoft Excel format by using the Microsoft Excel upload capability in Digital resilience third-party registers. Similarly, you can import the records from external sources by using the Microsoft Excel download functionality.<br><br>See Managing Operational vulnerability and Maintaining Digital resilience third-party registers for more information. |
| Operational Sustainability Management | • Track Scope 3 emissions from your value chain to gain knowledge of your environmental impact and promote compliance with evolving regulations.<br>• Create fiscal calendars to accommodate your organization's unique fiscal calendar, providing the flexibility to collect and report data according to the defined fiscal calendars.<br>• Use the emission factors content in the ESG content accelerator.<br>• Enable ESG administrators to define either a simple approval flow or an advanced approval flow for all the metrics and metric definitions.<br>• Address off-cycle requests to collect data for existing metric definitions and metrics by creating ad hoc metric data tasks on manual metrics.<br><br>See Environmental, Social, and Governance Management for more information. |

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| Operational Technology Change Management | • In an OT change request record in the Industrial Workspace, use new related lists to create an OT incident record related to the OT change request, or link an existing OT incident record to the OT change request.<br>• Organize your OT change requests with the updated OT change record on the Industrial Workspace .<br><br>See Operational Technology Change Management for more information. |
| Operational Technology Incident Management | • Relate an OT incident to an OT change request by creating the incident from the change record in the Industrial Workspace.<br>• Organize your OT incidents with the updated OT incident record on the Industrial Workspace.<br><br>See Operational Technology Incident Management for more information. |
| Operational Technology Manager | • Track your OT device data with the new Operational Technology Visibility dashboard.<br>• Group OT devices using CMDB groups to support non-CMDB tables that must be converted from IT to OT.<br>• Compare sites by key metrics in the Industrial Workspace using the OT Progress Scorecard.<br>• Track tasks related to your OT system on the OT Action-Oriented Landing Page in the Industrial Workspace.<br>• Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job.<br>• Use the Configuration Management Database (CMDB) OT class model updates and UI enhancements.<br>• Use the updates and UI enhancements for the Pre-import OT Worksheet Entry Review (POWER) tool to help import and classify your OT device data.<br><br>See Operational Technology Manager for more information. |
| Operational Technology Request Management | • Manage multiple catalog requests efficiently with a single view in the Industrial Workspace.<br>• Encourage transparency, expedite request processes, and minimize delays with automatic notifications and approvals.<br>• Maintain the products and services menu that you can use to create and update catalog requests. |

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| | See Operational Technology Request Management for more information. |
| Operational Technology Vulnerability Response | • Assess the vulnerabilities for the firmware of the OT assets with Hardware Vulnerability Assessment.<br>• View solutions or details of a vulnerable item (VIT) with enhanced UI options.<br>• Manage your vulnerable items and Operational Technology Vulnerability Response data with the enhanced OTVR (PA) dashboard in the Industrial Workspace.<br>• View the risk score of your OT devices at each level of the equipment model with the OT Vulnerability Risk Rollup dashboard.<br>• Change the Operational Technology Vulnerability Response (OT VR) assignment group field for multiple site records at once.<br>• Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers.<br>• Manage remediation tasks more efficiently with the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role.<br>• Mitigate controls using the Libraries module in the Industrial Workspace.<br>• Use the enhanced OTVR (PA) dashboard.<br><br>See Operational Technology Vulnerability Response for more information. |
| Opportunity Management | • Collaborate with your internal and external stakeholders by using the sidebar and Microsoft Teams integration on an opportunity.<br>• Create quotes for the selected line items in an opportunity record by using the new UI action.<br><br>See Opportunity Management for more information. |
| Order Management | • Sales agreements associated with the account are automatically applied and the catalog is filtered to display the agreement's products and prices.<br>• Admins can set planned task due dates in Jeopardy Management, which are calculated based on business hours during weekdays.<br>• Order agents can associate product specifications to a product offer at any level of a product offer hierarchy.<br>• Admins can update product inventory records in a batch when there are changes to product specifications. |

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| | • Order agents create orders tailored to each customer location from the product catalog.<br>• Agents can use the Order Operations Case Management application to create cases for customer orders, unifying order tracking and resolution solutions.<br><br>See Order management for more information. |
| Password Reset | Control the duration of the validity of the Password Reset URL provided in a notification email.<br><br>See Password Reset for more information. |
| Performance Analytics | • Track critical process metrics and trends.<br>• Measure process health and behavior against organizational targets.<br>• Identify process patterns and potential bottlenecks before they occur.<br>• Continually visualize historical and real-time process statistics in role-based dashboards. The dashboards enable individual stakeholders to make informed decisions.<br><br>See Performance Analytics (Indicator data sources) for more information. |
| Performance AnalyticsITSM dashboards | Experience the enhanced Performance Analytics ITSM dashboards in the Xanadu release.<br><br>See Legacy: Performance Analytics ITSM Dashboards for more information. |
| Platform Analytics experience | • Modernize and simplify the consumption of analytics by activating the Platform Analytics experience.<br>• Surface meaningful insights from your analytics data to empower the direct decision making of viewers.<br><br>See Platform Analytics experience for more information. |
| Playbooks in Workflow Studio | • Use one playbook for multiple scenarios with variants.<br>• Get recommendations on which activities to replace placeholder activities with.<br>• Preview and modify your text directions before generating your playbook outline with Now Assist.<br>• Generate a playbook with out-of-the-box activities from text, an image or both. |

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| | • Collect custom responses from an end user, without requiring an existing table or fields.<br>• Better manage access to your playbooks and playbook components.<br><br>See Exploring playbooks for more information. |
| Policy and Compliance Management | • Revise your policies and update the policy text periodically by integrating with Microsoft SharePoint.<br>• Use policy authoring and the redlining feature to enable policy owners and reviewers to collaborate, review, and redline policies.<br>• Perform a Cyber Risk Institute (CRI) assessment on a company as an entity to determine its control status and calculate the assessment score.<br>• Use the employee operator role introduced in Policy and Compliance Management for operations in Employee Center.<br><br>See Policy and Compliance Management for more information. |
| Portfolio Planning | • Show or hide the features of your portfolio plan so you share only the most important data with your stakeholders.<br>• Filter the planning items and roadmap bars with multivalue fields, such as tags, business applications, and business capabilities.<br>• Create scenarios to simulate changes to the portfolio plan, compare scenarios for visualizing trade-off decisions, and approve a scenario to revise the live plan.<br>• Prioritize and roadmap the program [pm_program] items for your organization at a high level by building portfolio plans using the Project Program lens.<br>• Migrate the budget of your planning items to Next Experience, and as a portfolio manager, compare, allocate, manage, and approve the budget.<br>• View the cost plans, expense lines, budget, and financial baselines of sub-projects at the parent project level. View the financial performance of a project using the rolled-up planned and actuals costs in the widgets of parent projects.<br>• Select a primary attribute to populate resource criteria automatically from the resource assignments of the prioritized planning items, and view the team's capacity in the Capacity Planning screen.<br><br>See Portfolio Planning for more information. |
| Predictive Intelligence | • The dashboard for Prediction Results has been migrated to the Next Experience UI. Upgrading customers with existing Prediction Results dashboards can use either the Next Experience UI version or access the Core UI version from within the new dashboard. |

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| | • The dashboard for Solution Statistics has been deprecated. Upgrading customers can continue to use their existing Solutions Statistics dashboards from the application menu.<br>• New advanced options for classification solutions are available from Xanadu Patch 9.<br><br>See Predictive Intelligence for more information. |
| Privacy Management | • Use the Personal Data Rights application to manage personal data rights requests from your customers or consumers, and employees in compliance with global privacy regulations.<br>• Establish a data lineage to visualize data consumption, sharing, and the associated risks for a processing activity.<br>• Use the Smart Assessment Engine to respond to and view new control attestations related to your processing activity.<br>• Create a regulatory agency library to store and access regulatory details, including correspondence with the regulators.<br>• Initiate chats from privacy assessments, processing activities, privacy cases, and personal data rights requests to collaborate with various teams to ensure quick responses.<br><br>See Exploring Privacy Management for more information. |
| Proactive Engagement | • Proactive Engagement integrates with the ServiceNow® Digital End-User Experience (DEX) solution to proactively detect issues and enable end users to resolve them.<br>• Configure the DEX metric rule and Proactive Engagement resolution with Engagement settings.<br>• Use the Proactive Engagement workbench experience for lifecycle management of resolutions.<br><br>See Proactive Engagement for more information. |
| Proactive Service Experience Workflows | • Enable customer service agents to efficiently identify and resolve customer service problems using the Customer Service Problem Management application.<br>• Enable the operations team to manage and monitor operational data through a centralized analytical dashboard.<br><br>See Proactive Service Experience Workflows for more information. |
| Problem Management | • Introduction of Problem Management models to provide support for additional problem and problem task scenarios<br>• Known error articles are enabled by default for new customers |

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| | • Configure email notifications to redirect to Service Operations Workspace instead of the classic UI16 experience<br>• Re-assess a problem task from Work In Progress<br><br>See Problem Management for more information. |
| Process Mining | • Process Mining evaluation version available<br>• Process Mining graph enhanced with perspectives<br>• Finding Builder introduced<br>• Additional use case analysis included in a project automatically<br>• **Show records** action available on Process Mining graph dashboard (Star diagram)<br><br>See Process Mining for more information. |
| Product Catalog Management and Pricing Management | • Enable sales agents and managers to create opportunities, quotes, and orders for service or installation locations.<br>• Use a configurable pricing plan that defines the sequence in which pricing rules and calculations, such as list price and various adjustments are applied.<br>• Enable sales agents to create sales agreements with configurable product offerings.<br>• Sell the right products and reduce the risk of order errors by setting rules that enable only eligible products from the product catalog to be added to quotes and orders.<br>• Fulfill complex orders for bundled product offers that reference product specifications or product specification hierarchies.<br>• Streamline the quote and order process for your agents by setting the default product configurations displayed in the product configurator.<br><br>See Product Catalog Management and Pricing Management for more information. |
| Project Portfolio Management | View the New Analytics Time sheet, Analytics User manager, and Analytics Project manager dashboards for time sheet and time card users in Next Experience.<br><br>See Project Portfolio Management for more information. |
| Project Workspace | • Migrate your project budget to Next Experience.<br>• As a Portfolio Manager, allocate, manage, and approve project budgets. |

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| | • Compare financial baselines to view simple financials and budget.<br>• View and track the actuals of each resource assignment with the actuals toggle.<br><br>See Project Workspace for more information. |
| Public Sector Digital Services | • Added enhancements to License and Permit Playbook, including updates to the Intake stage for applicants on the constituent Government Service Portal, and added functionality for specifying license details and license endorsements on the agent playbook.<br>• Added enhancements to Social Benefits Playbook, including updates to the Intake and Decision stage, and updates to the process playbook for applicants on the Government Service Portal.<br>• Redact sensitive content or data from PDF documents in the Information Request Playbook.<br>• Auto-generate case summaries and case resolution notes for cases in the Social Benefits Playbook by using the Now Assist for Public Sector Digital Services (PSDS) application.<br><br>See Public Sector Digital Services for more information. |
| Quote Management | • Add covered products to a quote.<br>• Synchronize quote information with an opportunity to help ensure that the information is accurate and complete.<br>• Create sales agreements that contain configurable and bundled products and services.<br>• Add location-based product eligibility, which enables products to be filtered in the catalog based on location.<br><br>See Quote Management for more information. |
| RPA Hub | • Create the centralized credentials that you can reuse in multiple bot processes.<br>• Migrate the bot process configuration and associated assets from one environment to another environment with a click of a button.<br>• Rearrange the recorded actions and screens according to your preference and generate the automation flow.<br>• Use the 15 new sample automations that were added in RPA Desktop Design Studio that cater to different use cases.<br>• View and manage the skill versions used in packages from a central location in RPA Hub. You can override an existing skill version that was used for each bot process. |

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| | • Manage sensitive and non-sensitive data in two separate fields of a work item.<br>• Use Guided Tours to get quick instructions on how to create queues and configure bot processes.<br><br>See Robotic Process Automation (RPA) Hub for more information. |
| Regulatory Change Management | • Add AI-powered citations to the regulatory authority documents.<br>• Use the updated Next Experience Chat Collaboration and Discuss feature to interact with the virtual agents.<br>• Change the ownership of change tasks and action tasks easily with the enhanced Task Management feature.<br>• Assign regulatory alerts to domain experts for reviews that are based on the configured rules.<br>• Collaborate with virtual agents by using Next Experience Chat Collaboration and Discuss.<br><br>See Regulatory Change Management for more information. |
| Release Management | The Digital Product Release application is the preferred application to track and manage the release processes of digital products.<br><br>See Digital Product Release for more information. |
| Resource Management Workspace | • Create resource assignments from Resource Management Workspace.<br>• Create a resource board by filtering tasks to view assigned resources and manage their allocations based on the priority of the work.<br>• Split an assigned resource assignment to divide and assign the work to another resource to handle resource allocations.<br>• Identify allocation and status changes to the resource assignment using the new iconography.<br>• Group resources from a resource board based on Primary Group, Primary Role, Primary Skill, Owner, or Parent Item.<br><br>See Resource Management Workspace for more information. |
| Retail Operations | • Streamline the connection between headquarters and retail organizations with increased visibility and ability for teams in these retail organizations to complete tasks.<br>• Improve retail organization worker experience with self-service tools like a knowledge base.<br>• Reduce duplication of individual requests by providing visibility through a central portal with access to retail organizations' cases. |

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| | • Optimize efficiency by enabling retail organization teams to request help directly from headquarters when needed through cases, live chat, phone calls, and more.<br>• Increase customer satisfaction by reporting customer issues in-store.<br><br>See Exploring Retail Core for more information. |
| Sales Agreement Management | Create sales agreements from quotes to capture the agreed scope and prices for future sales transactions between a buyer and a seller.<br><br>See Sales Agreement Management for more information. |
| Security Center | • Receive prompt notifications for user behaviors that you specify with the Security Event Notifications tool.<br>• Monitor the security health of all your instances and take rapid action using the new Security posture dashboards.<br>• Be prepared for potential future security announcements from ServiceNow with Security Banner Announcement capabilities.<br>• Schedule security scans with the updated Auditor Suite to monitor access control configurations in the Security Scanner tool.<br>• Use the improved Security Center version 2.0 hardening tool to minimize data exposure within your instance.<br><br>See Security Best Practices, Customer Actions, and Hardening settings baseline versions, Security Event Notifications, and Data Classification for more information. |
| Security Incident Response | • Define and calculate the risk score of security incidents through the Risk Score Calculator, which is based on user-defined criteria. The risk score is auto-calculated for the security incident records.<br>• Track the handover of important work items between shifts through the Shift Handover application.<br>• Automatically create dedicated Slack channels for Incident Managers to engage with Incident Responders to manage major security incidents with the MSIM Slack integration.<br>• Facilitate the ability of the Incident Manager to provide a summary of a major security incident to their Legal teams by using the MSIM Legal Request playbook. The Legal team can use that summary when filing an 8K or 10K form to comply with regulatory bodies such as the SEC when disclosing security breaches.<br>• Share mobile-friendly MSIM Executive Status Reports generated in email format. You can also share the Executive Status Reports with users outside your ServiceNow® instance, including third-party vendors, other entities, or email distribution lists. |

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| Security Posture Control | • Use the policies included with the application or custom policies that you create to monitor your assets for overall security tool coverage, compliance with internal configuration standards, critical combinations of security gaps and vulnerabilities, and possible internet exposure.<br>• Search for assets based on queries that you create for data from a wide variety of supported API integrations (service graph connectors) or ServiceNow products.<br>• Create custom insights and monitor important metrics from a dashboard. Report on your overall security posture to IT, IT and security managers, and other key stakeholders.<br>• Identify priority vulnerabilities and drive resolution through insights from Security Posture Control in Vulnerability Response risk calculators and remediation target rules.<br>• Gain insight into which threats to your assets are mitigated by available mitigation controls based on how various security tools are configured with Mitigation Controls Monitoring.<br>• Automate remediation workflows for security gaps by publishing findings from Security Posture Control policies in the ServiceNow® Configuration Compliance application.<br><br>See Security Posture Control for more information. |
| Service Catalog | • Fill a catalog item form inline in the Virtual Agent conversation.<br>• Let users experience the support of Zero Trust Access (ZTA) security model for Service Catalog.<br>• Experience the faster loading of popular catalog items in the Popular Items widgets.<br><br>See Service Catalog for more information. |
| Service Exchange | • Enable providers to adopt new features and provide uninterrupted service to their consumers who have not upgraded.<br>• Assess entitlements for compatibility before syncing them to consumers.<br>• Enable consumers to run specific processes such as approvals before synchronizing tasks with their providers.<br>• Support automated synchronization of configuration data between provider and consumer instances.<br><br>See Service Exchange for more information. |

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| Application or feature | Details |
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| Service Graph Connector Integration for Claroty CTD | • View the class mappings available for the Service Graph Connector using the new Class Mappings menu<br>• Filter out empty rack slots to help avoid importing blank rack slots into the ServiceNow. Configuration Management Database (CMDB).<br>• Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version.<br>• Avoid OT entity update issues by using the new ire_criterion_attribute attribute on the OT Entity [cmdb_ot_entity] table.<br>• Clean the serial record entries from the Source [sys_object_source] table using a fix script.<br>• Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector Integration for Claroty CTD application.<br><br>See Service Graph Connector Integration for Claroty CTD for more information. |
| Service Graph Connector for Microsoft Defender for IoT (Azure) | Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) application.<br><br>See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information. |
| Service Operations Workspace for ITSM | • Use the simplified navigation from Admin Center to manage configurations for incidents, problems, change requests, and the contextual side panel in the record pages in Service Operations Workspace for ITSM. It improves the administrator's experience.<br>• Migrate your ITSM Agent Workspace features to Service Operations Workspace for ITSM with an on-screen utility.<br>• Configure the user access for various record pages in Service Operations Workspace for ITSM by using granular roles.<br>• View the Configuration Item (CI) dependency map for reference fields in an incident record.<br>• View the VIP field decorator on a caller field in an incident record for VIP users.<br>• Test the features and workflows for Incident Management in Service Operations Workspace for ITSM with quick start tests.<br>• Broadcast communication messages as announcements in Major Incident Management.<br>• Resolve the password reset related incidents by using the **Password reset** UI action on an incident record. |

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| Application or feature | Details |
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| | • Identify an interaction record for its precise processing by specifying the values for its **Opened for** and **Short description** fields.<br>• Enable a service desk agent to reset a user password in Service Operations Workspace for ITSM.<br>• Get AI-powered search results for these record types: incident, incident task, problem, problem task, change request, change request task, interaction, and request. These AI-powered search results help you to quickly find the solutions you need.<br>• Manage the life cycle of a problem by using the configurable and dynamic **Overview** tab.<br>• Use Guided Tours to learn about a concept or process within Service Operations Workspace for ITSM.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.<br>• Starting in version 6.1 you can do the following:<br>  ○ Configure the Interaction Management features from the SOW admin center.<br>  ○ Provide users with current resources for learning about SOW admin configuration.<br>  ○ View the requester's device details from the record information card to quickly resolve hardware-related issues.<br>  ○ Add one or more approvers to the request or a request item to speed up the process and fulfill the user's request more efficiently.<br>  ○ Improve the system performance by configuring the count of number of incident records in the incident list page.<br>  ○ Copy the sys ID or the URL of a record from the SOW list page to share with other agents, enabling quicker resolution of the issue.<br>  ○ Chat or make calls to communicate with stakeholders using the **Collaborate** option in the contextual sidebar of problem and problem task records.<br>  ○ Configure the automatic closure of interaction record from an incident record.<br>  ○ Flag the events on the activity stream of a major incident to add the events to the post incident report events timeline.<br>  ○ View the post incident report information on the **Post incident report** tab with the Incident management granular roles.<br>  ○ Add related interaction records to an incident record.<br>  ○ Define, customize, and apply tags to the activities in the activity streams of an incident record.<br>  ○ Experience a clean UI with collapsible activity stream tiles.<br>  ○ Resolve incident or support issues faster and more efficiently with response templates.<br>  ○ Get similarity-based problems and change requests as recommendations by recognizing the similar patterns between |

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| Application or feature | Details |
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| | the fields of the incident table and the problem or change request table.<br>○ Manage the Standard Change life cycle.<br>○ Explore and filter the Standard Change Catalog.<br>○ Propose mass configuration item updates in Change Management.<br><br>See Service Operations Workspace for ITSM for more information. |
| Service Portal | Deactivate a portal and optionally redirect users to an alternate portal.<br><br>See Service Portal for more information. |
| Service Portfolio Management | • Updated the availability system property [com.sn.availability.v2] so you can set the time zone for service availability records.<br>○ Added the ability to change the global time zone for all availability results to reflect that time zone.<br>○ Added the ability to set the time zone for availability results to reflect a service offering commitment.<br>○ Updated the availability recalculations to reflect the time zone that you set.<br>○ Added a read-only time zone field on service availability records.<br>• Added a **Teams** related link tab to the service offering records so you can assign more than one team to support a service offering (one-to-many relationship).<br><br>See Service Portfolio Management for more information. |
| ServiceNow IDE | • Develop scoped applications in an IDE based on Visual Studio Code on the ServiceNow AI Platform.<br>• Write source code to define the metadata that makes up applications with ServiceNow Fluent.<br>• Collaborate with users of different skill sets across an instance and view changes in embedded ServiceNow AI Platform user interfaces.<br>• Manage applications in source control with common Git providers.<br><br>See ServiceNow IDE for more information. |
| ServiceNow SDK | Write source code to define the metadata that makes up applications with ServiceNow Fluent.<br><br>See ServiceNow SDK for more information. |

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| Application or feature | Details |
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| ServiceNow Studio | • Create, edit, maintain, and deploy custom and globally scoped apps and app files in a single, integrated development environment instead of having to switch back and forth between tools and builders. You can also edit base system apps and files and customize store apps.<br>• Search for and edit any type of metadata record using the Navigator file taxonomy.<br>• Package app changes for deployment using System Update Sets, pipelines, and the Application Repository.<br>• Create applications using Now Assist for app generation.<br>• Bookmark applications and application files for easy, fast access.<br><br>See Building applications with ServiceNow Studio for more information. |
| Sidebar | • In addition to individual users, you can now add user groups to Sidebar discussions.<br>• Use Sidebar on the Mobile Platform if you're an agent.<br>• Create Sidebar discussions on all record types, and not just on interaction and task-based records.<br>• Use different expert finder services depending on where Sidebar is accessed from.<br>• Generate a chat summarization by using a quick action.<br><br>See Sidebar for more information. |
| Skills Intelligence | • View activity insights to gain more information on completed and in-progress activities related to skills. This focus on completed and recent activities allows you (managers) to track meaningful engagement and ensures data relevance in skill assessment. Activity insights are available both to the employee via Conversations and to the manager via Manager Hub.<br>• As a mentee, share mentoring information with your manager to help them validate your skill levels. As managers, access insights related to their assigned mentees' skill-based activities (when shared with a manager).<br>• As an employee, receive prompts tied to skill-based activities, nudging you to self-rate and refresh your skill profile.<br>• View and edit the Company Job Architecture as a node map to get a better sense of job families and role groups and the skills related to each other in Skills Workspace.<br>• View recommendations for role groups and skills in Skills Workspace. |

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| | • Select a Role level directly from your Career profile in the Career hub in Employee Portal and add skills to your profile.<br>• Migrate to a more dynamic and interactive playbook experience within the Skills Workspace.<br><br>See Skills Foundation for more information. |
| Skills Management | • Analyze the skills dashboard by using the intuitive Next Experience UI.<br>• Use multi-lingual capabilities in Skills Management so that you can translate the skill names and their descriptions in your preferred language.<br><br>See Skills Management for more information. |
| Smart Assessment Engine | • Create your assessments by using the new template designer.<br>• Improve your assessment processes with the new SAE Assessment experience.<br>• Combine the multiple assessments into a single, unified submission.<br>• Migrate the legacy assessment metric types to SAE templates.<br><br>See Smart Assessment Engine for more information. |
| Software Asset Management | • Gain insights into your software asset inventory from the first day, control version sprawl, and manage end of life (EOL) software products with the prescribed workflows.<br>• Use the added support for the Nutanix virtualization technology to meet your license compliance requirements for Microsoft Windows Server, SQL Server, and Red Hat Enterprise Linux Server (RHEL Server).<br>• Track and optimize IBM licenses across public clouds by using the IBM License Compliance for the Software Asset Management application.<br>• Track and manage the indirect usage of SAP applications, avoiding any unexpected licensing costs by using the SAP Digital Access licensing model.<br><br>See Software Asset Management for more information. |
| Sourcing and Procurement Operations | • Summarize procurement records using Now Assist for SPO and use generative AI to perform common tasks via the Now Assist for SPOVirtual Agent.<br>• Use AI-powered search across internal and external supplier products, and streamlined checkout for third-party items.<br>• Configure conditions for automatic and manual PR merging. |

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| | • Use AI-powered search across internal and external supplier products, and streamlined checkout for third-party items in Shopping Hub.<br>• Add users to watchlists for real-time notifications and visibility on sourcing and purchasing processes.<br>• Introduce editable fields for purchase requisitions and purchase orders, improving flexibility in managing orders.<br>• Develop a standardized approach for calculating supplier response close dates for sourcing requests and negotiation events.<br>• Manage a catalog of goods and services that your employees can use to order the items that they need for their jobs.<br>• Provide transparency into the procurement process with regular updates.<br>• Automate the end-to-end procurement process workflows, from sourcing through requisitioning, to order fulfillment, receipt, and payment.<br>• Enable procurement specialists to source, negotiate, procure goods and services for an organization, and work on procurement tasks.<br><br>See Sourcing and Procurement Operations for more information. |
| Strategic Planning | • Show or hide the features of your portfolio plan so you share only the most important data with your stakeholders.<br>• Update actuals and track the progress of your targets in daily, weekly, monthly, quarterly, or yearly intervals with the enhanced target breakdown feature.<br>• Filter the planning items and roadmap bars with multi-value fields, such as tags, business applications, and business capabilities.<br>• Create rich-text documents to store and manage artifact information for planning items and Agile teams in EAP.<br>• Create scenarios to simulate changes to the portfolio plan, compare scenarios for visualizing trade-off decisions, and approve a scenario to revise the live plan.<br>• View the cost plans, expense lines, budget, and financial baselines of sub-projects at the parent project level. View the financial performance of a project using the rolled-up planned and actuals costs in the widgets of parent projects.<br>• Select a primary attribute to populate resource criteria automatically from the resource assignments of the prioritized planning items, and view the team's capacity in the Capacity Planning screen.<br><br>See Strategic Planning for more information. |

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| Application or feature | Details |
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| Stream Connect dashboard | • Manage your Stream Connect consumers, topics, and replicators through a single, consolidated interface.<br>• View detailed statistics for your Stream Connect integrations, including active entities, processed messages, and data consumption trends.<br>• Create or edit topics and add consumers directly through the dashboard.<br><br>See Using the Stream Connect Dashboard for more information. |
| Subscription Management | • Gain visibility and control of your product subscriptions.<br>• Maximize subscription usage and make informed decisions about future purchases by monitoring your subscriptions.<br>• Avoid unexpected costs by tracking subscription usage and allocations over time.<br><br>See Subscription Management for more information. |
| Supplier Lifecycle Operations | • View the summarized details of supply-related records to keep the supplier managers and fulfillers informed about their progress and action items.<br>• Manage supplier relationship and performance to optimize the value and quality of the products and services delivered by suppliers.<br>• Exchange supplier data accurately with external ERP systems using additional fields in the inbound and outbound tables.<br>• View supplier details such as supplier products, contracts, purchase orders, and invoices directly from the Source-to-Pay Workspace and the Supplier Collaboration Portal.<br>• Support for many-to-many (M2M) mapping between supplier contact and suppliers: A single supplier contact can be the contact for multiple suppliers, if the suppliers share a parent-subsidiary relationship. M2M mapping between supplier contact and suppliers is available from the Xanadu December 2024 release onwards.<br><br>See Supplier Lifecycle Operations for more information. |
| Talent Development Core | Xanadu Patch 9<br>• Use the new Growth & Performance AI agents to streamline your employee growth discussions in Career Conversations.<br><br>The Employee Growth and Development Core application has been renamed to Talent Development Core.<br><br>See Talent Development Core for more information. |

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| Application or feature | Details |
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| Task Intelligence for ITSM | • Set up and configure a new training similarity model that identifies similarities between the fields of an incident table and a selected training table.<br>• Set up a similarity model using a similarity template card or the Incident Similarity model to provide recommendations for similar records on incident records and reduce handle time for agents.<br>• Set up the prediction preferences for a similarity model, train it with your data, and deploy the model to predict similar records.<br>• Track and monitor the performance of a deployed similarity model.<br>• Edit, train, and redeploy a similarity model based on the performance results.<br>• Manage how frequently the models are automatically retrained by setting the training frequency during model configuration.<br>• Staring in version 7.0.0, you can do the following:<br>  ○ Specify the purpose of a similar prediction model and configure the prediction preferences.<br>  ○ Set up and configure a new similarity model- **Similar open Change Requests for Incidents** to predict similar change requests based on the fields configured.<br>  ○ Set up and configure a new similarity model **Similar open Problems for Incidents** to predict similar problems based on the fields configured.<br>  ○ Choose the set of records used for training the similar incident model by selecting the conditions on the training tables and training fields for training the similarity models.<br><br>See Task Intelligence for ITSM for more information. |
| Telecommunications Network Inventory | • Provide a visualization of the circuit and its underlying connection elements with revisions and protection paths on a dedicated canvas.<br>• Get enhanced rack and cabinet visualization capabilities, including viewing, editing, and updating features, along with new KPIs for better capacity planning and prioritization.<br>• Archive current configurations while operationalizing a planned revision and compare them with original connections to detect changes.<br>• Export equipment models and templates along with related hardware to an Excel data source, and import them to another ServiceNow instance.<br>• TMF conformance for TMF 639 Resource Inventory API.<br><br>See Telecommunications Network Inventory for more information. |

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| Application or feature | Details |
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| Theme Builder | • Achieve your branding and styling needs by offering multiple themes and alternate color palettes to your users.<br>• Add a dark alternate color palette to your newly created themes and edit to refine your theme.<br>• As of Theme Builder version 4.1, receive notifications about updates directly from the Theme Builder application.<br>• As of Theme Builder version 4.1, organize your themes by priority, purpose, or other criteria, by using the drag-and-drop feature in the List view. With this feature, you can publish and order the themes that are displayed in the Next Experience Theme user preference.<br><br>See Working with themes in Next Experience for more information. |
| Third-party Risk Management | • Collect, monitor, and assess third-party elements for engagements.<br>• Request risk intelligence reports (RIR) and scores so that you can manage and monitor your RIR requests all within TPRM.<br>• View the Third-party Risk Management data model.<br>• Use the Digital resilience third-party registers application to create, update, and track records for digital resilience third-party registers.<br><br>See Third-party Risk Management for more information. |
| Threat Intelligence Security Center | • Visualize node connections between entities like observables, IOCs, and threat actors, and link cases or canvases to enrich analysis.<br>• Enable continuous monitoring and real-time alerts based on intelligence from TISC with CrowdStrike Falcon EDR integration.<br>• Block malicious IPs, URLs, and domains using External Dynamic List (EDL) capabilities with Threat Intelligence data and Palo Alto Networks integration.<br>• Manage the analyst actions through automation flows.<br>• Conduct research on threats to support the reactive and proactive needs of security teams.<br>• Create and track threat investigations using Case Management.<br><br>See Threat Intelligence Security Center for more information. |
| UI Builder | • Explore a searchable library of videos, guided tours, and product documentation to develop and practice UI Builder skills.<br>• Take guided tours to learn about features and complete tasks in UI Builder step-by-step.<br>• Improve usability in low-light conditions by using dark theme. |

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| Application or feature | Details |
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| | • Design pages that look good and function well across a variety of form factors such as laptops, tablets, and mobile devices using responsive authoring.<br>• Fetch information from multiple data sources and more easily bind the data to components of your choice with a new multi-table data resource right from UI Builder.<br><br>See UI Builder for more information. |
| UI Component CLI Extension | Improve developer server performance with module caching.<br><br>See UI Component Extension for more information. |
| Upgrade Center | • Explore the different release versions available to you in the Upgrade Preview module.<br>• Gain insights about the upgrade experience without actually upgrading your instance.<br>• Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module.<br>• View all your past upgrades in the Upgrade History module.<br>• Accelerate your upgrades using the Upgrade Plan feature.<br><br>See Upgrade Center for more information. |
| Vendor Management Workspace | • Use new vendor key performance indicators (KPIs) to monitor vendor performance.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.<br><br>See Vendor Management Workspace for more information. |
| Verifi Spoke | • Initiate case creation.<br>• Retrieve single and multiple cases.<br>• Inquire about merchant eligibility.<br>• Revoke or close cases.<br><br>See Verifi Spoke for more information. |
| Virtual Agent | Xanadu Patch 9<br>• View people information in the synthesized response along with people citation when you search a person in Microsoft Teams chat.<br>• AI agent support for Virtual Agent.<br>• View AI agents in Virtual Agent Designer. |

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| | • Integrate ServiceNow® Now Assist for Virtual Agent with Microsoft Copilot to enable making IT-related calls and resolve tasks without having to leave the Microsoft Teams tenant.<br>• Enable Now LLM Service support for Virtual Agent conversations in Conversational Integration with Microsoft Teams and Conversational Integration with Slack.<br>• Review and test large language model (LLM) topic descriptions against existing Natural Language Understanding (NLU) utterances, migrate Virtual Agent notifications and Proactive Triggers, and migrate NLU vocabulary sources in the NLU to LLM topic migration workflow.<br>• Configure One Extend Rate Limit for incoming requests for providers.<br>• Now Assist conversational experience using Now Virtual Agent bot and Self-configured bots within Microsoft Copilot.<br><br>Xanadu Patch 3<br>• Use an updated Virtual Agent Designer list-based home page that includes conversational subflows and actions.<br>• Work with conversations associated to primary and secondary assistants in Virtual Agent Designer.<br>• Use language detection and engage in small talk within LLM conversations.<br>• Receive a synthesized response for Now Assist in Virtual Agent users.<br><br>See Virtual Agent for more information.<br><br>**Note:**<br>Performance and the user experience are improved by tracking aggregate in-app activity, including interaction with the app. This tracking is focused on aggregated technical information rather than personal information. |
| Visa Spoke | • Use the Visa Spoke to manage card disputes with Visa Resolve Online (VROL).<br>• Leverage Visa Spoke actions, to perform transaction inquiry, order insight digital, collaborate with merchants, and perform other dispute events with enhanced security.<br><br>See Visa Spoke for more information. |
| Vulnerability Response | • Reevaluate the risk score, assignments, remediation target date, exceptions, and remediation task for a set of vulnerable items in the Vulnerability Manager Workspace.<br>• Reassess the vulnerable item records from the workspace. |

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| | • Navigate to the Exposure Assessment page in the Vulnerability Manager Workspace or Vulnerability Assessment Workspace from the All menu with the Vulnerability Response Pro or Enterprise subscription.<br>• View risk rating-related changes in the Work notes section.<br>• Access information on how an item's risk score is adjusted according to modifications in the vulnerability calculators.<br><br>See Vulnerability Response for more information about Vulnerability Response. See the Vulnerability Response Compatibility Matrix and Release Schema Changes Knowledge Base article for more information about released Security Operations applications and their version compatibility. |
| Vulnerability Response Integration with Claroty CTD | Identify and import vulnerabilities by using additional filter properties.<br><br>See Vulnerability Response Integration with Claroty CTD for more information. |
| Vulnerability Response Integration with Microsoft Defender for IoT (Azure) | • Import CVEs associated with OT devices from Microsoft Defender for IoT (Azure) and create vulnerable items (VITs) to provide a single view of OT devices vulnerability data with production process context.<br>• Run imports of vulnerabilities automatically on your own schedule.<br>• Using assignment rules for VITs can be automatically routed for remediation to local site-based teams to take risk-based action.<br><br>See Vulnerability Response Integration with Microsoft Defender for IoT (Azure) for more information. |
| Workflow Studio | • Create workflow items from any Workflow Studio page by using the **Create** button on the tab header.<br>• Create your own categories to organize actions, data streams, and subflows.<br>• Monitor playbook and flow operations with new usage dashboards.<br>• See an information banner when a new version of Workflow Studio is available.<br><br>See Workflow Studio for more information. |
| Workforce Optimization for Customer Service CSM | • Create and track recurring meetings with managers and their team members in the team calendar.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. |

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| | See Exploring Workforce Optimization for Customer Service for more information. |
| Workforce Optimization for ITSM | • Use the Workforce Optimization for ITSM Admin Console to configure your application.<br>• Synchronize team calendars and events with Microsoft Outlook.<br>• Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.<br>See Workforce Optimization for ITSM for more information. |
| Workspace | • Add email addresses to recipient fields with more flexibility, including the ability to use international characters, edit email recipient pills, and view concise error messages for invalid or blocked addresses.<br>• Categorize and filter records in the Activity Stream.<br>• Help users access relevant reference search results by applying pre-filtered and removable query parameters to reference lists.<br>See Workspace UI for more information. |
| Zero Copy Connector for ERP | • In Xanadu Patch 3, enabled ODATA integration.<br>• In Xanadu Patch 3, added a monitor to track transactions and their progress.<br>• In Xanadu Patch 1, changed the name of the application from ERP Canvas to ERP Data Hub.<br>• In Xanadu Patch 1, updated the UI to clarify instructions and labels.<br>See ERP Data Hub for more information. |

### Upgrade information for all Xanadu features and products

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

Before you upgrade to Xanadu, 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 |
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| AI Search | Xanadu Patch 3:<br>• After you upgrade to Xanadu Patch 3 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, |

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| Application or feature | Details |
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| | see Perform a full table index or reindex for a single AI Search indexed source or Perform a full table index or reindex for multiple AI Search indexed sources.<br><br>Xanadu:<br><br>After you upgrade to Xanadu from an earlier release, perform the following steps to add the Dashboards, data visualizations, and KPIs navigation tabs to global search results in AI Search for Next Experience:<br><br>1. Update the AI Search for Next Experience ServiceNow Store application to version 4 or later. For update instructions, see Install an update to a ServiceNow Store application.<br>2. Commit the update set provided in the AI Search for Next Experience 4.0 PAR tables update sets (KB1644544) article in the Now Support Knowledge Base. To learn more about update sets, see System update sets. |
| Accounts Payable Operations | If you are upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary. |
| Analytics, Intelligence, and Reporting | If you are upgrading, you can use the Platform Analytics Migration Center to take advantage of a single set of visualizations and unified filters for all data sources. |
| App Engine Studio | Due to a new process for assigning groups in App Engine Management Center (AEMC), ensure you have the same version of the Application Intake plugin installed on each of your instances. |
| Application Vulnerability Response | • For information about the new features of Vulnerability Response, see Vulnerability Response release notes.<br>• For more information about the released versions of the Application Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Xanadu release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base. |
| Assessments and Surveys | Update the Automated Test Framework (ATF) tests, if you're upgrading to Xanadu from any version prior to Utah. In the Utah release, all the buttons on the assessments or surveys cards have been removed. To run ATF tests successfully, the Click the Take Survey button step must be replaced with the Click the Survey card step for all tests that have this step. |
| Business Continuity Management | The relationship tables introduced in the plan records are generated by the *`Update BCP dependencies snapshot`* scheduled job. |

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| Application or feature | Details |
| --- | --- |
| | After upgrading to the Xanadu release, you can view these tables only after the scheduled job has run or by manually selecting the **Update dependencies** button. |
| Case management for CSM | The customer service manager role [sn_customerservice_manager] includes the approver user role [approver_user]. The approver user role replaces the approval admin role [approval_admin]. Users with the customer service manager role can approve the approval requests that are assigned to them. |
| Cloud Cost Management 8.0.0 | On upgrading to Cloud Cost Management 8.0 version, the new Tag Category **AI Service** is available for Amazon Web Services (AWS), Microsoft Azure, and Google Cloud Platform (GCP) service providers. Because Cloud Cost Management executes the Billing Download job only from the current month onwards, the spend on AI services will be included only for the current month. If you want to view the billing details for the months prior to the current month, you must manually execute the Billing Download job. Once the Billing Download job is executed successfully, you can view the spend data of your AI services. |
| Configuration Management Database (CMDB) | • Before the upgrade to Xanadu, the 'Updated CIs' and 'Updated application services' trend lines in the Recent CI activity and Recent application services activities tiles on the Management view in CMDB Workspace, might not have accurately reflected on changes in your system. After upgrading to Xanadu and to versions 5.5, 6.2, or 7.2 of CMDB Workspace, those trend lines will reflect on the more accurate detection of updated CIs and updated application services.<br>• CMDB Health:<br>If either the *CMDB Health Dashboard - Relationship Compliance Processor* or *CMDB Health Dashboard - Relationship Score Calculation* dashboard job is active, that job is deactivated during the upgrade to Xanadu. After the upgrade is complete, you can reactivate those jobs to resume health reports for CI relationships. The active state of all other CMDB Health dashboard jobs is retained.<br>Any failure threshold for a KPI or metric that is greater than 100,000, is set to 100,000 during upgrade. This upper limit is enforced to avoid excessive processing when a large number of CIs are failing the specified metric tests.<br>• Bookmarks for the CI dashboard no longer work after an upgrade to Xanadu. A `Page not found` error message appears. To see CMDB Health reports for a CI, open the CI form in CMDB Workspace.<br>• The legacy Application Service Dashboard on Core UI isn't supported in the Xanadu release. After upgrading, you can still access that legacy dashboard by using a previously created bookmark. You can also instead access the Application Services |

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| Application or feature | Details |
| --- | --- |
| | dashboard in CMDB Workspace from the Application services tile in the Insights view in CMDB Workspace.<br>• The CMDB Integrations Dashboard on Core UI isn't supported in the Xanadu release. After upgrading, you can still access that legacy dashboard by using a previously-created bookmark.<br>• All records that exist in the CMDB Health Result [cmdb_health_result] table before an update to Xanadu Patch 5, are deleted during the upgrade.<br><br>To access a legacy dashboard on an upgraded instance, navigate to **All** > **Self-Service** > **Dashboards** and then search for the dashboard. |
| Data Management | A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade. |
| Data Privacy | Licensing changes enable you to install Data Discovery, Data Discovery APIs, Data Anonymization, and Data Privacy APIs without an entitlement, but you must have an entitlement to run a job. |
| Decision tables in Workflow Studio | Workflow Studio is automatically installed on your instance. However, Workflow Studio is a ServiceNow Store application, so to get the latest features, you must update your version manually to the most recent version. As of Washington DC Patch 3, updating Workflow Studio automatically updates all its application dependencies such as Workflow Studio, playbook, and Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow Store or the list of plugins. |
| DevOps Change Velocity | If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it. |
| Digital End-User Experience | • For information about DEX data migration, see the KB1646364 article in the HI Knowledge Base.<br>• To upgrade your DEX Desktop Assistant, do the following:<br>**1.** Install the latest version of the Desktop Assistant in your instance.<br>**2.** With admin rights, re-install the Desktop Assistant on your local machine even if you have the latest version. |
| External Content Connectors | Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic |

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| Application or feature | Details |
| --- | --- |
| | vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually. |
| Field Service Management | Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Xanadu Patch 9 version or higher to ensure compatibility. |
| Flows, subflows, and actions in Workflow Studio | After upgrading, users who previously had the fd_read_operations role will now see only basic execution details such as the run state and duration. This restriction prevents users with this role from seeing sensitive information in execution details. To provide read access to all execution details such as input configuration and runtime values, grant the user the new role fd_read_operations_all. |
| Goal Framework for SPM | After upgrading to Goal Framework for SPM v2.3.0, run the **Migrate BreakdownInterval To Checkinfrequency** scheduled job. This scheduled job migrates the existing values in the **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration. |
| Hardware Asset Management 11.0.0 | After upgrading to Xanadu, you can view both the Core UI Performance Analytics dashboards and the Next Experience Platform Analytics dashboards for Hardware Asset Management.<br>**Note:**<br>While migrating the Core UI Performance Analytics dashboards to the Next Experience Platform Analytics dashboards, auto-migration is disabled by default to avoid duplicate dashboards. |
| ITOM AIOps | Enhance your application service mapping by installing the App Service Extension app from the ServiceNow® Store. |
| ITOM Optimization | Enhance your application service mapping by installing the App Service Extension app from the ServiceNow® Store. |
| ITOM Visibility | For an improved Service Mapping experience, install Service Mapping Plus version 1.13.0 from the ServiceNow® Store.<br>Enhance your application service mapping by installing the App Service Extension app from the ServiceNow® Store. |
| Industrial Process Manager | The Industrial Process Manager application now has a dependency with the Operational Technology Service Management applications, |

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| Application or feature | Details |
| --- | --- |
| | which include Operational Technology Incident Management and Operational Technology Change Management. To install Industrial Process Manager on your instance, one of the following SKUs is required:<br>• Operational Technology Visibility SKU<br>• Operational Technology Service Management SKU<br>• Any custom SKU that entitles Industrial Process Manager |
| MID Server | For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1.<br><br>If you have installed your own JRE, the upgrade process takes the following actions to verify that the MID Server uses a supported JRE:<br>• If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.<br>• If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.<br><br>All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.<br><br>Only one Windows MID Server service is permitted according to executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information.<br><br>For more information about MID Server upgrades, see the following topics:<br>• MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.<br>• Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually. |
| Now Assist | If you customized UI actions or other items that are associated with Now Assist skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected.<br><br>If you run into issues when you're upgrading a Now Assist product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article. |
| Now Assist for Hardware Asset Management (HAM) | Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents: |

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| Application or feature | Details |
| --- | --- |
| | • Hardware asset management sourcing AI agent<br>• Transfer order creation AI agent<br>• Purchase order creation AI agent |
| Now Assist for Security Operations | For more information about required applications for Now Assist for Vulnerability Response, see Supporting information for Now Assist for Vulnerability Response. For more information about required applications for Now Assist for Security Incident Response, see Supporting information for Now Assist for Security Incident Response.<br><br>The AI Search application must be enabled so that the Recommended Actions skill works for security incidents. To verify AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates AI Search is not enabled. |
| Order Management | Features introduced in the Xanadu release aren't supported in earlier releases of Order Management.<br><br>If you're upgrading from Order Management for Telecommunications and Media version 6.0 or earlier:<br>• Starting with the#Washington DC release, the#Monthly Recurring Charges#(MRC) and the#Non-Recurring Charges#(NRC) for product offerings and product attribute characteristics are no longer stored in the product offering data model. Instead, the MRC and NRC are stored in the Pricing data model in price lists and price list lines. If you want to upgrade your pricing information to use price lists after upgrading to#Washington DC, see the#Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base.<br>• After upgrading to the#Xanadu release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process, see the#Deprecating Telco List for Order Capture [KB1586538] article in the Now Support Knowledge Base.<br><br>If you're an upgrade customer who uses the **contract start date** and **contract end date** fields and has records, you can migrate those records to the latest data model by running the *`Migrate data from deprecated contract fields to new fields on Order and Order Lines`* scheduled job. This scheduled job must be manually executed by navigating to **System Definitions** > **Scheduled Jobs**. For more information on scheduled jobs, see Scheduled jobs. |
| Platform Analytics experience | New customers: The Platform Analytics experience is automatically available on the ServiceNow AI Platform. It offers an intuitive interface to help you better understand and utilize your data. |

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| Application or feature | Details |
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| | Upgrading customers: If you are currently using Core UI responsive dashboards, you will continue to have access without any disruption. Consider transitioning to the Platform Analytics experience to take full advantage of the new capabilities. |
| Playbooks in Workflow Studio | After you upgrade to Xanadu, update the Playbooks and Workflow Studio applications in the ServiceNow Store. |
| Product Catalog Management and Pricing Management | If you're using the extension point *sn_csm_pricing.PricingAdjustmentsExtensionPoint* for pricing adjustments, change the default pricing plan (introduced in the November 2024 release) after upgrading. The pricing plan steps for the Configuration Component Price Adjustment and Standard Price Adjustment matrices are not applicable. As pricing admin or manager, remove the steps for these matrices from the default pricing plan.<br>**1.** Navigate to **All** > **Pricing** > **Pricing Plans**.<br>**2.** Select the published Default Pricing Plan.<br>**3.** Select **Copy**.<br>**4.** In the pricing plan copy, go to the Pricing Plan steps related list.<br>**5.** Select the rows for the Apply configuration component adjustments step (Sequence 50) and the Apply contextual adjustments step (Sequence 60) and select **Delete** in the Actions on selected rows menu.<br>**6.** Select **Update**.<br>**7.** Publish the pricing plan copy. |
| Public Sector Digital Services | After the upgrade, certain public sector menus and menu items in CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. 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**. |
| RPA Hub | Upgrade any of these currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications:<br>• RPA Desktop Design Studio<br>• Attended Robot<br>• Unattended Robot<br>• Unattended Robot Login Agent<br>For more information, see Download the RPA applications from RPA Hub.<br>The following upgrade information is applicable only when you're upgrading from San Diego or Tokyo to Xanadu. |

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| Application or feature | Details |
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| | Based on the number of records in the application file table, you could experience a potential delay while upgrading the RPA Hub applications from Tokyo or earlier releases to Xanadu.<br><br>Before upgrading RPA Hub to Xanadu, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.<br><br>After you upgrade to Xanadu, the bot process definitions change to the new structure, which is the bot process configuration.<br><br>Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to Xanadu without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release article in the Now Support knowledge base. |
| Security Posture Control | For a complete list of the applications that are required to implement Security Posture Control, see Install Security Posture Control. |
| Service Exchange | • Service Exchange 2.x.x that is being released with the Xanadu release does not support migration of the Service Exchange (Legacy) versions. If you are using a Service Exchange (Legacy) version, before you upgrade to the Xanadu release, you must follow instructions in the Service Exchange for Providers (Legacy) - Migration Utility (KB1499823) article in the Now Support Knowledge Base to migrate your configuration data.<br>• If you are upgrading from version 1.x.x of Service Exchange, follow the steps listed in Upgrade Guide - Service Exchange for Providers and Consumers application (v2.x.x release - KB1700387) to migrate your Service Exchange applications.<br>• Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to the Xanadu release. Older active entitlements will continue to work but new ones cannot be activated. |
| Service Operations Workspace for ITSM | Ensure that the following applications have compatible upgraded versions:<br>• Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)<br>• Service Operations Workspace ITOM Applications application (sn_sow_itom_cont) |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
Compatible Service Operations Workspace versions
<table>
<tr><th>Service Operations Workspace for ITSM (sn_sow_itsm_cont)</th><th>Service Operations Workspace for ITOM (sn_sow_itom_cont)</th></tr>
<tr><td>1.1.x</td><td>21.0.y</td></tr>
<tr><td>1.2.x</td><td>21.1.y</td></tr>
<tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr>
<tr><td>2.0.x</td><td>22.0.y</td></tr>
<tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr>
<tr><td>3.1.x</td><td>23.y.y</td></tr>
<tr><td>4.x.x</td><td>24.y.y</td></tr>
<tr><td>5.0.x</td><td>24.2.y</td></tr>
<tr><td>5.1.0</td><td>25.2.0</td></tr>
<tr><td>6.1.1</td><td>26.0.12</td></tr>
</table>
</td></tr>
<tr><td>ServiceNow SDK</td><td>Upgrade to the latest version of the ServiceNow SDK with the <code>now-sdk upgrade</code> command. For more information, see Upgrade the ServiceNow SDK.</td></tr>
<tr><td>Skills Management</td><td>The skills dashboard is automatically migrated to the Next Experience UI in the Xanadu release. When you upgrade, you can automatically access the Skills dashboard in the Next Experience UI.</td></tr>
<tr><td>Software Asset Management</td><td>After upgrading to the Microsoft Entra ID spoke 4.3 version, the <code>Microsoft Azure AD - Download Group Membership</code> directory job isn't executed for existing Microsoft Azure AD SSO or Directory integrations. This directory job also isn't created for new Microsoft Azure AD SSO or Directory integrations. Instead, the <code>Microsoft Azure AD - Download Groups</code> directory job downloads all groups and group memberships configured on Microsoft Azure AD.</td></tr>
<tr><td>Strategic Planning</td><td>After upgrading to Strategic Planning v4.3.2, run the Migrate BreakdownInterval To Checkinfrequency scheduled job. This scheduled job migrates the existing values in the Review frequency and Breakdown interval fields to the Check-in frequency field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration.</td></tr>
</table>

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| Application or feature | Details |
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| Subscription Management | Subscription Management version 3.2 is active by default on all instances of the Xanadu release. Update to Subscription Management version 4.0 or later to use the latest features. For more information about updating Subscription Management, see Update an application or plugin. |
| Telecommunications Network Inventory | If you are an existing user of previous releases, both legacy and new product models will be available in the Network Inventory Workspace menu after upgrading to Xanadu. To rectify this issue, you must migrate your legacy product model data to the new product model tables in your current instance. For more details about the procedure, see KB1695167. |
| Third-party Risk Management | If you are a VRM user upgrading to TPRM, when upgrading to Vancouver or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from Utah to Vancouver, Vancouver to Washington DC, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts.<br><br>For more information on upgrading from VRM to TPRM, see Third-party Risk Management upgrade information. |
| Vulnerability Response Integration with Claroty CTD | Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application. |
| Vulnerability Response integrations | • For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Xanadu release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.<br>• For information about the new features of Vulnerability Response, see Vulnerability Response release notes. |
| Workflow Studio | As of Washington DC patch 3, updating Workflow Studio automatically updates all of its application dependencies such as ServiceNow® Workflow Studio, Playbook, and ServiceNow® Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow® Store or the list of plugins. |

### New features and products in Xanadu

Cumulative release notes summary on new Xanadu features and products.

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

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| Application or feature | Details |
| --- | --- |
| AI Search | **(Xanadu Patch 9) Improve semantic search with third-party embedding models**<br>Use custom and third-party embedding models supported by the AI Search RAG application to generate more accurate and relevant semantic search results.<br>**(Xanadu Patch 3) Knowledge block content indexing**<br>When you index knowledge articles for search, AI Search now includes content from knowledge blocks to improve search recall.<br>**NLQ Genius Results support searching for multiple CMDB tables**<br>When your search includes terms that could match multiple CMDB tables, NLQ Genius Result answers display a drop-down list of potential CMDB table matches for each affected term. Use these drop-down lists to select the CMDB tables that you want to surface information for.<br>**Middle dot support for Japanese**<br>Increase search precision for Japanese phrases that include nakaguro (##, middle dot) characters. When indexing Japanese text or searching in Japanese, AI Search preserves individual terms separated by a nakaguro instead of merging them into a single term. |
| AIOps LEAP | **Incident clustering and comprehensive summaries**<br>AIOps LEAP smartly categorizes IT incidents based on short descriptions and assignment groups. It uses historical data to get a deeper understanding of issues and summarizes them into actionable resolutions. AIOps LEAP consolidates information from different incidents to help with decision making and serves as a repository of knowledge.<br>**Group incidents to create automation opportunities**<br>AIOps LEAP uses the ServiceNow® GAF (Group Action Framework) plugin to organize and group incidents based on specific parameters. These groups are clusters or automation opportunities. They are created by analyzing incident data such as work notes and resolution notes. AIOps LEAP uses these automation opportunities to generate resolution steps to help solve similar future incidents.<br>**Automation recommendations and playbook generation**<br>AIOps LEAP identifies frequent issues and offers automation recommendations to address them. It streamlines and optimizes operational processes by creating actionable playbooks based on historical data and resolution workflows. Additionally, it builds a |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>knowledge base by documenting workflows and solutions through detailed resolution steps, enabling further analysis, learning, and continuous improvement. These resolution steps can be shared across teams to facilitate collaboration and enhance operational efficiency, even without formal playbook creation. Thus, automated playbook generation is a valuable output of the AIOps LEAP platform.<br><br>Enhanced opportunities page<br><br>Enhancements & Design changes to load all opportunities and enable to select all cards.</td></tr>
<tr><td>API</td><td>New scoped classes and additional methods to existing scoped classes in Xanadu<br><br>
<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td>CMDBQBScopedScriptableAPI - Scoped</td><td>• createReport()<br>• deleteQuery()<br>• getSavedQueryExecutionDetails()<br>• saveQuery()<br>• updateQuery()</td></tr>
<tr><td>HistoryWalker - Scoped, Global</td><td>walkTo(checkpoint)</td></tr>
<tr><td>NumberFormatter - Scoped, Global</td><td>• parseWithLocale()<br>• parseWithSeparators()</td></tr>
<tr><td>PDAutomationProvider - Scoped, Global</td><td>• activateProcess()<br>• deactivateProcess()<br>• duplicateProcess()</td></tr>
<tr><td>PDFGenerationAPI - Scoped, Global</td><td>redact()</td></tr>
<tr><td>PersonalAuthAPI - Scoped</td><td>• PersonalAuthAPI()<br>• getInitiatorURL()<br>• isTokenValid()<br>• revokeToken()</td></tr>
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</td></tr>
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| Application or feature | Details |
|---|---|

| Class | Methods |
|---|---|
| PlaybookExperience - Scoped | restartPlaybook() |

**New global classes and additional methods to existing global classes in Xanadu**

| Class | Methods |
|---|---|
| CMDBQueryBuilderAPI - Global | • createReport()<br>• deleteQuery()<br>• saveQuery()<br>• updateQuery() |
| DynamicSchemaAPI - Global | • clearDynamicCategoryCache()<br>• clearDynamicChoiceSetCache()<br>• clearDynamicAttributeGroupCache()<br>• clearDynamicAttributeGroupCacheItem()<br>• clearDynamicCategoryCacheItem()<br>• clearDynamicChoiceSetItem()<br>• get() |
| GlideAggregate - Global | • getDynamicAttributeValue() - two signatures<br>• getDynamicAttributeDisplayValue() - two signatures |
| GlideDate - Global | parseDate() |
| GlideDynamicAttributeStore - Global | • clear()<br>• getDisplayValue()<br>• getValue()<br>• setDisplayValue()<br>• setDynamicAttributeDisplayValue()<br>• setDynamicAttributeValue()<br>• setDynamicAttributeValues() |

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| Application or feature | Details |
|---|---|

| Class | Methods |
|---|---|
| | • setValue()<br>• toString() |
| GlideElementDynamicAttributeStore - Global | • getDynamicAttribute()<br>• getDynamicAttributeDisplayValue()<br>• getDynamicAttributeValue()<br>• setDynamicAttributeValue()<br>• setDynamicAttributeValues()<br>• setDynamicAttributeDisplayValue()<br>• setDynamicAttributeDisplayValues() |
| GlideRecord - Global | • getDynamicAttribute() - two signatures<br>• getDynamicAttributeValue() - two signatures<br>• getDynamicAttributeDisplayValue() - two signatures<br>• setDynamicAttributeValue() - two signatures<br>• setDynamicAttributeDisplayValue() - two signatures<br>• setDynamicAttributeValues() |
| HistoryWalker - Scoped, Global | walkTo(checkpoint) |
| NumberFormatter - Scoped, Global | • parseWithLocale()<br>• parseWithSeparators() |
| PDFGenerationAPI - Scoped, Global | redact() |

**New client mobile APIs and additional methods to existing client mobile APIs in Xanadu**

| Class | Methods |
|---|---|
| m_form - Client | • addErrorMessage()<br>• addInfoMessage()<br>• getValue() |

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<tr><td></td><td>
<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td></td><td>• setAffectedInputs()<br>• setValue()</td></tr>
<tr><td>MobileScriptIncludeCaller - Client</td><td>• MobileScriptIncludeCaller()<br>• addParam()<br>• call()</td></tr>
</table>
</td></tr>
<tr><td>Accounts Payable Operations</td><td>
Tolerance Rules and Variances for invoices<br>
• The tax tolerance rule, which defines the variance limit set on the tax amount variance in an invoice.<br>
• The under tax amount variance exception, which is raised when the supplier-provided tax amount is less than the system-calculated tax amount.<br>
• The over tax amount variance exception, which is raised when the supplier-provided tax amount is greater than the system-calculated tax amount.<br><br>
Playbook for updating the invoice primary data<br>
• Add tax lines to invoice lines through a playbook activity.<br>
• Apply the new tax lines to single or multiple invoice lines.<br><br>
Tax calculations<br>
As a tax owner or tax manager, add tax lines and tax codes.<br><br>
The Invoice cost allocation feature allocates invoice costs across various business functions, which increases the accuracy of financial reporting, and informs strategic decision-making.<br><br>
In the cost center-based approval rule for invoices, costs can be allocated to multiple cost centers, enabling cost center owners to approve the invoice only for the amount allocated to their cost center.<br><br>
The ServiceNow® Now Assist for APO application guides APO fulfillers to generate a case summary and quickly understand the case context by using the case summarization skill.
</td></tr>
<tr><td>Advanced AI Search Management Tools</td><td>AI Search Analytics dashboard</td></tr>
</table>

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| Application or feature | Details |
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| | The **Search application** interactive filter now supports the Mobile Platform search application. |
| Advanced Risk | **Create multidimensional entities**<br>Create multidimensional entities by combining two or more entities from different entity classes using the Composite Entity Management application. You can create multidimensional entity classes with a composite entity structure, such as Company \| Department \| Business Process. After defining the composite entity class, you can create composite entity that operates as a standalone entity. This feature enables you to manage risk and compliance workflows at the composite entity level, providing visibility into the combined risk and compliance posture.<br>**Note:**<br>Composite entity classes can be created in both the classic UI and the Risk Workspace. The creation of composite entities is supported only in Risk Workspace.<br>**Assess multiple risks and controls simultaneously**<br>Create a risk assessment project to perform bulk assessments on multiple risks and controls, enabling assessors to evaluate them in a single project. This approach reduces time and effort, confirms consistency across multiple assessments, and provides a more comprehensive view of risks and controls within the same project. You can scope multiple risks related to the assessable entity within the project and perform assessments.<br>**Note:**<br>Assessment of multiple risks and controls is supported only in Risk Workspace.<br>**Addition of new roles**<br>The following roles related to risk assessment project were added:<br>• Risk assessment project reader [sn_risk_advanced.risk_asmt_project_reader]: Provides read only access to the risk assessment projects.<br>• Risk assessment project user [sn_risk_advanced.risk_asmt_project_user]: Provides the ability to create risk assessment projects and update or delete only the projects created by the user.<br>• Risk assessment project manager [sn_risk_advanced.risk_asmt_project_manager]: Provides the ability to create, update, and delete any risk assessment projects. |

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| Application or feature | Details |
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| | **Enhanced risk response workflow**<br>Streamline your risk response workflow with the following enhancements:<br>• Use a uniform workflow for all types of risk response tasks. A standardized workflow for risk response tasks enhances the management of all types of risk response tasks, promotes consistency, and reduces the need for customization.<br>• Configure multiple levels of approvals for the risk response tasks using the approval configurator. By default, a single level of approval is enabled for all types of risk response tasks, where the risk owner can approve the tasks. These approvals can be configured based on requirements.<br>• Reject a risk response task and move it to the work in progress state without closing it. This feature helps the risk response task owner to modify the response strategy if the approver is unsatisfied with the response.<br>• Create action items with an independent workflow and link them to the risk response tasks when they are in the Draft or Work in progress state.<br>**Note:**<br>You can create risk response action items for all types of risk responses except for Risk acceptance tasks.<br>• Copy risk response plans from the previous risk assessment to the current risk assessment while reassessing.<br>• Link an open risk response task from the previous assessment to the current risk assessment while reassessing. You can also edit or remove an existing risk response task.<br>**Issue linking with risk assessments**<br>Streamline your risk assessments with the following enhancements:<br>• Enable the issue linking option on the Risk Assessment Methodology (RAM) form to create an issue or link an existing open issue with the risk assessment.<br>• View issue details from the configurable issue card available on the risk assessment.<br>• Identify newly created issues from existing linked issues with a visual differentiator on the issue card.<br>• Edit or remove issues.<br>**Enhanced risk event task workflow** |

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| | Streamline your risk event workflow with the following enhancements:<br>• Use a uniform and enhanced workflow for the risk event tasks. A standardized workflow enhances the management of risk event tasks.<br>• Configure multiple levels of approvals for the risk event tasks using the approval configurator.<br>• Reject a risk event task and move it to the work in progress state without closing it. This feature helps the risk event task owner to modify the risk event if the approver is unsatisfied.<br><br>**Improved user experience for risk identification questionnaire using Smart Assessment Engine**<br>Respond to the risk identification questionnaires from the Assessment Workspace with an interactive and intuitive user experience. Risk admin can select between classic and smart assessment questionnaire in the risk identification configuration without making it a forced behavior. You can migrate an existing risk identification template to the Smart Assessment Engine application. You can also create risk identification templates in the Assessment Workspace.<br>**Note:**<br>Only published assessment templates with a Risk Identification category are available for selection on the Risk Identification Configuration form.<br><br>**Configuring currency conversion dates**<br>Define currency conversion dates for the risk event entries in the system properties. This feature enhances the accuracy of net loss calculations by enabling you to select specific dates for currency conversion rather than relying solely on the date of impact. You can select a currency conversion date at the system property level from the following options:<br>• Risk event entry date<br>• First loss entry date<br>• Last loss entry date<br>• First recovery entry date<br>• Last recovery entry date<br>• Custom date<br><br>**Note:**<br>You can also override the defined currency conversion dates in the risk response template configuration. These changes apply to both new and ongoing risk event workflows. |

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| | **Reopen closed risk events**<br>Reopen closed risk events to update existing risk events with new discoveries, losses, or relevant information without creating new risk events. This feature saves time and effort, offering flexibility and boosting efficiency in managing risk events. You can reopen a risk event individually or in bulk.<br>**Miscellaneous enhancements and improvements**<br>Streamline your processes with the following enhancements:<br>• Notify the risk assessor with a notification email when a risk assessment is approved or rejected.<br>• Define a specific group as the respondent type in the Feedback Integration Configuration form when the target record doesn't have a user or group. For more information, see Configure a feedback integration.<br>• Configure a single currency mode for advanced risk assessments. This feature displays all financial values in the selected single currency, confirming consistency and clarity in all fields. For more information, see Single-currency mode.<br>• View the completion date of the most recent risk identification in the new field **Last completed date**, added to the Risk Identification form. For more information, see Set up risk identification integration. |
| Advanced Work Assignment | **External routing overview**<br>Use the updated Admin UI to enable the integration of Advanced Work Assignment with third-party contact-center-as-a-service (CCaaS) providers with the External Routing functionality.<br>**Migrating Advanced Work Assignment Dashboards**<br>Migrate the AWA dashboards - Interactions, Messaging, Task, and Operations dashboards - to Next Experience.<br>**Define external routing test implementation**<br>Defined the External Routing Test Tools plugin (com.glide.awa.external.test_tools) with a simplified external-routing-provider ATF-based sample implementation to receive and process REST calls about external events.<br>Align the payloads generated by the demo data for the sample implementation to process and use the ATF-based tool to verify any modified components. |
| Agent Chat | **Using Agent Chat**<br>Trigger Now Assist while interacting with users in Agent Chat to generate a recommended response. You can edit |

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| | the recommended response or have Now Assist shorten or lengthen it.<br>**Using Agent Chat**<br>Agent Chat supports multiple languages in chat summarizations.<br>Configure when and to whom chat summarization is available by specifying channels and roles in the Now Assist Admin console. |
| Agent Client Collector | **Load the allow list only from a configuration file**<br>Enhance system security by loading the allow list from the file specified in the *allow-list* parameter of the configuration file while ignoring the allow lists that are bundled with the plugins.<br>**Configure agent log level from the instance**<br>Configure the agent log level from the ServiceNow instance without having to access the `acc.yml` configuration file.<br>**Ensure secure agent connections**<br>Ensure that your agent connections are secure by adding a self-signed certificate to your operating system's truststore, which verifies that the certificate is authentic.<br>**Update existing assets**<br>Update your Agent Client Collector (ACC) plugins to the latest version by removing your existing plugins before reinstalling.<br>**Use expanded Linux and Windows checks**<br>Enable enhanced check functionality by using the expanded Linux and Windows checks provided with the system.<br>**Upgrade Agent Client Collector for Kubernetes – Visibility Informers remotely**<br>Starting in version 3.6.3, upgrade Informer pods in Kubernetes clusters remotely from the ServiceNow instance to avoid dependence on your Kubernetes admin.<br>**Override Informer parameters from the Instance**<br>Starting in version 3.6.3, control CNO for Visibility Informer execution parameters from the ServiceNow instance to avoid dependence on your Kubernetes admin.<br>**Store Instance credentials in Microsoft Azure Vault when Informer uses Azure Kubernetes Service (AKS)**<br>Starting in version 3.6.3, if your organization uses AKS, you can store the secret in the Microsoft Azure Vault. The Informer then pulls the ServiceNow credentials for accessing your instance from the Azure Vault. |

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| | **Enable Informer to connect to the instance using OAuth2.0 authorization**<br>Starting in version 3.6.3, the Informer can use OAuth2.0 authorization to connect to the ServiceNow instance for enhanced security.<br>**Enable expanded processing for the MID server on Network Interface Controllers (NICs) during keepalive operation**<br>Starting in version 3.6.3, benefit from enhanced stability when running a keepalive operation by using the enhanced MID Server capability to configure the number of Network Interface Controllers (NICs) that can be monitored by a keepalive operation.<br>**Upgrade Agent Client Collector manually on a macOS system**<br>Starting in version 3.6.3, run the consolidated upgrade procedure manually for the Agent Client Collector in a macOS environment.<br>**Configure the Dynatrace connector instance**<br>Starting in version 3.6.3, Event Management supports collecting raw metric data collection using the Dynatrace metric connector<br>**Consolidate agent errors**<br>Starting in version 4.1.0, view errors for all agents on the Agent Error Messages page. Additionally, you can view errors per individual agent by selecting the agent and selecting the **ACC Error Messages** tab .<br>**Use Linux commands to enable additional system capabilities beyond your permission level**<br>Starting in version 4.1.0, use Linux commands to grant enhanced permissions, which are enabled once the installation `.exe` file is executed. These enhanced capabilities are provided securely, ensuring that there is no security risk to your environment.<br>**Use the new Windows event check for enhanced event details**<br>Starting in version 3.12.0, use the new Windows event check to collect and filter Windows event logs.<br>**Use the network port check to determine port availability**<br>Starting in version 3.12.0, use the Network port check to create events for all ports of a specified host address, which indicates whether each port is available or in use.<br>**Enjoy multi-architecture support for docker image**<br>Starting in version 3.9.0 (Informer version 2.3.0), the docker image supports both arm64 and amd64 architectures. Upgrading from the previous image to the new one will not cause any disruptions. However, the new image requires more storage space in your image repository than the previous one.<br>**Change the Informer's extensibility settings from the instance** |

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| | Starting in version 3.9.0 (Informer version 2.3.0), update the Informer's extensibility configuration directly from the Instance using the *`Additional resources ConfigMap`* parameter. By providing a JSON map with keys such as `resources`, `mappings`, and `mappings_oob`, you can instruct Cloud Native Operations for Visibility to retrieve additional information. If one of these keys exists and the system finds a change, it patches the ConfigMap and restarts the Informer.<br>**View the OpenShift version in the Cluster version field on the Kubernetes Cluster CI**<br>Starting in version 3.9.0 (Informer version 2.3.0), see the OpenShift version and the Kubernetes Cluster version in one place. OpenShift operates on top of Kubernetes, so there's an OpenShift version and a Kubernetes Cluster version. By installing the Informer with the **--set openShift=true** flag, the system adds the OpenShift version number to the **cluster_version** field on the Kubernetes Cluster CI in addition to the Kubernetes Cluster version. |
| Agent Workspace for HR Case Management | **Create a case in Agent Workspace for HR Case Management**<br>HR agents can minimize case transfers and improve efficiency by viewing HR service descriptions populated in the HR service configuration by HR admins during case creation.<br>**Lists in Agent Workspace for HR Case Management**<br>View recently updated cases using the **Recently updated** tab in the Lists view in Agent Workspace for HR Case Management.<br>**Using a Response template in an HR case or HR task record**<br>Enable agents to quickly respond to HR tasks by using response templates as reusable messages that you can copy and paste into the comments or work notes for an HR task.<br>**Resolve HR cases using guided decision trees in Agent Workspace for HR Case Management**<br>Expedite HR services by creating decision trees that agents can use to triage employee cases.<br>**Add personal notes**<br>Upload attachments in personal notes that support the claim in Employee Relations cases for an assigned agent. |
| Agent experience for CSM | **Quick start tests for Customer Service Management**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, |

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| | copy the quick start tests and configure them for your customizations. |
| App Engine Studio | **Add users to one or more user groups**<br>When viewing an intake request in AEMC, add a user to one or more AES and Creator Studio user groups.<br>**Manage user groups for Application Intake**<br>Manage which AES and Creator Studio user groups are active in your instance by updating records on the User Groups Permission Types [sn_app_intake_permission_type] table.<br>**Test AEMC on a non-production instance**<br>Test AEMC on a non-production instance to ensure everything works as expected before moving to your production instance.<br>**Open applications in ServiceNow Studio**<br>As of Xanadu Store Release 2, open an application in ServiceNow Studio directly from a banner link in App Engine Studio to explore the more advanced application development environment ServiceNow Studio offers. |
| Application Vulnerability Response | **Customize the calculation of Age and Age closed parameters of a application vulnerable item**<br>Starting with v24.0.6 of Vulnerability Response, the Age and Age Closed durations of am Application Vulnerable item can be configured to be calculated from the date in the Created, Opened, or First Found fields.<br>**Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI**<br>Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.<br>**Vulnerability Manager Workspace access to the sn_vul.app_read_all role**<br>Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.app_read_all role, you can view the application vulnerable items in the Vulnerability Manager Workspace.<br>**IT Remediation Workspace access to the sn_vul.app_read_assigned role**<br>Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.app_read_assigned role, you can view the |

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| | application vulnerable items assigned to you and your assignment groups in the IT Remediation Workspace and remediate them.<br><br>**Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu**<br><br>Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Application Vulnerability Response module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.<br><br>**Hide the record count on the lists in the Vulnerability Manager Workspace and IT Remediation Workspace**<br><br>Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page in the Vulnerability Manager Workspace and IT Remediation Workspace, by adding the table names to the `glide.ui.list.seismic.omit.count` system property.<br><br>**Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace**<br><br>Starting with v24.0.6 of Vulnerability Response, when creating and editing filters in the Application Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to refresh automatically. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Application Vulnerabilities tab.<br><br>**Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace**<br><br>Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the Application Vulnerable Items from the Application Vulnerable Items list by selecting the **All items** in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.<br><br>**New Properties module**<br><br>Starting with v24.0.6 of Application Vulnerability Response, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.<br><br>**View, classify, and assign software license information you upload with your SBOM files**<br><br>Use the License administration module in the SBOM Workspace to help you determine your over-all license compliance and risk exposure to the open-source and |

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| | vendor-supplied software components you use in your application development.<br>• View all the licenses that are used in your organization in the License administration module.<br>• Classify existing licenses as: "Permitted", "Restricted", "Banned", or "Unclassified", and create new licenses.<br>• For unassigned or missing licenses, you can manually assign licenses to components used by your applications.<br><br>**Closed application vulnerable items in the SBOM Workspace reopen automatically**<br>A **Closed** application vulnerable item (AVIT) for a component with an associated vulnerability is reopened automatically and visible in the SBOM Workspace if the following conditions are met:<br>• The Reopen AVITs if detected (sn_sbom_resp.reopen_avits_if_detected) system property is activated. This system property is activated by default.<br>• The AVIT with the associated vulnerability is detected again by a third-party integration's vulnerability scans or the component with the vulnerability is part of a subsequent SBOM upload.<br>• The substate of the **Closed** AVIT is not one of the following: **Mitigation Control in Place**, **Not Affected**, or **False Positive**. AVITs with these substates are not reopened by the system property.<br><br>Deactivate the system property only if you do not want **Closed** AVITs to reopen automatically.<br>**Reevaluate the remediation properties for application vulnerable items in the Vulnerability Manager Workspace**<br>Select the application vulnerable items conditionally for reevaluating the following remediation properties in the Vulnerability Manager Workspace:<br>• Assignments<br>• Remediation tasks<br>• Remediation target date<br>• Exceptions (Vulnerability Response v24.0.6)<br>• Risk score<br><br>**Software Bill of Materials enhancements for CycloneDX SBOM files**<br>The following enhancements were made to support SBOM files in CycloneDX format: |

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| | Import additional information in CycloneDX SBOM files with the (*sn_sbom_core.collect_properties*) property. This property is deactivated by default. Activate the property to import information that is generally not supported. Any information imported from these properties is uploaded to the SBOM Component Property [sn_sbom_comp_property] table for the following:<br>• Uploaded SBOM files<br>• Metadata<br>• Individual vulnerabilities<br>• Components<br>View imported component data for declared and concluded licenses for SBOM files in versions 1.4 and later of CycloneDX in two new license fields:<br>• **Declared**<br>• **Concluded**<br>SBOM parsing support is enhanced for the following CycloneDX versions and component types:<br>• Version 1.5: Platform, Data, Device driver, Machine Learning model<br>• Version 1.6: Cryptographic<br>**Enhancements to SBOM Response for PaCE**<br>The Policy as Code Engine (PaCE) application is available for SBOM Response.<br>• Determine if components are stale or abandoned with the *Run PaCE policies for SBOM Response* scheduled job. The scheduled job is deactivated by default.<br>• View components that are identified as stale or abandoned as `Non-compliant` in the PaCE interface that is available in the SBOM Workspace.<br>**Upload SBOM files to the ServiceNow AI Platform® from your GitHub repositories**<br>Determine if SBOM files generated in your CI/CD (continuous integration and continuous delivery/ deployment) pipelines have been successfully queued in your ServiceNow AI Platform instance.<br>• Protect your environments from potentially harmful components during software development cycles with GitHub Actions that you initiate from your GitHub environment.<br>• Obtain any required GitHub Actions for SBOM upload in the GitHub Marketplace. |

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| | **Enhancements to Bill of Materials records for the Veracode Vulnerability Integration**<br>**Veracode** is mapped to the **Source** field for records in the Bill of Materials [sn_sbom_doc] table for the Veracode SBOM files that you upload.<br>**Remediation Task Rules for Container Vulnerability Response**<br>Define and group container vulnerable items automatically based on the remediation task rules.<br>**GitHub Secrets Scanning**<br>Ingest secrets detected in your organization's code along with the application security testing results, enabling ease of accessibility for developers to mitigate these results.<br>**Enhanced processing performance of scheduled job**<br>The *Rollup application vulnerable item values to vulnerability and group* scheduled job is enhanced to create background jobs with multithreading capabilities. This upgrade involves segmenting the job into several smaller child jobs, which are executed either in parallel or concurrently. This modification enables processing of multiple records simultaneously, thus significantly speeding up the overall task.<br>**Quick Start Tests for Application Vulnerability Response**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Application Vulnerability Response works as expected. If you customized Application Vulnerability Response, copy the quick start tests and configure them for your customizations.<br>**Set the Veracode integration to update SCA findings**<br>You can select the scan that takes precedence for the final updates for SCA findings data imported from Veracode. On the Veracode configuration page, 'Default' is the set value until you change it. You must select the Include SCA findings check box and choose one from the list:<br>• Agent – the agent scan results make the final updates to SCA finding<br>• Upload – the upload scan results make the final updates to SCA finding<br>• Default – the last scan processed, either the agent or upload scan, makes the final updates to SCA findings |

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| | **Note:** If you do not select the Include SCA findings check box on the configuration page, the scan you selected from the list is not used, and the last scan that is processed makes the final updates.<br><br>**Add and delete support for applications in Veracode imported from the ServiceNow AI Platform**<br><br>Set the value for the [sn-vul-veracode.app-mark-unseen-apps-inactive] system property to 'true' to prevent errors if the Platform requests applications already deleted by Veracode. If this property is set to 'true' (activated), the successful import of the Application List Integration marks any unseen applications in the Platform as 'inactive'.<br><br>**Application Penetration testing enhancements**<br><br>New workspace that permits you to use the penetration testing workflow in the Next Experience UI. Alignment of penetration testing for mobile application security with the recognized standards of the Mobile Application Security Verification Standard (MASVS) via a questionnaire in the penetration testing workflow. |
| Assessments and Surveys | **Improved Survey Response Behavior**<br><br>To ensure consistency between the platform and portal, user responses to inactive survey questions are no longer viewable. Previously:<br><br>• On the platform, while taking the survey/assessment, both active and inactive questions were visible.<br>• On the portal, only active questions were visible.<br><br>This update aligns platform and portal behavior. Only responses to active survey questions are accessible through the View User Response button on the assessment instance form, even if the user had answered them while the question was active. However, the responses will still be retained in the respective tables (the response data will not be deleted from the instance). On the response form, only active questions will be displayed<br><br>**Quick start tests for Assessments and Surveys**<br><br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Assessments and Surveys works as expected. If you customized Assessments and Surveys, copy the quick start tests and configure them for your customizations.<br><br>For more information, see Quick start tests for Assessments and Surveys. |

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| Audit Management | **Generate an audit report for an engagement using Microsoft Word template**<br>Use the Audit Workspace to generate audit reports for an engagement using Microsoft Word template to collaborate with your auditors in an effortless and user-friendly manner. You can manage the generated report as a cloud file either on cloud (Microsoft SharePoint) or as a sys_attachment that is attached to the engagement record.<br>**Cloud document management**<br>Upload documents from your local computer as cloud files and link them to any record in ServiceNow. You can upload files to a predefined folder path and location.<br>**User role enhancements in Audit Management**<br>The following roles have been added:<br>• Use the Audit approver (sn_audit.approver) role to approve an engagement and audit plan. Anyone with this role can be a part of an approver list. This role is also classified as a lite operator role.<br>• Use the Audit reader (sn_audit.reader) role to view the audit-related entities, such as engagements, plans, observations, and audit tasks. Anyone with this role has exclusive read access to all the entities in the Audit Management application. This role is also classified as a lite operator role. |
| Benchmarks | **Benchmark KPIs**<br>The new Self-solved using AI search QnA and Self-solved using Proactive Engagement for DeX KPIs added to the self-solved deflections are benchmarked for all the cohorts. These new contributing indicators help organizations track the self-solved deflection. |
| Business Continuity Management | **Create a business impact analysis**<br>Analyze the business impact of an asset's dependencies by using the latest updates from the most recent Business Impact Analysis (BIA) record. You can also determine the recovery time frame and data backup needs for the asset.<br>**Create a business continuity plan**<br>Access the Business Impact Analysis (BIA) record from the BIA column in the plan asset form. This column has been updated from a document ID type to a reference type so that you can update the BIA information and navigate to the plan record.<br>Identify the assets that are affected when a primary scope is operationally down by marking an asset as a |

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| | primary scope and identifying its related assets. This way, you get a clear view of the relationships between assets.<br><br>**Add asset and scope to the BCP**<br><br>Identify the discrepancies between the primary and related assets by using the hierarchical view in the plan record. This way, you can address the gaps in the Recovery Time Objective (RTO), Recovery Point Objective (RPO), or Recovery Tier (RT) values.<br><br>**Dependency Configuration records**<br><br>Access up-to-date information on the dependencies that are related to the BIA, plans, or events. You can analyze how these dependencies affect your business.<br><br>**Add recovery tasks**<br><br>Calculate the time that it takes to recover each event asset by tagging the assets to the recovery tasks.<br><br>**Create New Recovery task form**<br><br>Preview the execution order of the recovery tasks by their dependencies during an exercise or an actual event. You can identify any cyclic dependencies in the recovery tasks that might trigger error notifications and stop further actions on that recovery task. You can also record the estimated time that is required for a recovery task directly on the recovery task form.<br><br>**Create an exercise**<br><br>Assess the time and effort for an activated plan and the recovery of the impacted assets. You can track the status of an open activated plan and monitor the progress during an actual event.<br><br>**Format PDF templates for BIAs, BCPs, and events**<br><br>Improve the content in PDFs of BIAs, plans, and events by implementing a new layout:<br><br>• Arrange the various event tasks in a table format.<br>• Include the details of the asset owner and the description from the Business Impact Analysis.<br>• Display a table that outlines the dependencies of the plan assets.<br>• Mark the date of the PDF creation on the front page. |
| Case and Knowledge Management | **Guided setup for HR Service Delivery**<br><br>Run the guided setup for each domain within HR Service Delivery. Prior to the Xanadu release, you could run the guided setup at the global domain only.<br><br>**Workflow to Workflow Studio migration**<br><br>Because of the enhanced features in Workflow Studio, the HR Service Activities, HR Case User Acceptance, HR Case Approval subflows have been migrated from |

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| | Workflow to Workflow Studio. As an HR administrator, you can configure the **sn_hr_core.deprecated_workflows** system property to decide whether to run a legacy workflow or corresponding flow in Workflow Studio.<br>**Zero Trust Access (ZTA) for HR Service Delivery**<br>Enable an administrator to configure in-time access with the dynamic role relegation feature. Based on different criteria such as the IP address, location, device, or time, the administrator can craft policies to permit only a certain subset of the user's original roles in the session. |
| Case management for CSM | **Playbooks**<br>Use updated playbook templates in UI Builder that incorporate generative AI feature parity and Agent Experience modernization features such as the modeless dialogs, activity stream, lookup cards, and related items.<br>**Order Operations Case Management**<br>Use the Order Operations Case Management application (com.sn_order_case) to create order cases that reference multiple line items, including orders and order lines. Agents can use these cases to process order-related services such as order changes, inquiries, and disputes.<br>**Case lines and workflows**<br>Use the Case lines and workflows application (com.sn_case_line) to reference multiple line items on a case record, including orders or order lines, invoices or invoices lines, contracts, and sold products.<br>**Quick start tests for Customer Service Management**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations. |
| Clone Admin Console | **Target instance modal**<br>Request a clone to copy the data from a production instance to a non-production instance or to copy the data between non-production instances. You can request a clone without leaving the form by using the **add an instance** option in the **clone request target instance** field.<br>**Using the same backup from another clone**<br>Use the backup from another clone when you're selecting a backup option for a faster backup process. If the backup no longer exists, it triggers an on-demand backup instead.<br>**Clone storage** |

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| | Legacy clones and new clones are stored separately. Clones that you request via the Clone Admin Console are stored on a new table and displayed within the new console.#Legacy clones aren't shown in the Clone Admin Console. Clones that you initiate via the legacy Request Clone page are stored on the legacy Clone History table. |
| Cloud Cost Management 8.0.0 | **Troubleshoot billing issues in Cloud Cost Management implementation**<br>Compare MetricBase (Clotho) data with your Spend data for Amazon Web Services (AWS), Azure, and Google Cloud Platform (GCP) to diagnose and troubleshoot Cloud Cost Management billing issues. You can also download the comparison data as a CSV file to analyze any mismatch in the cost values from both of the sources.<br>**Gain insights into your spend of AI resources**<br>View the total spend details for your AI services under the Machine Learning service category in your current billing download for AWS, Azure, and GCP. You can also filter your results by cloud category, tag category, and tag values.<br>**Manage high transaction volume efficiently by installing the Cloud Cost Management Infra Stack application**<br>Process and download billing files quickly with improved data download speed by installing the Cloud Cost Management Infra Stack application in addition to Cloud Cost Management version 8.1. |
| Collaborative Work Management | **Templates in CWM for Boards and Docs**<br>With templates in CWM, you get a predefined format for Boards and Docs, which you can use as-is or customize to suit your workflow. You can use templates for new Boards and Docs or apply them to existing ones. You can also save an existing Board or Doc in its current format as templates.<br>Template Center provides a centralized space where you can manage all templates for Boards and Docs.<br>**Board views in CWM**<br>Create and customize Board display preferences such as column display and order, sorting, and filters based on the audience and purpose.<br>• Save Board display preferences as personal or shared views.<br>• Create shared views for the team so that all the team members consuming the data have the same experience.<br>• Create multiple views for the same Board so that you can display data in a way that is fit for your audience. |

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| | • Quickly switch between views to avoid manually updating display preferences each time the audience is changed.<br>• Update the view preferences anytime to adapt to changing processes.<br><br>**Export a CWM Board to CSV or Microsoft Excel**<br><br>Extract data of the tasks on a CWM Board into a CSV or Microsoft Excel file so that you can use it to obtain insights, share with stakeholders, and prepare for analysis or presentations.<br><br>The exported CSV or Excel file doesn't retain the hierarchy of the CWM tasks from the List view.<br><br>**Export a Doc in CWM to a PDF file**<br><br>Export pages of CWM Docs as PDF files so that you can share documentation across emails to multiple teams or to stakeholders who don't have access to CWM.<br><br>**My Work in CWM**<br><br>Manage all your assigned work such as CWM tasks, project tasks, RIDAC items, Agile stories, and demand tasks from a consolidated dashboard view with My Work.<br>• Track overall progress on all work that's assigned to you and quickly identify tasks that are high priority or overdue using different widgets and visualizations in the **Overview** tab.<br>• View all assigned tasks in a list view from the **List** tab. From this view, you can also navigate to the source item. If a Risk is assigned to you, you can navigate directly to the relevant RIDAC page in Project Workspace for more details.<br>• Filter the dashboard to show only specific tasks or from a specific date range.<br><br>**Duplicate a Board in CWM**<br><br>Save time by duplicating an existing Board to copy all the task and collaborator details without having to copy the information manually.<br>• The copied Board is added to the same Space as the original Board.<br>• The states of all the copied tasks are reset to default in the Board.<br>• Any custom columns in the original Board are copied to the new Board.<br><br>**Duplicate a Doc in CWM** |

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| | Save time by duplicating an existing Doc to copy all its pages and content without having to copy the information manually. The copied Doc is added to the same Space as the original Doc.<br>**Add People column users in Board automations**<br>Board automations to notify and send an email can now include users and groups from the columns of the CWM task. For example, you can create an automation to notify the task assignee whenever a task priority is updated. The users are dynamically picked from the **Assigned to** column of the task. Similarly, a custom column of the type **People** can be used to create such automation. |
| Common Governance, Risk, and Compliance feature | **Management method in issue grouping**<br>Group and manage issues from a parent issue, or manage child issues independently using the group issue management method. When you select the Management method as **Manage parent**, the child issues inherit the values of the **State**, **Response**, and **Explanation** fields from the parent issue. When **Manage child** is selected, the child issue maintains its own **State**, **Response**, and **Explanation** fields individually.<br>As a part of this feature, the following two new fields were added on the issue record in the Issue grouping section:<br>• **Group level**: Identifies whether an issue is a child, parent, or a standalone issue.<br>• **Management method**: Indicates whether the issue is managed from a parent issue or as an individual child issue.<br>**Confidentiality and inheritance enhancements in issue grouping**<br>Streamline the issue grouping process with the following enhancements:<br>• Add confidential child issues only under a confidential parent issue.<br>• Add nonconfidential child issues under a confidential or nonconfidential parent issue.<br>• Change a confidential parent issue to nonconfidential. This action will remove all confidential child issues |

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| | under the parent issue, making them standalone issues after you save the record.<br><br>**Note:** When you change a nonconfidential child issue to confidential, which is under a nonconfidential parent issue, this action removes the child issue from the nonconfidential parent issue. The child issue becomes a standalone issue and no longer linked to the parent issue.<br><br>**GRC Licensing Overview dashboard**<br><br>Use the self-service GRC Licensing Overview dashboard to track license usage trends and next month's projected usage based on role allocation. You can see the monthly aggregated counts of license consumption across different product families including Integrated Risk Management, Business Continuity Management, and Privacy Management. The following infrastructure enhancements were made:<br><br>• Expanded the unique user usage table capacity from 9 months to 12 months.<br>• License consumption details are archived for five years.<br>• Aggregated monthly counts of license usage are stored.<br><br>**Introducing GRC Employee role**<br><br>Install the new GRC Employee User application and assign the GRC Employee role to your employees. The users with the GRC Employee role can perform the following activities from the Employee Center:<br><br>• Read and acknowledge organizational policies.<br>• Report risk events and issues.<br>• Request policy exceptions.<br>• Report a compliance case to the Compliance team.<br>• Raise inquiries and requests to the Compliance team.<br><br>**Note:** This update is only applicable to customers who are entitled to and have installed the GRC Employee User application. For more details, review the entitlement on the subscription dashboard or contact ServiceNow.<br><br>**Lite operator role enhancements**<br><br>The sn_audit.reader and sn_audit.approver roles were added as Lite Operator roles. These new roles are available to all customers. |

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| | The following Operator roles are reclassified as Lite Operator roles when GRC Employee User application and GRC Business User Lite applications are installed:<br>• sn_grc.business_user<br>• sn_risk_advanced.ara_assessor<br>• sn_irm_cont_auth.authorization_official<br>• sn_irm_cont_auth.reader<br>• sn_irm_cont_auth.executive_read<br>**Note:** This reclassification is only applicable to customers who are entitled to and have installed the GRC Employee User application. For more details, review the entitlement on the subscription dashboard or contact ServiceNow.<br>**Entity filter deletion or modification warning**<br>Avoid the unintended consequences of deleting or modifying an entity filter with a warning message. This message includes an impact analysis of the affected entity, risk, and control records.<br>**Document designer integration**<br>You can update and add content using Microsoft 365 for ServiceNow Reporting now integrated with the Document designer application to insert data and reports into a Microsoft Word document.<br>**Role attribution to licensing mapping tab**<br>Use the Role attribution to licensing mapping tab on the GRC Licensing Overview dashboard to understand how licensing applies to roles and users. This tab helps you with the following:<br>• Identify the license treatment for all the default GRC roles.<br>• Determine the license treatment of a specific user based on their assigned roles.<br>• Determine the license treatment for a specific combination of roles.<br>**Map stakeholders in entity**<br>Use the Stakeholders related list in the entity form to define stakeholders with customizable roles relevant to single and composite entities. This feature enables effective team involvement in risk assessments and risk assessment projects. You can add persona, group, and users in the stakeholder list. |
| Compliance Case Management | **Regulatory Agency Library** |

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| | Establish a centralized library of agencies for identifying the relevant regulatory authorities that are responsible for overseeing particular industries or sectors within each jurisdiction. The centralized library consolidates all the regulatory communications via emails and implements the notification rules for the data privacy or security breaches for the reported compliance cases.<br>**Auto-calculate future dates**<br>Set up future auto-calculations to track your compliance cases or requests. |
| Configuration Compliance | **Identify Wiz Resource Types for import**<br>Identify the Resource Types (assets) reported by Wiz in your environment on the Wiz Integration Resource Type configuration page in your ServiceNow AI Platform instance that you want to import.<br>The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration.<br>**Wiz Backfill Integrations**<br>Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for missing assets that were not processed by the primary compliance integrations with specialized Wiz Backfill Integrations.<br>• Test Results Backfill Integration<br>• Host Test Results Backfill Integration<br>• Issues Backfill Integration<br>The Wiz Backfill Integrations are activated by default.<br>**Wiz Host Test Result Vulnerability Integration**<br>Import test results associated with the resource type, `VIRTUAL MACHINE` with the Wiz Host Test Result Vulnerability Integration. This integration is activated by default.<br>**New Properties module**<br>Starting with v15.1 of Configuration Compliance, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.<br>**Customize the calculation of Age and Age closed durations of a test result**<br>Starting with v15.1 of Configuration Compliance, the Age and Age Closed durations of a test result can be |

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| | configured to be calculated from the date in the Created, Opened, or First Found fields.<br><br>**Associating a Qualys Test with its Test Group**<br><br>You can associate a Qualys Test with its Test Group by enabling the **sn_vulc.add_policy_as_key** system property. This helps you to identify the Test Group to which a Test Result belongs to and differentiate Test records with the same Test id that are associated with different Test Groups.<br><br>**Calculate the remediation target date of a remediation task with respect to the Last Opened date**<br><br>Starting with v15.1 of Configuration Compliance, you can customize the calculation of the remediation target date of a remediation task to be calculated with respect to the Last Opened date.<br><br>**Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI**<br><br>Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.<br><br>**Vulnerability Manager Workspace access to the sn_vulc.read role**<br><br>Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vulc.read role, you can view the test results in the Vulnerability Manager Workspace.<br><br>**Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu**<br><br>Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Configuration Compliance module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.<br><br>**Hide the record count on the lists in the Vulnerability Manager Workspace and IT Remediation Workspace**<br><br>Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page of the Vulnerability Manager Workspace and IT Remediation Workspace by adding the table names to the `glide.ui.list.seismic.omit.count` system property. |

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| | **Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace**<br>Starting with v24.0.6 of Vulnerability Response, when creating and editing filters on the Configuration Test Results tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to refresh automatically. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Configuration Test Results tab.<br>**Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace**<br>Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the test results from the Configuration Test Results list by selecting the **All items** in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.<br>**Re-evaluate remediation properties for test results in the Vulnerability Manager Workspace**<br>Select the test results conditionally for reevaluating the following remediation properties in Vulnerability Manager Workspace:<br>• Assignments<br>• Remediation tasks<br>• Remediation target date<br>• Exceptions (Vulnerability Response v24.0.6)<br>• Risk score<br>**Using bulk edit for test results in the Vulnerability Manager Workspace**<br>Perform the following tasks on multiple test results simultaneously or a remediation task in Vulnerability Manager Workspace:<br>• Assign test results to an assignment group for remediation.<br>• Request an exception in bulk.<br>• Mark test results as false positive in bulk.<br>**Populating additional information for the test results**<br>The Age, Age closed, Closed date, Active, and Last open date columns have been added in the test results table.<br>The test results that aren't in the Closed state are marked as *true* in the **Active** field. The **Active** field replaces the **Result** and **State** fields in the filter conditions of the default-saved filters across the All menu, Configuration Compliance Overview, Unified, Cybersecurity Executive, and Health dashboards. |

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| | **CI compliance and test results compliance on a Test Group in the Vulnerability Manager Workspace**<br>View the percentage of CI compliance and test results compliance on a Test Group in Vulnerability Manager Workspace.<br>**Enabling or disabling the test results import for a Qualys test group in the Vulnerability Manager Workspace**<br>Enable or disable the import of test results for a Qualys test group in Vulnerability Manager Workspace.<br>**Updating Rollup weights section in the roll up calculators**<br>Other than the script format, an alternative approach of adding the weights in the Rollup Weights section for the rollup calculators has been introduced.<br>**Percentage test result compliance in the Discovered Items table**<br>The percentage of test results compliance of a CI is populated in the % Test Results Compliance column of the Discovered Item. To populate this value in the % Test Results Compliance column, set `calcTRComplianceForCI` to `true` in the *`Update remediation metrics`* scheduled job.<br>**Quick Start Tests for Configuration Compliance**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Configuration Compliance works as expected. If you customized Configuration Compliance, copy the quick start tests and configure them for your customizations. |
| Configuration Management Database (CMDB) | **CMDB Workspace v7.6:**<br>• Access a centralized location with a comprehensive view of CI details by using the new CI form in CMDB Workspace. The form shows the attributes (key attributes are highlighted on a Summary page), tags, resources, activities, relationships, related services, health state, performance indicators, and CMDB 360 data that is associated with the CI. While viewing, you can also modify many of those CI details. For information about all the details on a CI form, see Manage CI details in CI Form.<br>• Access the Data Certification dashboard in CMDB Workspace. The Data Certification dashboard provides the insights about the data certification activities and progress, policies and tasks, reports about certification instances, charts that show the aging certification tasks, and group and individual workloads. For more information, see Data Certification Dashboard.<br>• Create or manage a shared preset. Save Unified Map filter settings as shared presets that any user |

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| | on the team can access. This task requires the sn_cmdb_admin, sm_admin, or admin role.<br>• Access Unified Map from the main navigation panel. Access Unified Map from the main navigation panel by navigating to **All** > **CMDB Workspace** > **Unified Map**.<br>• Archival and destroy processes of certification policy related records, are now separated from those processes for records of all other policy types. This separation facilitates the extension of the retention period of certification policy records, as follows:<br>○ The table cleanup rule for table CMDB Data Management Policy Executions [cmdb_data_management_policy_execution], which is stored in the Auto Flushes [sys_auto_flush] table, now excludes certification policy execution records from recurring cleanups.<br>Retaining certification policy execution records instead of deleting them after 7 days is useful in situations where those records are needed for audits and are also useful for the Data Certification Dashboard, which is populated by these records.<br>○ The Archive CMDB Data Management Tasks archive rule, that applied to all CMDB Data Manager policy execution records, now excludes certification policy records. At each archive run, this archive rule is configured to also automatically archive its related records in table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] (Archive Related Records).<br>○ The archive rule, Archive Certification Instances, is added to specifically archive certification policy execution records from the CMDB Data Management Policy Execution [cmdb_data_management_policy_execution] table. This new archive rule is configured to archive certification policy execution records 2 years after creation, and to destroy those records 7 years after they are archived.<br>○ The archive rule, Archive Certification tasks, is added to specifically archive certification task records from the CMDB Data Management Task [cmdb_data_management_task table].<br>○ The archival of related records in table CMDB Data Management Certification Task To Document [sn_cmdb_ws_dm_certification_task_to_document] is now moved as an Archive Related Records entry from the Archive CMDB Data Management Tasks archive rule to the new Archive Certification tasks archive rule. |

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| | **CMDB Health Dashboard**<br><br>The CMDB Health Dashboard is now built using UI Builder components and is fully integrated into the CMDB Workspace. When you select either of its views, it opens in CMDB Workspace. The CMDB Health Dashboard has a modernized look and feel of the Next Experience user interface<br><br>CI health is now reported on CI forms within the CI Health tile in CMDB Workspace.<br><br>**CSDM and the CMDB Data Foundations Dashboards**<br><br>Starting with version 4.0, the CSDM and the CMDB Data Foundations Dashboards store app is built using UI Builder components. You can also now access the CSDM Data Foundations Dashboard from Management tools in the Management view in CMDB Workspace.<br><br>**CMDB Integrations Dashboard in the Next Experience user interface**<br><br>The CMDB Integrations Dashboard has a modernized look and feel with the Next Experience user interface. Starting with Xanadu release, the CMDB Integrations Dashboard is automatically migrated to the Next Experience user interface. For more information on the Next Experience user interface, see Next Experience UI.<br><br>The ServiceNow® Now Assist for CMDB application brings generative AI to CMDB. The Now Assist for CMDB application provides the following skills:<br><br>• CI summarization: Shows CI details such as discovery and class, and tallies of records that are related to the CI such as incidents, alerts, and security vulnerabilities, directly on CI forms.<br><br>• Manage duplicate CIs: Guides you step-by-step through the process of reviewing de-duplication tasks, and then creating and running de-duplication templates to remediate tasks that you choose. As you respond to choices presented by the manage duplicate CIs skill, you receive clear guidance for what should be your next step in the remediation process. This skill also provides root cause analysis to help you prevent future generation of duplicate CIs.<br><br>The ServiceNow® Now Assist for Service Graph Connectors (SGC) application brings in generative AI capabilities to resolve issues within Service Graph Connectors. The Now Assist for SGC application provides the Service Graph Connector diagnosis skill. This skill enables you to troubleshoot issues in a failed import set associated with a Service Graph Connector.<br><br>**Quick start tests for CMDB** |

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| | After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB works as expected. If you customized CMDB, copy the quick start tests and configure them for your customizations. |
| Container Vulnerability Response | **New Properties module**<br>Starting with v2.11.3 of Container Vulnerability Response, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.<br>**Create auto-close rules for Container Vulnerability Response**<br>Starting with v2.11.3 of Container Vulnerability Response, define auto-close rules with advanced conditions to automatically close older or stale CVITs based on defined filter criteria on container vulnerabilities.<br>**Customize the calculation of Age and Age closed parameters of a container vulnerable item**<br>Starting with v2.11.3 of Container Vulnerability Response, the Age and Age Closed durations of a Container Vulnerable Item can be configured to be calculated from the date in the Created, Opened, or First Found fields.<br>**Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI**<br>Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.<br>**Vulnerability Manager Workspace access to the sn_vul_container.read_all role**<br>Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul_container.read_all role, you can view the container vulnerable items in the Vulnerability Manager Workspace.<br>**IT Remediation Workspace access to the sn_vul_container.read_assigned role**<br>Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul_container.read_assigned role, you can view the container vulnerable items assigned to you and your assignment groups in the IT Remediation Workspace and remediate them. |

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| | **Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu**<br>Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Container Vulnerability Response module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.<br>**Hide the record count on the lists in the Vulnerability Manager Workspace and IT Remediation Workspace**<br>Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page of the Vulnerability Manager Workspace and IT Remediation Workspace, by adding the table names to the *glide.ui.list.seismic.omit.count* system property.<br>**Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace**<br>Starting with v24.0.6 of Vulnerability Response, when creating and editing filters on the Container Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to automatically refresh. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Container Vulnerabilities tab.<br>**Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace**<br>Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the Container Vulnerable Items from the Container Vulnerable Items list by selecting the **All items** in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.<br>**Re-evaluate the remediation properties for container vulnerable items in the Vulnerability Manager Workspace**<br>Select the container vulnerable items conditionally for reevaluating the following remediation properties in Vulnerability Manager Workspace:<br>• Assignments<br>• Remediation tasks<br>• Remediation target date<br>• Exceptions (Vulnerability Response v24.0.6)<br>• Risk score<br>**Enhanced processing performance of scheduled job** |

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| | The *Rollup container vulnerable item values to vulnerability and group* scheduled job is enhanced to create background jobs with multithreading capabilities. This upgrade involves segmenting the job into several smaller child jobs, which are executed either in parallel or concurrently. This modification enables processing of multiple records simultaneously, thus significantly speeding up the overall task.<br>**for Container Vulnerability Response**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Container Vulnerability Response works as expected. If you customized Container Vulnerability Response, copy the quick start tests and configure them for your customizations.<br>**Vulnerability Response Prisma Registry Integration**<br>Now you can ingest the static image findings obtained from the Prisma registry scan into the ServiceNow Container Vulnerability Response. |
| Continuous Authorization and Monitoring | **CAM Workspace**<br>Use the CAM Workspace for an end-to-end user experience. The Home page, overview pages of authorization boundary and authorization package, unified tasks page, and the dashboards help you capture information and give you a better insight into the data that aids in decision making.<br>CAM Workspace includes exclusive features with which you can:<br>• Add related control objectives.<br>• View controls by family for a control objective and report based on families for NIST 800-53.<br>• Add attachments to assessment procedures and document notes.<br>• View all Plan of Actions and Milestones (POA&M) in a single pane.<br>**CAM supports the OSCAL format to export control-related information**<br>Export SSP files in the OSCAL format based on various models such as SSP, Profile, Catalog, and Catalog overlay. The generated report is compatible to share the information with other systems. CAM supports the National Institute of Standards and Technology (NIST) recommended OSCAL format to provide control-based information in machine-readable formats.<br>**CAM ATO artifacts** |

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| | Generate ATO artifacts from an authorization package in Microsoft Word format for the following reports:<br>• SSP<br>• Security Assessment Report (SAR)<br>• POA&M<br><br>**Enhancements in CAM user roles**<br>The existing user roles in CAM application have been enhanced with the following privileges:<br>• Use the Information Owner (sn_irm_cont_auth.information_owner) role to view and update the information types of an authorization package.<br>• Use the Audit reader (sn_audit.reader) lite role to view audit-related entities, such as engagements.<br>• Create and manage issues as a system user. |
| Core ServiceNow AI Platform | **Dynamic schema for storing attributes**<br>Create and store structured groups of attributes and their values in a dynamic attribute store field.<br><br>**Use ECMAScript 2021 (ES12) features in any server-side script**<br>Use the latest JavaScript features supported with ECMAScript 2021 (ES12) mode in individual scripts in applications that use ES5 Standards mode or Compatibility mode. From a script's record, select **Turn on ECMAScript 2021 (ES12) mode**.<br><br>**Automated jobs scheduling and manual scaling of jobs**<br>Starting with the Xanadu release, you can opt for automated job scheduling using queue registration. Select a queue in the new event form. As an admin, you can also manually define the number of jobs running at a queue level by scaling it either up or down as required in the Queue Details form.<br><br>**Migrate existing sys event applications to Message Processing Framework**<br>Migrate your existing sys event queues to Message Processing Framework. You can also roll back a queue back to its previous configurations.<br><br>**Geo point functions**<br>Convert longitude and latitude columns to a geo point field. Convert a geo point field or any valid numeric values or columns into longitude and latitude columns or values.<br><br>**System Events and Scheduled Jobs enhancements**<br>Try the new **Active Jobs** tile in the System Events dashboard that states the number of jobs associated for a queue in processing framework. You can also review the details of the completed jobs by using the new **Stuck** |

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| | **Jobs** and **Permanent Error Jobs** tiles on the Scheduled Jobs dashboard. |
| Creator Studio | **Associate a topic with a form**<br>You can now add a topic to the settings for a form, enabling users to browse forms by their related topics.<br>**Dynamic behavior for forms**<br>As of Creator Studio version 26.2.1, you can add dynamic updates to forms and their questions based on how users answer questions. For example, you can define a question to appear based on the answer to another question. See the Accessibility section of these release notes for accessibility details.<br>**Define custom activities for use in automations**<br>As of Creator Studio version 26.2.1, administrators can define custom activities on the ServiceNow AI Platform to use in automations when building apps in Creator Studio.<br>**Interact with sample records within Creator Studio**<br>As of Creator Studio version 26.2.1, app creators can now see how records generated by Creator Studio apps will appear by previewing and interacting with a sample record on the **Form submissions** tab. Selecting a record in the app's workspace opens it in a new tab within the app in Creator Studio.<br>**Use questions as process triggers**<br>You can now select one of the published questions from the app's form as a trigger for its process. For example, if a user selects "blue" as the reply about their favorite color on the app's form, you can specify "blue" as the trigger for an automated process.<br>**New send email activity in automations**<br>When you create a process, you can now have your app's automation automatically send an email when specified conditions are met.<br>**Add curated questions to a form using question sets**<br>When creating forms, developers can now select from preconfigured question sets, enabling them to select curated questions without worrying about the details. Admins create question sets on the ServiceNow AI Platform, and question sets can't be edited in Creator Studio. |
| Customer Contracts and Entitlements | **Enhancements in service contracts and entitlements workflow**<br>Track covered products directly through the contract records, facilitating changes and visibility of what is covered. Covered products refer to specific products or order line items included in a service contract. These items are linked to the contract to define what is covered |

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| | for service or maintenance. Agents in Order Management can select the products to be covered by a contract when the order is captured for the contract offering.<br>**Create single contracts**<br>Create a single contract from a single order with multiple contract offerings. Add multiple contract offerings from an order to an existing contract.<br>**Create quotes for contract renewal or modification**<br>Create a quote or an order while renewing or modifying a service contract, service contract line, or an entitlement. |
| Customer Success Management | **Account onboarding playbook**<br>Manage your account onboarding with the Account Lifecycle Events playbook, which contains activity definitions for onboarding workflows that include key details such as onboarding status and progress, and shares clear instructions on when tasks should be delivered to various stakeholders.<br>**Account onboarding home page**<br>Monitor onboarding cases assigned to you, including case tasks, data capture tasks, and associated risks.<br>**Data import and validation**<br>• Upload and process multiple files to the staging table simultaneously.<br>• Use the Data Import Builder to configure data sources and transform maps for importing data.<br>• Perform field and record level data validations in the Data Validation Assist table. Additionally, 8 pre-configured field level validations are also available with the base system.<br>**Recommended actions for account onboarding**<br>Provide guidance and recommended actions to the user based on the context of the current record so agents can take appropriate actions as required. Additionally, agents can use guided decision trees to navigate and troubleshoot the onboarding process.<br>**View account onboarding cases in the Consumer Service Portal**<br>View Account Lifecycle Events onboarding case records or case task records on the CSM portal to see details of the Account Lifecycle Events onboarding journey.<br>**Improve adoption and reduce attrition with Customer Success**<br>Use the Customer Success feature to engage with your customers, mitigate risks by running success plays, and identify opportunities for expansion and renewals. |

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| | • Monitor your success portfolio on the Success landing page. View the status of your current engagements, upcoming renewals, and new engagements.<br>• View engagement details including success initiatives, success blueprint, and monitor your success cases.<br>• Create success plays and success blueprints to define manual or automated activities using the workflow launcher. |
| Data Management | **Data Management policies**<br>Access a holistic view of the data management rules that you configured for a table.<br>**Support for multiple archive rules on one table**<br>Create multiple archive rules for a single table using a data management policy.<br>**Table cleaner performance improvements**<br>Automatically delete older records more efficiently using the table cleaner.<br>**Data Management usage dashboard**<br>View a summary of storage consumption on your instance and monitor the top 10 tables consuming the most data on your instance. |
| Data Privacy | **Child job execution**<br>Run child parallel jobs to optimize the duration of your job executions.<br>**Encrypt with column level encryption (CLE)**<br>As a security admin, view whether the discovery field is encrypted or can be encrypted. |
| Data management for CSM | **Unified user - employee as a consumer**<br>Update the additional features and workflows, such as the case types Order Management, and Field Service Management integration, to support the unified consumer (sn_customerservice.unified_consumer) role.<br>**Inter-organization support**<br>Enable your agents to get visibility into the business locations that they support so that they can resolve issues efficiently. You can provide the agents that are assigned to the fulfilling service organization with access to the cases, install base items, sold products, and member details of all the requesting service organizations that they're assisting.<br>**External business location as a fulfiller** |

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| | Enable external business locations such as partners, external agencies, and franchises to fulfill customer cases with store-related issues.<br>**Associating assignment groups with a business location**<br>Associate groups with an internal or external business location through a one-to-many (1:M) relationship, which means that one or more assignment groups can be associated with a business location.<br>**Install Base hierarchy visualization**<br>View the entire hierarchy of an install base item by using the **Install Base hierarchy** tab on the CSM Configurable Workspace. You can expand the multiple nodes of the hierarchy and create cases for the install base item. |
| Decision tables in Workflow Studio | **Create a decision table in a flow**<br>Create a decision table directly in your flow to add decisions quickly using the flow's inputs.<br>**Create a decision table in a subflow**<br>Create a decision table directly in your subflow to add decisions quickly using the flow or subflow's inputs.<br>**Create a decision table in a Playbook**<br>Add a decision table directly in a Playbook to manage complex business logic using the **Make a Decision - First Match** activity. Add inputs from the playbook and manage other actions based on the results of your decision tables.<br>**Rank and reorder decision table rows**<br>Determine or change the sequence in which your decision rules are evaluated by reordering the rows in a decision table. Type a new value in the **Rank** column to easily change decision row order. |
| DevOps Change Velocity | **Change Management in SOW Admin Center**<br>Configure Change Management features from the Service Operations Workspace Admin Center to increase change efficiency, accelerate change approvals, drive data-driven risk analysis, and leverage DevOps data for change automation.<br>**OAuth 2.0 authentication for Azure DevOps (ADO)**<br>Use OAuth 2.0 authentication to connect your Azure DevOps tool with DevOps Change Velocity ensuring a more secure authentication method.<br>**OAuth 2.0 authentication for Jira Cloud**<br>Use OAuth 2.0 authentication to connect your Jira Cloud tool with DevOps Change Velocity ensuring a more secure authentication method.<br>**Bitbucket Cloud tool integration with ServiceNow** |

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| | Integrate the Bitbucket Cloud coding tool with DevOps Change Velocity to connect, discover, import, and process real-time repository events in DevOps Change Velocity.<br>**DevOps Change Workspace UI for simplified creation of custom tool integration with planning, coding and orchestration capabilities**<br>Integrate a new custom tool across planning, coding and orchestration capabilities with basic know-how of ServiceNow using an intuitive DevOps Change Workspace UI. It offers easy navigation to the ServiceNow Platform for defining transformer or adapter rules, or integrate the ability to do so within the Workspace wherever applicable, and embeds necessary documentation links and tooltips to support self-service.<br>**Import based evidence collection**<br>Improve instance efficiency by skipping step-level pipeline processing for accelerated change management and evidence collection for GitHub Actions and Azure DevOps (ADO) orchestration tools. |
| Digital End-User Experience | **DEX Insights**<br>See a complete picture of your device performance, user interactions, and network health with DEX data. DEX Insights provide a simplified view with clear insights so you can identify issues and remedies before they slow you down.<br>**Integration with ServiceNow Proactive Engagement**<br>Keep things running smoothly and avoid interruptions. DEX integration with ServiceNow Proactive Engagement helps make managing your digital experience smoother. It monitors your devices and apps, sends you alerts about potential problems, and guides you through fixing them.<br>**Desktop Assistant with Now Assist**<br>Troubleshoot and solve problems independently with Desktop Assistant, which gives you direct access to generative AI on a user-friendly interface.<br>**Actions and Actions Library**<br>Automate and streamline issue resolution within digital experience environments using the Actions and Actions Library in DEX. You can use prebuilt solutions and set up automated actions to resolve issues on your own efficiently. |
| Digital Portfolio Management | **Use the Admin Center in Digital Portfolio Management**<br>Use the DPM Admin Center guided walk-through to set up your DPM Workspace. The Admin Center guides you to identify data in your instance that's ready to view in DPM. Use the provided suggestions to set up and |

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| | configure the DPM Workspace for that instance. For example, if planning data isn't used in the instance, then the DPM Admin Center guides you on how to hide the Plan tab. The DPM Admin Center also provides links to appropriate tables to create or edit services, applications, and portfolios. Here are more tasks a DPM administrator can do with the DPM Admin Center.<br>• Use workflows to identify and set up solutions (services, service offerings, business applications, and application services). The guided walk-through includes insights into each solution's data readiness for DPM.<br>• Access the settings pages to configure the DPM Workspace using the provided system properties.<br>• Configure solution page headers and the General info section of the Info tab.<br>• Map KPI groups to solutions to view metrics in the DPM Workspace.<br>• Use links to helpful resources.<br>• Refer to common question links to aid implementation.<br>• Follow the prompts for more setup tasks.<br>**View relationship maps in Digital Portfolio Management**<br>Use the ServiceNow platform Unified Map to see a more holistic and comprehensive view of your service and application relationships. The Unified Map replaces the custom DPM relationship map, but you still access the Unified Map in the context of the DPM Workspace. For more information on the platform map, see Unified Map.<br>**Update KPIs in Digital Portfolio Management**<br>• Update the description of a KPI indicator that's provided by the base system. The KPI indicators on solution records come from Performance Analytics (PA). In the DPM Workspace, you can select a tooltip on a solution indicator card to see a description that clarifies the indicator data. Even though the descriptions come with the base system, administrators can update the descriptions to accommodate the organization.<br>• With the June 2024 release and after, the **KPI latest score** system property is set to true for new and zBoot customers.<br>**Work with Needs attention panels in Digital Portfolio Management** |

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| | • Added problem (PRB) records to the Needs attention attributes so that you can identify problems on the following solutions.<br>  ○ Services and service offerings. Problems are related to the service offering via the service offering record on the form, impacted services related list, and on the affected CIs related list. Problems are then rolled up to the parent service and should be deduplicated at the parent service level.<br>  ○ Business applications. Problems are related to the application service via the configuration item field on the form. Problems are then rolled up from the application service to the business application and should be deduplicated at the parent service level.<br>  ○ Application services. Problems are related to the application service via the configuration item field on the form.<br>• Updated the team logic in the DPM Contacts tab for each solution. When you select the Contacts icon (  ) next to the Needs attention panel, the Teams tab includes multiple teams that support the record. The multiple team assignment is an existing platform feature that was added to Service Portfolio Management so the teams can be viewed in the DPM Workspace. For more information on the platform feature, see Teams related list. |
| Dispute Content Pack for US Regulations | **Configurable SLA Definitions for Reg E and Reg Z**<br>Configure SLA definitions for Reg E and Reg Z to enable dispute agents to manage cases efficiently and enable managers to monitor progress and take timely actions.<br>**Enhancements to dispute manager and dispute agent landing pages**<br>Modified the existing tabs **Debit card disputes cases** and **Credit card cases under incorrect billing** with **SLA breached** and **SLA at risk** on both the disputes manager and dispute agent landing pages. |
| Dispute Rules Content Pack for Mastercard | **Decision tables**<br>Streamline dispute processing by validating Mastercard transaction details and questionnaire answers against the eligibility rules in the decision tables that are included in this application. |
| Document Intelligence | **Xanadu Patch 10**<br>**Improved security for the document and visual insights AI agent**<br>Enable access control lists (ACLs) to improve the security for the document and visual insights AI agent. ACLs |

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| | provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.<br><br>The document and visual insights AI agent and its skills are classified as a worker or helper agent. A worker can act as an AI user with different privileges than the human user. A helper only has the privileges of a human user.<br><br>**Xanadu Patch 9**<br><br>**Document and visual insights AI agent**<br><br>Use an AI agent to help process tasks that analyze and extract data from documents and images.<br><br>**Full automation for document data extraction**<br><br>Automatically extract document data and process the document task without agent review.<br><br>**Document chat in Virtual Agent**<br><br>Integrate Now Assist for Virtual Agent with Now Assist in Document Intelligence to enable chat responses based on document content.<br><br>**Attachment summarization in ITSM**<br><br>View the summaries of attachments with the record summary in ITSM.<br><br>**Xanadu Patch 3**<br><br>**Now Assist in Document Intelligence**<br><br>Use Now Assist in Document Intelligence to extract information from contract documents with generative AI.<br><br>**Early availability**<br><br>**Draw tool enhancements**<br><br>Extract the data from single fields by using the draw tool to select a document area and extract the information.<br><br>**Data normalization**<br><br>Standardize the data extracted from documents with the following improvements:<br><br>• Determine a default interpretation of the ambiguous values for the date and number fields.<br><br>• Create a Reference field type to match the extracted field values with the fields in a referenced table record.<br><br>**Dashboards in the Admin experience**<br><br>Monitor the overall performance of Document Intelligence in the Document Intelligence monitoring dashboard. You can monitor the performance at the use case level in the use case performance dashboard.<br><br>**Document classification integration workflow**<br><br>Integrate document classification use cases with a custom application or workflow. |

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| Document Services | **Document Management integration with external content provider**<br>Collaborate on documents in Microsoft OneDrive, Microsoft SharePoint, or Google Drive.<br>**Redaction of sensitive data**<br>Redact sensitive information within a document for configurable workspaces. |
| Document Templates | **Signing date in PDF**<br>Record the date automatically when a participant signs a document. When the **Use signing date** option is selected, the date appears on the PDF document within the field that you specify in the **Field name** field on the PDF template mapping record. This capability is available for the ServiceNow signing type only. |
| Dynamic Translation | **Exclusion Framework in Dynamic Translation**<br>Exclusion Framework enables you to prevent machine translation of certain words and terms. You can specify words, such as official product names, that you want to shield from the translation process. You can also input regex to prevent translation of patterns such as sys ids.<br>**The flows used by default Translator Configurations are upgraded to v4**<br>With the Xanadu Patch 3 release, the flows used by default translator configurations are automatically upgraded to v4. If you want to use v4 flows and APIs with customized translator configurations, you must migrate them manually. The previous v3 is still supported. |
| ERP Semantic Mining | **Xanadu Patch 3**<br>**Candidate result snapshot**<br>Better ensure that the results of the mining process can be used to develop customization on development instance by exporting and importing ERP scan results using the snapshot option.<br>**Implement re-triggering of the ERP Mining**<br>Improve candidate scoring after the creation of new custom ERP Models by re-triggering the AI/ML execution for ERP-CM on demand.<br>**Score improvement metric for recommendations**<br>View the possible score improvement in the overall potential for a candidate if a specific recommendation is implemented. |
| Employee Center | **Accelerate news article creation with reusable articles** |

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| | Create news articles faster and more efficiently by leveraging prebuilt reusable articles within content templates. Reusable articles offer a predefined content layout into which content authors can input text and images.<br>**Content engagement**<br>Gather feedback on content:<br>• Employees can engage with news articles by selecting a reaction icon, leaving a comment, or sharing the article.<br>• Managers can view metrics for employee engagement with an article such as the number of views, shares, and reactions.<br>**Employee Center Pro Kiosk**<br>Empower deskless workers with simplified access to important information related to their job through a kiosk that provides self-serve opportunities such as:<br>• Access shift and time-off details.<br>• Get queries answered with the help of AI Search.<br>• Track the status of requests.<br>• Provide enhanced Employee Center Pro kiosks that can highlight targeted communication and self-service content.<br>• Leverage guided help links that make the kiosk environment accommodative and easy to navigate.<br>**Guided Self-Service in Employee Center**<br>Provide employees with an intuitive, visual, Q&A-based experience for self-serving on highly used complex topics such as time off balance through GSS.<br>**Content operations dashboard**<br>View engagement metrics for published content, manage the content publishing calendar, handle incoming content requests, and review the ownership for pages and widgets through the Content Operations dashboard.<br>**Content Analytics support for Content Publishing**<br>View data visualizations of performance metrics for content published to the portal or the Now Mobile app using a publish plan or content schedule. Access metrics such as the most-clicked content, most-clicked notifications, number of user interactions by content, and task status.<br>**Enhanced copy-paste options in Rich Content Editor**<br>Copy and paste formatted content into the Rich Content Editor while retaining the original source formatting |

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| | or paste the content as plain text that matches the formatting of the destination text box.<br><br>**Integrated service and experience feedback in Now Mobile®**<br><br>Access feedback functionality more easily through the Experience and Service feedback functionality in Now® Mobile.<br><br>**Create rich content from portal widgets**<br><br>Create or edit content directly from the Employee Center portal pages.<br><br>**Hide parameters in the Rich Content Editor**<br><br>Content administrators can configure content rendering parameters for hosted videos to be hidden in the Rich Content Editor so these parameters can't be modified by users.<br><br>**New campaign demo data for Content Experiences**<br><br>Access example campaigns to better understand campaign structuring, explore sample bundle trigger configurations, and discover possible use cases.<br><br>**Quick start tests for Employee Center**<br><br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations. |
| Employee Relations | **Create an allegation record for HR Service Delivery Employee Relations in the legacy UI or Agent Workspace**<br><br>For single-subject Employee Relations cases, the **Subject of Allegation** field in relevant case tabs is automatically filled in with the subject's name.<br><br>**Create an HR Service Delivery Employee Relations case using the legacy UI, Create an HR Service Delivery Employee Relations case using Agent Workspace, Anonymously report discrimination**<br><br>Create cases specifically related to discrimination using Core UI case creation HR Service Delivery Agent Workspace for HR Case Management, or the Anonymous Report Center portal. |
| Encryption Key Management | **New plugin available for Code Signing roles and administrative features**<br><br>Activate the plugin to access the new roles and administration features. The new plugin creates signature migration jobs, new code signing roles, and a new code signing administration page. |

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| Enterprise Architecture (formerly Application Portfolio Management) | **Exploring Enterprise Modeling and Visualization in the EA Workspace**<br>Use the Enterprise Modeling and Visualization functionality in Enterprise Architecture Workspace to create diagrams for your applications hierarchy. You can associate the diagrams with architectural artifacts and plan the future state modeling of your IT with alignment to the business. Creating modeling diagrams can you help your stakeholders to understand the complexities of the organization. Perform the following tasks using the Enterprise Modeling and Visualization:<br>• Create and update modeling diagrams using the General, Enterprise Architecture, and ArchiMate shapes.<br>• Create diagrams from the Business Application view using the Create diagram menu option.<br>• Create diagrams for Business hierarchy map and Business capability maps from the Enterprise Modeling and Visualization page.<br>• Apply colors to business capability shapes in the capability hierarchy map.<br>• Add related records to a shape. Add CI relationship or Reference type relationship.<br>• Synchronize shapes, relationships, and entire diagrams to the repository.<br>• Select an architectural category while creating a diagram.<br>• Share your diagrams with the other users or groups and define their access levels for the diagram.<br>• Leverage a workflow to get approval for the diagrams, and to enable committing the diagram to the database.<br>• Configure access for Enterprise Modeling and Visualization menu items for roles, users, and groups.<br>• Initiate modeling in the Enterprise Modeling and Visualization directly from any Unified map.<br>**Technology Portfolio**<br>The Technology Portfolio section has been restructured and new features have been added. The section now contains the following pages:<br>• TRM catalog<br>• Technical debt<br>• TPM lifecycles<br>• TPM risk<br>• Technology portfolio audit |

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| | **Digital integration and interface enhancements**<br>• View Information Objects and SDLC Components associated with a digital integration or digital interface.<br>• View Credentials assigned to a digital interface, digital integration, and business application.<br>• Set the Provider company instead of Provider business application, for a Provider digital interface in a digital integration.<br><br>**Portfolio section enhancements**<br>The Portfolio section has been restructured and new modules and features have been added. The following is the new structure:<br>• Business Architecture<br>  ○ Business Units<br>  ○ Departments<br>  ○ Goals<br>  ○ Value Streams<br>  ○ Value Stream Stages<br>  ○ Business Capabilities<br>  ○ Business Processes<br>  ○ Demands<br>• Application Portfolio<br>  ○ Business Applications<br>  ○ Application Services<br>  ○ Digital Integrations<br>  ○ Digital Interfaces<br>• Information Portfolio<br>  ○ Data Domains<br>  ○ Information Objects<br>  ○ Architectural Artifacts<br>  ○ Architectural Artifact Versions<br>  ○ Diagrams<br>• My Entities<br>  ○ My Business Capabilities<br>  ○ My Business Processes<br>  ○ My Business Applications<br>  ○ My Application Services<br>  ○ My Information objects<br>  ○ My Architectural Artifacts |

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| | ○ My Technology Reference Model Products<br>○ My Digital Integrations<br>○ My Digital Interfaces<br><br>**Setup section enhancements**<br>The configuration for Enterprise Modeling and Visualization is the following:<br>• Shape Libraries<br>• Modeling menu options<br>• Entities<br>• Relationships<br><br>The **TPM logs** details are now available in the Setup section.<br><br>**Connect a digital interface with the CMDB API in the EA Workspace**<br>Create a relationship between a digital interface and a CMDB API from the digital interface related list. Find out which digital integration uses which API. Find the environments where they're deployed and group the deployed APIs.<br><br>**Working with the Enterprise Architecture Workspace dashboard**<br>The following widgets are available on the TCO tab of the Enterprise Architecture Workspace dashboard.<br>• **Business applications by TCO score**<br>• **Business application TCO by cost type and planned disposition for FY:Q (Current quarter)**<br>• **Top 10 business applications with the highest cost for FY:Q (Current quarter)**<br><br>**Manage information objects of a business application in EA Workspace**<br>Relate a business application to an information object using the CI relationship [cmdb_rel_ci] table of type Uses::Used by. Use this suggested relationship to get the logical data of the information object, which can be used to leverage the business application.<br><br>**Technology portfolio management (TPM) enhancements**<br>Added support for all CMDB configuration items in Technology Portfolio Management (TPM). By default, TPM support docker containers and serverless hardware tables. An admin user can configure any of the supported CMDB CIs for TPM.<br><br>**TRM product enhancements** |

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| | • For a software TRM product, the **Operating system** field is added. Using this field, the operating system on which the software TRM product can be deployed, is tracked.<br>• Added support for creating wildcard for TRM lifecycle versions, to make it easier to specify a TRM standard without the need to specify the minor version.<br><br>**Support for Architectural Decision Record (ADR) type artifact**<br><br>Create or update an artifact with type architectural decision record (ADR) to align it with your business requirements. |
| Enterprise Asset Management | **Define required calibrations for your enterprise assets by using calibration attributes**<br><br>Use calibration attributes to define the calibrations that are required for your enterprise assets. Specify the details and requirements of each calibration, such as the calibration frequency, the calibration quality standard, and the accuracy measurement guidelines. Maintain comprehensive and up-to-date records of each calibration so that you can improve the performance, safety, and longevity of your enterprise assets.<br><br>**Schedule and track enterprise asset calibrations through work orders**<br><br>Use work orders to schedule, to execute, and to track the progress of your enterprise asset calibrations. View and manage corresponding work order tasks by using the guided playbook experience on either your ServiceNow® instance or the ServiceNow Mobile Agent application.<br><br>**Use personalized workspaces and roles tailored for healthcare and facility management industries**<br><br>Enhance data security within your organization by creating and managing medical and facility assets and models in their customized workspaces. Use specific roles to limit access to these assets and models to improve the confidentiality and integrity of your data.<br><br>**Manage repair of defective enterprise assets in the stockroom by using the Repair flow**<br><br>Request repair of assets that are defective or pending repair by using the Repair flow. Enterprise asset manager can submit an asset repair request in the Enterprise Asset Workspace or by using the Service Catalog. The Repair flow includes troubleshooting, repair, and evaluation tasks. Repair orders are processed either in the Enterprise Asset Workspace or the ServiceNow mobile Mobile Agent application.<br><br>**Drop off and receive assets at a stockroom** |

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| | Return the assets that you have in your personal stockroom to a different stockroom by creating a Drop off task. The asset manager of the destination stockroom receives the assets that you dropped off through a Receive task. The asset manager then verifies the received asset and closes the Drop off task.<br>**Manage inventory picking within your stockroom**<br>Pick assets in your stockroom easily for sourcing, enterprise asset requests, and enterprise asset refresh workflows by enabling the Pick task for your stockroom. The task lists the assets that you should pick from the stockroom. The aisle and space details of the asset provide the exact location from where the asset should be picked. You can work on pick tasks assigned to you by using the ServiceNow mobile Mobile Agent application. With the indoor mapping capabilities, you can also get directions to the location of the asset in the stockroom on your ServiceNow mobile Mobile Agent application.<br>**Access Planned Work Management application's capabilities through the Enterprise Asset Workspace**<br>Enable users of Field Service Management Pro or Field Service Management Enterprise to utilize the Planned Work Management application's functionality to manage work plans from within the Enterprise Asset Workspace.<br>**Manage your operational assets efficiently in the workspace**<br>Get a comprehensive view of all your Operational Technology (OT) and Operational Equipment (OE) assets and manage them efficiently in the OT Asset Workspace. The OT asset manager and OT asset technician roles enable you to manage these assets.<br>**View the hierarchy details of an enterprise model in the Enterprise Asset Workspace**<br>Gain visibility into hierarchy details of enterprise models directly on the contextual sidebar of the Model form. You can view all the model components of the pre-assembled and user-assembled models in a tree-like format.<br>**Manage the life cycle of enterprise models efficiently**<br>Manage the complete life cycle of your enterprise models efficiently by applying calculated model life-cycle templates. When you associate any life-cycle template with an enterprise model record, details of all the life-cycle phases are calculated and shown on the Model form.<br>**Start the process of onboarding multiple assets directly in the Enterprise Asset Workspace**<br>Onboard multiple assets in one go by creating Onboarding orders in the Enterprise Asset Workspace. The asset onboarding playbook is a guided experience that includes a deployment activity. This activity enables you to create deployment tasks for assets using |

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| | Enterprise asset deployment tasks or Work order tasks. You can also specify the location where you want to deploy the assets.<br>**Firmware model classes added to the Expanded Model and Asset Classes Store application**<br>Manage the firmware details by using Discovered firmware model and Firmware model classes available with the Expanded Model and Asset Classes Store application. |
| Event Management | **Customize the default order of the alert correlation algorithm**<br>Configure the alert correlation algorithm sequence by customizing it according to your needs.<br>**Create team-based alert management rules**<br>Assign alert management rules to specific assignment groups so that only those alerts that are assigned to the specified group are executed.<br>**Create tag based alert clustering definitions by teams**<br>Create tag clusters only for alerts that are assigned to an alert group by assigning tag-based alert clusters to specific groups.<br>**Restrict alert groups across alert assignment groups**<br>Improve the accuracy and relevance of the alert correlation by grouping alerts according to a diverse set of requirements.<br>**Scale out for alert group creation**<br>Ensure efficiency when running a job during high-alert traffic by scaling out the alert grouping job.<br>**View unified service map and the impact paths in Service Operations Workspace**<br>Explore the updated service map in the Service Operations Workspace, designed to focus on the path that was affected by an alert to help you quickly assess its impact on a service. The map displays all configuration items (CIs) for services with up to 60 CIs, regardless of alert status. For services with over 60 CIs that have alerts, it shows the path of the most severe, most recent alert. You can also investigate an even broader view of the service topology. Access the service map directly from Service Operations Workspace, or through the preview panel or an impacted service in Express List.<br>**Perform bulk actions on alerts in Express List**<br>Perform an action on up to 1,000 alerts in the Active alerts list simultaneously.<br>**Remove alerts from an alerts group in Express List**<br>Remove secondary alerts from an alert group directly from the Express List pane or from the preview panel. |

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| | **Hide closed alerts on the preview panel and in Link View in Express List**<br>View only the open alerts on the preview panel and in Link View in Express List by toggling to hide the closed alerts.<br>**View data on impacted services on the preview panel in Express List**<br>View information about Impacted Services on the preview panel and in Link View in Express List and open the Service Map and Metric Explorer directly from the panel.<br>**Create an incident with Now Assist in Express List**<br>Generate incidents from alerts in Express List with a summary created by genAI that includes details on configuration items and impacted services.<br>**View data on configuration items on the preview panel in Express List**<br>View additional details about configuration items (CIs) that are bound to alerts on the Express List preview panel.<br>**Speed up alert resolution with a Now Assist analysis of past related incidents**<br>Enhance efficiency and reduce downtime with a Now Assist analysis of past incidents on the same or related CIs. Now Assist investigates historical data to identify past incidents related to the current alert and reports their frequency and criticality levels. It also provides a summary of effective strategies used to resolve them. In addition, Now Assist offers contact information for individuals or teams who have resolved similar incidents in the past and could assist when needed.<br>**Generate an alert group description in Express List using Now Assist**<br>Use Now Assist to generate a description of an alert group in Express List that encompasses all the alerts within the group. The generated description replaces the original description of the group.<br>**Launch an alert analysis from the Now Assist panel**<br>Analyze an alert from the Now Assist panel. The alert analysis displays directly in the Now Assist panel for convenient review. |
| External Content Connectors | **Xanadu Patch 9**<br>**Atlassian Jira Cloud external content connector**<br>Retrieve searchable content and user permissions from projects in your Atlassian Jira Cloud source system.<br>**Google Drive external content connector**<br>Retrieve searchable content and user permissions from shared drives in your Google Drive source system. |

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| | **Microsoft Teams external content connector**<br>Retrieve searchable content and user permissions from teams in your Microsoft Teams source system.<br>**Predefined web sources external content connector**<br>Retrieve searchable content from pages and subdomains in predefined public web sites.<br>**ServiceNow product documentation external content connectors**<br>Retrieve searchable content from the ServiceNow product documentation site.<br>**Slack external content connector**<br>Retrieve searchable content and user permissions from public channels in your Slack source system.<br>**Warning messages for indexed document counts**<br>When an external content connector's indexed document count exceeds 800,000, a warning message appears in the connector's UI to indicate that it's approaching the indexing limit of 1,000,000 documents.<br>**Add external content search results to Now Assist in Virtual Agent conversations**<br>Expand the range of information available to Virtual Agent users by adding external content search results to Now Assist in Virtual Agent conversations.<br>**Xanadu Patch 7**<br>**Semantic vector indexing for crawled content**<br>Improve recall for external content searches with support for semantic vector indexing of crawled content. Semantic vector indexing is supported for all external content connectors. |
| Field Service Management | **Schedule Optimization features**<br>Use Schedule Optimization to do the following tasks:<br>• Use new objectives such as **Maximize SLA compliance buffers**, **Minimize task time penalties**, and **Maximize preferred agent assignments** when you're creating a policy.<br>• Define start-of-day and end-of-day location for territory users, improving scheduling accuracy by calculating travel times based on actual agent locations.<br>• Keep similar tasks together by scheduling pre-made bundles.<br>• Reduce the beans.ai travel estimate processing time with asynchronous processing.<br>• Access the Field Service Management Scheduling Health dashboard to view task metrics, technician metrics, and optimization configuration details. |

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| | • Enable dispatchers to influence the behavior of schedule optimization by allowing dispatchers to edit select fields on a work order task. Dispatchers can override work order task parameters, assign tasks based on technician preferences, and allow overtime.<br><br>**Field Service Territory Capacity Analytics dashboard**<br>Use the Field Service Territory Capacity Analytics dashboard for the following tasks:<br>• Use interactive charts and graphs to track capacity trends, including overall demand versus allocated capacity and capacity usage over time.<br>• Perform capacity gap analysis with a customizable pivot table view, which enables you to explore data by territory and demand channel.<br>• Apply filters to view specific data based on your setup, which enables targeted analysis and informed decision-making.<br><br>**Agent relocation**<br>Manage your agents by performing the following tasks:<br>• Relocate agents from one territory to another for a particular duration.<br>• Facilitate precise destination territory selection, which ensures that each agent is placed in the most preferable location.<br>• Match resource availability with task requirements through improved schedule planning, which optimizes task execution and efficiently addresses unscheduled work.<br>• Minimize manual overhead and avoid manual tracking processes by simplifying the handling of temporary resource relocations.<br><br>**Optimize agent operations with flexible work locations**<br>Add flexible work locations for agents by performing the following tasks:<br>• Define different start-of-day and end-of-day locations for agents to start their day at one location and end at another location, providing flexibility in their operations.<br>• Offer additional flexibility by implementing exceptions to override default behaviors during specific periods.<br>• Improve scheduling accuracy by calculating travel times based on the agent's start and end locations.<br><br>**Sales opportunity in Now Mobile Agent app**<br>Enable field service technicians to perform the following the Now Mobile Agent application. |

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| | • Create sales opportunities directly from customer locations during field service visits.<br>• Access data to view, search, and filter sales opportunities.<br><br>**Dispatcher Workspace**<br>Use Dispatcher Workspace to perform the following tasks:<br>• View multiple time zones to see agents who are available for work order tasks across multiple locations.<br>• Receive intelligent guidance about all possible scheduling options for unscheduled tasks. Rank scheduling options based on agent-to-task match percentage, distance, and more.<br>• Hide off-shift agents so dispatchers can focus on who's available and ready for tasks at that moment.<br><br>**Beans.ai map integration for bundled tasks**<br>Optimize routes for bundled tasks with beans.ai.<br>**Appointment booking enhancements**<br>Use appointment booking enhanced configurations to perform the following tasks:<br>• Book appointments for work order tasks.<br>• Enable the system to calculate or skip lead time when rescheduling appointments, depending on the selected configuration.<br>• Consider holidays when calculating lead time for appointments.<br><br>**Field Service Marketplace enhancements**<br>• Automate the process of pushing tasks to the marketplace, automatically creating marketplace requests, and listing eligible contractors as determined by your specified criteria.<br>• Set up task filters to identify the work order tasks that qualify for the marketplace.<br>• Incrementally push marketplace requests to eligible contractors based on their ranking using the **Progressive push** check box.<br>• Evaluate contractor responses and automatically assign tasks to the lowest-cost contractor using the **Response evaluation flow** field.<br><br>**Field Service Quality Management**<br>Use Field Service Quality Management to do the following tasks: |

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| | • Review the quality and data from work order tasks before completion.<br>• Address work orders that have been reviewed and sent back for more information.<br>• Provide feedback to technicians and communicate as needed during the review process.<br><br>**Workforce enhancements**<br>Use Workforce enhanced configurations to perform the following tasks:<br>• Extend access across all personas, allowing every user regardless of their role to view their own calendars.<br>• Configure settings to enable group and territory calendar visibility, authoring agents to view the list and calendars of members in their group or within their territory when Workforce Optimization for Field Service isn't enabled.<br>• Enable agents to create personal events for themselves.<br><br>**Multiple Work Configurations**<br>Create configurations for multiple work types, such as Installation, Repair, Break fix, and Maintenance.<br>• Set up work configurations for different work types ensuring that relevant work types and flows appear for specified business units or departments.<br>• Create Service Management configurations (SM Configs) to support multiple workflows.<br>• Extend the work order task table to account for different work types. |
| Field Service Management for Telecommunication | **Managing the appointments for telecommunication services**<br>Create, reschedule, get, list, and cancel appointments from your system for the connectivity-related field services. You can book an appointment on an existing work order in the Field Service Management application from an external system using Appointment Open APIs. |
| Financial Services Card Operations | **Playbook enhancements for dispute**<br>These enhancements enable the cardholders to do the following:<br>• Initiate disputes directly through the portal by selecting your financial account and the transactions that you want to dispute.<br>• Simplify the process of initiating and tracking disputes with the user-friendly dispute portal interface. |

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| | • Collect detailed information about the dispute through a questionnaire on the portal.<br>• Enable cardholders to attach relevant documents to their dispute cases.<br>• Receive real-time updates on your case through the dispute tracker on the portal.<br>• Submit the dispute through the portal to land on a review page, where the agent can review and modify the details for the case as required before submitting it for investigation.<br><br>**Card disputes enhancements**<br><br>• Added a common dispute questionnaire table with questions relevant to various card networks for both agents and cardholders.<br>• Moved the reason code field to the card dispute transaction table.<br>• Updated the logic to determine the reason code from the case to the card dispute transaction table. |
| Financial Services Operations Integration with Visa | **Updated subflows for Visa Resolve Online (VROL) 24.2 revision**<br><br>Updated the following subflows to support the changes in the Visa Resolve Online (VROL) (VROL) release 24.2 revision:<br>• Look up Case Details<br>• Submit Fraud Report<br>• Update Case Resolution Status |
| Flows, subflows, and actions in Workflow Studio | **Xanadu Patch 3**<br><br>**Generate data pill values during flow generation**<br><br>Generate appropriate data pill values for supported flow triggers and action inputs.<br><br>**Run an action from a conversation**<br><br>Run a Workflow Studio action from a Now Assist conversation. Create and configure the conversational action from Workflow Studio. View and edit conversational actions within Virtual Agent Designer.<br><br>**Run a subflow from a conversation**<br><br>Run a Workflow Studio subflow from a Now Assist conversation. Create and configure the conversational skill from Workflow Studio. View and edit conversational subflows within Virtual Agent Designer.<br><br>**Reference specific tables with hash tags during flow generation** |

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| | Enter a hash tag character in the flow directions to refer to a specific table by name. Use auto-complete to select a table name from the options that match your partial entry.<br>**Xanadu Patch 1**<br>**Show annotations of the text directions used by flow generation**<br>Show annotations of the text directions used for each item added by flow generation. Receive feedback about how your directions map to specific actions, flow logic, and subflows.<br>**Xanadu family release**<br>**Control what users with read access can see in execution details**<br>Grant a user role to control what users with read access can see in execution details. To limit read access to basic execution details only, grant a user the existing fd_read_operations role. To allow read access to all execution details, grant a user the new fd_read_operations_all role.<br>**Sign flows, subflows, and actions**<br>Sign and validate any flow, subflow, or action. |
| Generative AI Controller | **Xanadu Patch 3**<br>**Metadata log table for generative AI requests**<br>Use the new metadata log table that includes information about the requesting conversation, the capability definition, provided feedback (if any), and error codes.<br>**Translation for Now Assist**<br>Support users who speak different languages with new language information in LLM request metadata, better controls for Dynamic Translation, and translated text logging.<br>**Xanadu Patch 7**<br>**Global Model selection for conversational skills**<br>Enable Now Assist Admins to choose between GPT4.o and Now Assist LLM model for data routing at a global level. This ensures compliance with any regional restrictions and helpful for APAC users who may face limitations with US-based models, such as GPT-4.0. |
| Goal Framework | **Baseline reference on Target form**<br>The **Baseline reference** field has been added to the Target form. You can use this field to compare future target performance to the actual value achieved either in the last year or before the target was created. |
| Goal Framework for SPM | **Enhanced target breakdowns** |

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| | Create Daily, Weekly, or Monthly target breakdowns according to how often you want to update and track the progress of the target. The target breakdowns are created based on the value selected in the **Check-in frequency** field. For example, if you select **Monthly** in the **Check-in frequency** field for a target spanning a year, then 12 monthly target breakdowns are created. |
| HR Service Delivery for Healthcare | **Healthcare Professional data model**<br>Use the Healthcare Professional data model to store confidential data pertaining to a healthcare professional, such as practice name, medical degree, and practice locations. The Healthcare Professional data model enables the organization to access, track, and update healthcare profile information throughout the period of employment of a healthcare professional. The profile records are stored confidentially and aren't publicly viewable.<br>**Customize Healthcare Employee Onboarding workflow**<br>Use the default Healthcare Employee Onboarding workflow in Journey designer to set up and automate the following tasks for a newly hired healthcare professional at a healthcare organization:<br>• Auto-create a profile and email account for the healthcare professional.<br>• Auto-initiate the necessary form intake tasks for the healthcare professional.<br>• Auto-create credentialing and validation tasks for HR agents so the agents can review and validate information submitted by the healthcare professional. |
| Hardware Asset Management 11.0.0 | **Offer assets and asset management services through Device as a Service feature**<br>Provide assets and asset management services to the customers of DaaS providers via a subscription model.<br>**Manage the hardware asset requests by using the Zero Touch request flow**<br>Fulfill the hardware asset requests directly through an external vendor by using the Zero Touch request flow. When an employee submits a request for a hardware catalog item associated with the Zero Touch request flow, the request is sent to the external vendor who ships the asset directly to the employee.<br>**Manage repair of defective assets in the stockroom by using the Repair flow**<br>Request repair of assets that are defective or pending repair by using the Repair flow, which includes troubleshooting, repair, and evaluation tasks. Repair orders are processed either in the Hardware Asset Workspace or the ServiceNow Mobile Agent application. |

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| | **Manage inventory picking within a stockroom**<br>Pick assets in your stockroom easily for sourcing, hardware asset requests, and hardware asset refresh workflows by enabling the Pick task for your stockroom. The task lists the assets that you should pick from the stockroom, with aisle and space details providing the exact location from which the asset should be picked. Indoor mapping capabilities enable you to get directions to the location of the asset in the stockroom on your ServiceNow Mobile Agent application. |
| Health Log Analytics | **Enjoy a significantly faster log streaming rate with the Lighting gRPC client for MID Server communication with the ServiceNow instance**<br>Increase log streaming speeds to Health Log Analytics by up to six times through the Lightning gRPC client, which enhances MID Server communication with your ServiceNow instance. Note that the Lightning gRPC client requires manual configuration to activate.<br>**Stream system logs from Glide to Health Log Analytics**<br>Use the Glide Syslog data input to stream log messages from the System Log table (Glide Syslog) in Glide to the Health Log Analytics AI engine (Occultus).<br>**Note:**<br>Only a single Glide Syslog data input can exist in the system. This data input doesn't run on a MID Server. |
| Healthcare and Life Sciences Service Management Core | **Patient identifier table**<br>Use the new Patient identifier table to maintain and manage multiple identifiers such as patient MRN, social security number, and more.<br>For instructions on migrating data from the patient table to the patient identifier table, please reach out to Now Support for the fix script. |
| Hermes Messaging Service | **Monitor Hermes data usage**<br>Monitor data usage by application and track data usage by topic using the Hermes Usage Dashboard. |
| ITOM AIOps | **Load the allow list only from the configuration file**<br>Enhance your security by loading the allow list from the configuration file and ignoring the allow-list parameters.<br>**Configure the agent log level from the instance**<br>Configure the agent log level directly from the ServiceNow® instance without needing to access the `acc.yml` configuration file.<br>**Ensure secure agent connections** |

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| | Ensure that your agent connections are secure by adding a self-signed certificate to your operating system's truststore. Adding a certificate to the truststore verifies that the certificate is authentic.<br>**Use the new application Service Reliability Management**<br>Use the Service Reliability Management application to respond, collaborate, track, and self-remediate when working on alerts and incidents.<br>**Configure the Dynatrace connector instance**<br>Starting in version 3.6.3, Event Management supports collecting raw metric data collection using the Dynatrace metric connector.<br>**Enable expanded processing for the MID server on Network Interface Controllers (NICs) during keepalive operation**<br>Starting in version 3.6.3, benefit from enhanced stability when running a keepalive operation. You can use the enhanced MID Server capability to configure the number of Network Interface Controllers (NICs) that can be monitored by a keepalive operation.<br>**Stream log data from the System Log table in Glide to the Health Log Analytics AI engine**<br>Use the Glide Syslog data input to stream log messages from the System Log table (Glide Syslog) in Glide to the Health Log Analytics AI engine (Occultus).<br>**Note:**<br>Only a single Glide Syslog data input can exist in the system. This data input doesn't run on a MID Server.<br>**Enrich automation**<br>Map current alert fields values to specified new values through the **Change alert values** option, in the "If these conditions are met, don't add an alert in ServiceNow" section.<br>**Group automation**<br>Track and optimize alert grouping efficiency through a new header displaying key details from the Test Automation section, including total alerts, alert groups, ungrouped alerts, and compression.<br>**View data on configuration items on the preview panel in Express List**<br>View additional details about configuration items (CIs) that are bound to alerts on the Express List preview panel.<br>**Speed up alert resolution with a Now Assist analysis of past related incidents**<br>Enhance efficiency and reduce downtime with a Now Assist analysis of past incidents related to the current alert. Now Assist investigates historical data to identify past incidents related to the current alert and reports |

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| | their frequency and criticality levels. It also provides a summary of effective strategies used to resolve them. In addition, Now Assist offers contact information for individuals or teams who have resolved similar incidents in the past and could assist when needed.<br>**Generate an alert group description in Express List using Now Assist**<br>Use Now Assist to generate a description of an alert group in Express List that encompasses all the alerts within the group. The generated description replaces the original description of the group.<br>**Launch an alert analysis from the Now Assist panel**<br>Analyze an alert from the Now Assist panel. The alert analysis displays directly in the Now Assist panel for convenient review. |
| ITOM Optimization | **Cloud Provisioning and Governance Cloud Admin Portal**<br>Explore the Next Experience dashboard pages that are now available on Cloud Admin Portal.<br>The Cloud Admin Portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog application. |
| ITOM Visibility | **Use Discovery Admin Workspace features to jumpstart discovery implementation.**<br>• View discovery trends and tasks and access relevant ITOM Visibility apps and information through Discovery Admin Workspace Home.<br>• Gain insights into the performance of all your discoveries through the information in the **Schedules** tab.<br>• Analyze discovery errors and troubleshoot them using information in the **Diagnostics** tab.<br>• Access on-demand reports and optimize discovery operations using information in the**Insights** tab.<br>**Discover products with Discovery and Service Mapping Patterns**<br>Discover the following products through Discovery and Service Mapping Patterns:<br>• Dell EMC Data Domain storage.<br>• Dell EMC PowerMax storage.<br>• AWS services in the China region - Available with the Discovery and Service Mapping Patterns November 2024 store release (1.21.0) on the ServiceNow AI Platform Xanadu Patch 3 instance. |

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| | • REST-based Fortinet firewall and FortiGate VDOMs - Available with the Discovery and Service Mapping Patterns November 2024 store release (1.21.0).<br>• Azure Marketplace - Available with the Discovery and Service Mapping Patterns November 2024 store release (1.21.0). The pattern supports the discovery of the following Azure Marketplace products:<br>  ○ Virtual Machine<br>  ○ SaaS<br>  ○ Azure Application<br><br>**Oracle Java process discovery**<br>Discover Java processes to comply with Oracle licensing agreements- Use the ITOM Oracle GLAS plugin (1.8.4) November 2024 store version to track Java installations and usage.<br>**MID Server features for better discovery performance**<br>• Run other applications without storing any credentials on the instance with the Microsoft Azure Key vault.<br>• MID Server supports log file compression. The new log file handler settings are available as MID Server properties on the instance. The compression mode isn't enabled out of the box.<br><br>**Use CMDB based mapping to create new application services**<br>Use Automated Service Suggestions and CMDB data instead of the MID Server, to create new application services.<br>**Use the latest CNO for Visibility features**<br>Starting in version 3.6.3, benefit from new features in Cloud Native Operations for Visibility.<br>• Upgrade the CNO for Visibility Informer from the ServiceNow instance.<br>• Control Informer execution parameters from the instance.<br>• Store instance credentials in the Microsoft Azure Vault when Informer uses the Azure Kubernetes Engine (AKS)<br>• Enable Informer to connect to the instance using OAuth2.0 authorization<br><br>**Enjoy multi-architecture support for docker image**<br>Starting in version 3.9.0 (Informer version 2.3.0), the docker image supports both arm64 and amd64 architectures. Upgrading from the previous image to the new one will not cause any disruptions. However, the |

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| | new image requires more storage space in your image repository than the previous one.<br>**Change the Informer's extensibility settings from the instance**<br>Starting in version 3.9.0 (Informer version 2.3.0), update the Informer's extensibility configuration directly from the Instance using the *`Additional resources ConfigMap`* parameter. By providing a JSON map with keys such as `resources`, `mappings`, and `mappings_oob`, you can instruct Cloud Native Operations for Visibility to retrieve additional information. If one of these keys exists and the system finds a change, it patches the ConfigMap and restarts the Informer.<br>**View the OpenShift version in the Cluster version field on the Kubernetes Cluster CI**<br>Starting in version 3.9.0 (Informer version 2.3.0), see the OpenShift version and the Kubernetes Cluster version in one place. OpenShift operates on top of Kubernetes, so there's an OpenShift version and a Kubernetes Cluster version. By installing the Informer with the **--set openShift=true** flag, the system adds the OpenShift version number to the **cluster_version** field on the Kubernetes Cluster CI in addition to the Kubernetes Cluster version.<br>**Use Service Fingerprints to refine the selection of application service candidates**<br>Explore unique, classified components of application service candidates provided by Automated Service Suggestions. By supplying specific information such as the product name and description, gain deeper insights into the most suitable candidate to convert to an application service. |
| ITSM Success Dashboard | • The new Self-solved using AI Search QnA and Self-solved using Now Assist Search QnA KPIs are added to the self-solved deflections. These new contributing indicators assist users to resolve their digital issues using AI Search and the Now LLM Service.<br>• The ITSM Self-solved using Proactive Engagement for DEX indicator is added to self-solve deflection where employees self-solve their digital experience issues by leveraging the proactive issue detection and resolution capability of the ServiceNow® Digital End-user Experience product.<br>• Experience the new KPIs introduced in the On-call dashboard to help track the acknowledged escalations encountered by the users on a daily basis.<br>• Access all the change success score related metrics categorized under the **Change Success Score** tab in the new Change Management Dashboard. |
| Identity | **Access Insights** |

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| | Use the Access Insights module in the ServiceNow® Access Analyzer V4 tool to get access insights about role or group entitlements assinged to the user at a peer-level (same organization, department, and Manager), while comparing the user access.<br><br>**Important:**<br>Access Insights (Access Analyzer V4) is available in the ServiceNow Store. For more information, visit ServiceNow Store.<br><br>**SCIM**<br><br>Use the System for Cross-domain Identity Management (SCIM) API endpoints to create, read, update, and delete operations on users and groups using the SCIM protocol. |
| Impact | **Initiatives & Accelerators**<br><br>• Jumpstart Your Now Assist for Creator and SPP-AU version<br>• Jumpstart Your Now Assist for IT Service Management (ITSM) and SPP-AU version<br>• Jumpstart Your Service Mapping and SPP-AU version<br>• Jumpstart Your Database Management<br>• Jumpstart Your CSM Configurable Workspace<br>• TuneUp Your Employee Center<br>• Introduction to Instance Readiness Assessment<br>• CoEI Influencing Funding Strategy<br>• UX: Catalog Request Experience Review<br>• Generative AI - Virtual Agent Conversational Catalog<br>• Value Potential<br><br>**Initiatives & Accelerators**<br><br>• Extend Your Employee Center to Pro: Provides prescriptive guidance on extending the Employee Center capabilities to include Pro features.<br>• Jumpstart Your CSDM: Foundation: Provides an overview and breakdown of the CSDM with a focus on Foundation data.<br>• Jumpstart Your Document Intelligence: Provides a demonstration of the possibilities and capabilities of Document Intelligence.<br>• Jumpstart Your Employee Center: Includes a demonstration of the possibilities and capabilities available with the ServiceNow Employee Center portal in your instance. |

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| | • Jumpstart Your Event Management: Provides a demonstration of the possibilities and capabilities of Event Management.<br>• Jumpstart Your Issue Auto Resolution: Provides a demonstration of the possibilities and capabilities of Issue Auto Resolution within your ServiceNow platform.<br>• Jumpstart Your Process Mining: Provides a demonstration of the possibilities and capabilities of Process Mining.<br>• UX: Taxonomy Review and Design: Optimizes content structure and navigation in your portal, with a focus on Knowledge and Catalog to improve usability and help users easily find the correct information.<br>• Common Service Data Model (CSDM) Assessment - Business Services (Run) - Advanced: Provides an assessment and guidance for CSDM Run maturity, including Business Services, Business Service Offerings, Request Catalog Items, and (Business) Service Portfolio.<br>• Common Service Data Model (CSDM) Assessment Technical Services (Walk) - Advanced: Provides an assessment and guidance for CSDM Walk maturity, including Technical Services and Technical Service Offerings.<br>• ServiceNow Protected Platform – Australia (SPP-AU) versions of Accelerators are available, where applicable. The Accelerator catalog is updated with this information.<br><br>**HealthScan**<br><br>• Consent for the self-service capability that automates monthly Health Assessment scans and reports to provide details that can help you to improve the health of your ServiceNow platform implementation.<br>• Consume HealthScan service environment script outputs in a clear format for Self-hosted NSG Air-gapped customers.<br>• Access HealthScan commercial features as a GCC or NSC customer.<br><br>**Value Journey**<br><br>• Use the auto generated objectives and outcomes to save time and effort in the Impact Value Journey.<br>• View monthly or quarterly trends and curated recommendations for generated outcomes. See Trends, Benchmarks, and recommendations related to the outcome. |

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| | • Trends and Benchmarks will be available for outcomes with data.<br>• Use the Data Collection App, available from the ServiceNow® Store, to transfer data automatically into your Impact portal.<br><br>**Impact Instance Observer**<br><br>• Detect additional anomalies for 16 metrics with Release 18.<br>• Configure self-serve alerts for Garbage Collection using Host Health. |
| Individual Life Claims | **Individual Life Claims application**<br>Record key details at FNOL, verify documents, and manage the tasks for the primary claim and related claims.<br>**Claims data model**<br>Build a claims flow for individual benefits such as long-term care, disability, critical illness, and so on.<br>**Customized playbook experience for FNOL**<br>Use a customized playbook to complete the FNOL process with step-by-step guidance to verify that every task gets completed at the correct stage of the process.<br>**New adjuster workspace**<br>Resolve issues, complete tasks, and manage reserves and payments across multiple policies for individual life claims in a new workspace.<br>**Death benefit workflow**<br>Use the included death benefit claim workflow as an example to start building your own workflow.<br>**Approval engine for reserves and payments**<br>Route requests to managers to approve reserves or payments that are above an adjuster's authorized limit. |
| Industrial Process Manager | **Capture the mapped equipment model entity for your OT devices**<br>Organize your OT device data efficiently by adding the primary equipment model entity for your OT devices. You can also automatically update the primary equipment model entity for your existing devices.<br>**Use the Unified Map experience in the Industrial Workspace**<br>View the relationships between OT devices and other CIs with the Unified Map experience. You can also view related items, such as OT incidents and change requests.<br>**Map discovery detected devices using the Automated Mapping Across Zone-based IP Network Groups (AMAZING) feature** |

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| | Map Discovery detected devices that have an IP address on their Network Adapter record using the AMAZING feature.<br>**Add OT devices to an equipment model entity by IP address**<br>When you manually add OT devices to the Mapped OT Devices related list in the Equipment Model Manager on the Industrial Workspace, you can add an OT device by its IP address.<br>**Update the entity name or parent of an equipment model entity**<br>Update the **Entity name** or **Parent** fields in an equipment model entity record as needed to help keep your equipment model information up to date. |
| Insurance claims | **Set up new lines of business easily**<br>Leverage the Insurance claims framework to configure a new line of business for one or more incidents.<br>**Customize your claims workflow**<br>Configure which incidents to display for claim intake, depending on the line of business. Define how adjuster tasks are created based on the selected incidents, and enable or disable itemized loss and expenses as part of the flow.<br>**Set up persona-based claims workspaces**<br>Set up workspaces for each persona that can be easily customized without requiring code changes.<br>**Refer to the travel insurance example**<br>Refer to the included travel insurance line-of-business example to review the incident intake and resolution workflow. |
| Integration Hub | **Xanadu Patch 3**<br>**Now Assist in Conversational Spokes**<br>Use Now Assist in Conversational Spokes to utilize the conversational ability of Integration Hub Spoke actions. Now Assist in Conversational Spokes offers generative AI capabilities to make spoke actions conversational. With this, you can perform business actions and automate business workflows through conversational interface.<br>Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of the Look up User spoke action in Microsoft Active Directory v2 spoke. You can call this action from a conversational interface like Now Assist.<br>**Send and receive messages in an Avro format with Stream Connect**<br>Import and create Avro schemas to store in the Stream Connect Schemas [stream_connect_schema] table. |

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| | Stream Connect producers and consumers use the schemas to convert plain-text JSON messages into an Avro binary format and back. Using an Avro format can reduce the size of the payload and simplify your integration to your local Apache Kafka instance.<br>**Track incoming requests for SOAP and REST APIs, and URL Export**<br>View the data egress details in the enhanced Usage dashboard. Using the dashboard, you can track the data egress usage per source over time. This information is presented in a line chart and, if needed, you can view the amount of data transfer by source on any given date within the specified date range. The dashboard retrieves data from the Data Egress Count table [data_egress_count].<br>**Enable parallel loading in custom (load by script) type data sources**<br>Use a script to partition data into smaller sections, then load the sections in parallel. Parallel loading can enable your integrations to finish faster and reduce the impact on other tasks.<br>**CyberArk credential storage integration** **Use the CyberArk Digital Vault to store and access your OAuth 2.0 credentials**<br>Use the ServiceNow® MID Server to access your OAuth 2.0 credentials stored on the CyberArk Digital Vault. The MID Server uses this information to generate OAuth 2.0 tokens for client credentials grant type that are then used to make REST API calls to the third-party server.<br>**Make outbound REST and SOAP calls through a MID Server using mTLS**<br>Store mTLS password and certificate information on the instance, in a vault, or in a configuration file. The MID Server uses this information to make outbound REST and SOAP calls with the mTLS protocol.<br>**Use the Personal Authentication dashboard**<br>Use your personal credentials to connect to third-party integrations. View, authenticate, revoke, and renew your personal authentications through a simplified, consolidated interface.<br>**Enhancements to the external trigger endpoints**<br>Generate an endpoint for webhooks in the third-party applications that support OAuth 2.0 authentication. The endpoint enables webhooks to connect with your ServiceNow instance.<br>Generate the endpoints by updating the base system external event sources on your ServiceNow instance. After that, you can configure the endpoint on the third-party application and enable it to send a webhook to the ServiceNow instance to execute a flow. Based on the |

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| | authentication type that the third-party system supports, you can generate a hash, secret, or token, or add roles or a user to the external event source. Finally, you generate the endpoint that you can use on the third-party system webhook.<br>**Automatically generate a JSON payload for the JSON Builder step**<br>Enter a JSON payload into the step's script editor to automatically de-serialize the payload into structured input.<br>**Enhanced OpenAPI step**<br>Choose to import an OpenAPI specification or a Postman Collection of a third-party outbound REST web service for building an integration. The OpenAPI step is now enhanced to support Postman API collections and is renamed as **OpenAPI/Postman step**. |
| Intelligence for CSM | **Recommended Actions - Task Intelligence similarity models integration**<br>Use similarity models that are integrated with the Task Intelligence (TI) admin console to configure, train, and deploy machine learning models.<br>• Resource Generator: The Recommended Actions framework supports a new resource generator that leverages TI similarity models to configure recommendations.<br>• Admin Configuration: Administrators can configure the resource generator to point to TI solutions for predictions and use the topN optional parameter to fetch top recommendations.<br>**Task intelligence for Customer Service - Dependent field predictions**<br>Help improve the model performance by identifying the dependent fields in a model before displaying the predicted values.<br>**Task intelligence for Customer Service - Records prediction**<br>Predict the configured fields on the case record after entering the short description or description and see the predicted values without saving the case form.<br>**Task intelligence for Customer Service - On change predictions for interaction record**<br>Predict the configured fields on the interaction record after entering the short description or description and see the predicted values without saving the form.<br>**Task Intelligence for Customer Service - Implement Task Intelligence for the CSM Similarity Model:** |

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| | • Similar cases recommendations: Install the Task Intelligence for Customer Service plugin to view the preconfigured open and closed cases that are automatically trained and deployed as recommendations.<br>• Major case recommendations: Install the major issue management plugin and activate the feature as needed to get recommendations.<br><br>**Recommended Actions - Create multiple contexts for a single record entity**<br>Support multiple contexts for the same table, such as the Case table, with one active context record that can be configured for the Recommended Actions component by using a UI Builder input property. By creating multiple contexts, you can create different experiences that are determined by criteria such as user attributes or domains. The recommendations and AI Search results adjust dynamically according to the configured active context.<br>**Recommended Actions - Attach knowledge article guidance**<br>Enable agents to view and attach knowledge articles to task records and chat interaction records and share articles with customers by using the following guidances:<br>• Attach and share article: Enables the agent to share a recommended knowledge article in a comment, work note, or an email.<br>• Share article in chat interaction: Enables the agent to share a recommended knowledge article in a customer chat.<br><br>**Guided Decisions - Run a guidance as a system user**<br>Enable the *guidance_honor_subflow* system property to run a guidance in a decision tree as the user that is specified in the guidance action subflow properties. If this property is set to false, the guidance runs as the current user.<br>**Guided Decisions - Decision Tree as a catalog item content type**<br>Enable customers to add decision trees as catalog items in a service catalog. From the Customer Service Portal, customers can select the decision tree and open it in a new tab.<br>**Guided Decisions - Search for decision trees on portal**<br>Enable portal users to search for decision trees with keywords. Selecting a decision tree in the search results opens a page with the decision tree widget.<br>**Guided Decisions - Enable a start node to contain only task input** |

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| | Create start nodes for a decision tree that start directly from a task input and create paths that are derived from the data in the task reference. You have the option to create a start node from a question or from task input.<br>**Guided Decisions - Restart a decision tree in a playbook**<br>Restart the execution of a decision tree. When a user completes the execution of a decision tree in a playbook, they can start and complete the decision tree again if desired. Restarting the playbook retains the history of the previous decision tree executions. |
| Journey designer | **Support a change of manager**<br>Enable journeys to support a change of manager.<br>**Base instance demo data of Journey designer to support multiple journeys**<br>Leverage the parental leave guide shipped as part of Parental Leave demo data to enhance the employee experience.<br>**Return to the Journey details page after a task is completed**<br>Navigate back to the Journey details page after task completion, avoiding the need to go through the breadcrumbs.<br>**Delete subsequent tasks when a journey is deleted**<br>Delete a journey and all the subsequent tasks at the same time. |
| Knowledge Management | **New report on Knowledge Management dashboard**<br>Make timely decisions on articles expiring in the next 90 days through a report on the Knowledge Management dashboard and determine whether to retire or republish them.<br>**Now Assist in Knowledge article generation from multiple cases**<br>Quickly draft knowledge articles from your workspace or classic environment based on similar cases with Now Assist. Knowledge articles can be generated by selecting a list of similar cases or case numbers or even by searching keywords specific to a case.<br>**Generate a Knowledge article using multi-language support**<br>Generate articles for an incident, case, or other supported task type in a language other than English by setting up language options for knowledge article generation in Now Assist.<br>**Edit an article using the Now Assist context menu**<br>Rewrite selected parts of a Knowledge article based on context by deploying the Now Assist context menu. |

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| Lead Management | **Create a lead**<br>Create and manage your leads for potential sales opportunities.<br>**Needs analysis using lead workspace**<br>Understand your lead's needs through questionnaires, and recommend and capture the product offering through lead line items.<br>**Manage leads using Kanban view**<br>Quickly assess the status of your various leads by navigating and visualizing these leads across different stages with the help of a Kanban board that shows a card-based view of your leads.<br>**Nurture leads and track lead activities**<br>Compose emails, create tasks, and schedule appointments to nurture leads by tracking the interest and need analyses of your leads.<br>**Convert leads to opportunities**<br>Qualify leads by creating opportunities for new and existing contacts. |
| Leader Hub | **At a glance**<br>Supply your organizational and HR leaders with instant access to a comprehensive overview of their organization's talent via the At a glance page. This page is the home page for Leader Hub and it offers a glance at data that measures employee engagement and skill proficiency, along with a glimpse of the teams that comprise your organization. The At a glance page gives leaders quick and easy access to the following information about the teams in their organization:<br>• Skill scores<br>• Significant skill gaps<br>• Employee engagement with the growth tools available in the Talent Development suite of applications.<br>Leaders can access the At a glance page by selecting **At a glance** from the Leader hub drop-down list.<br>**Org talent**<br>Provide your leaders with a centralized location to view the talents of each team that exists within their organization via the Org talent page. Leaders can view talent data at any level of granularity through an interactive organizational chart that illustrates the structure of their organization and the reporting relationships between managers and employees for each team in their organization. |

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| | Leaders can access the Org talent page by selecting **Org talent** from the Leader hub drop-down list.<br>**Org skills**<br>Equip your leaders with the tools to understand the skill composition of their organization via the Org skills page. The Org skills page displays skills relevant to your leader's organization and provides metrics that leaders can use to identify critical skill gaps and hold managers responsible for developing talent within their teams. Leaders can further examine the details associated with each skill by selecting the name of the skill that they want to view to access the Skill details page.<br>Leaders can access the Org skills page by selecting **Org skills** from the Leader hub drop-down list.<br>**Orgs you support**<br>Give organizational supporters insights into their leader's workforce via the Orgs you support page. Supporters entrusted with delegated responsibilities can be designated by their leaders to access Leader Hub so they can provide support in the capacity required for the organization to succeed.<br>Supporters can access the Orgs you support page by selecting **Orgs you support** on the mega menu from the Employee Center portal.<br>**Quick start tests for Leader Hub**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Leader Hub still works. If you customized Leader Hub, copy the quick start tests and configure them for your customizations. |
| MID Server | **MID Server support for Azure Key vault**<br>The MID Server integration with the Azure Key vault enables Orchestration, Discovery, and Service Mapping to run without storing any credentials on the instance. |
| Manufacturing Commercial Operations | **Automate the order exceptions management process with Manufacturing Commercial Operations Exception and Dispute Management**<br>Streamline operational tasks by using the order exceptions case type. Enable greater visibility and traceability into cases and order exceptions by capturing all the change requests for orders and order line items in a consolidated case with case lines. Manage and track the progress by creating case tasks for other team members or assign case lines to other agents.<br>**Create a sales contract from customer-approved quotes with integration with CM Pro** |

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| Application or feature | Details |
| --- | --- |
| | Automate the process of creating contracts from customer-approved quotes, improve data accuracy, and streamline dispute resolution by allocating responsibilities between parties. |
| Microsoft Azure DevOps Integration for Agile Development | **OAuth authentication for integration setup**<br>Enhance security for integrations using OAuth authentication while setting up the integration between Azure DevOps and Agile Development 2.0. |
| Mobile Platform | **Now Assist for Mobile Agent app**<br>Use the power of generative AI in the Mobile Agent app to summarize records and complete tasks more efficiently. Users can create a condensed summary of work order tasks or generate resolution notes.<br>**User criteria permissions**<br>Control the visibility of different areas of the mobile platform by defining user criteria permissions. User criteria permissions, unlike the user roles permissions, enable you to segment your users into different groups, like location, department, or company. With user criteria permissions, you can change information within a single area of a group to update all users' details associated within that group. For example, a company relocates, and the management requires that users in the new location have access to different mobile content. Admins can update the user criteria permissions, so that this new content is displayed to all users in this group.<br>**Mobile App Builder**<br>• Support for all Mobile Platform Xanadu features.<br>• Component recommendations by Now Assist across many records. |
| Next Experience | **Next Experience keyboard shortcuts**<br>Use a new keyboard shortcut to reduce the time required to open the OpenFrame window.<br>**User experience user preference group added**<br>A new "User experience" user preference group has been added for the Turn off Next Experience, Enable analytics, and Current start page preferences.<br>**Pin your notifications menu**<br>Pin your notifications menu for quick access to important updates.<br>**View Next Experience performance metrics**<br>View performance metrics for any Next Experience page.<br>**Preserve your custom Next Experience theme during a clone** |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>Cloning is optimized to preserve your Next Experience and Theme Builder themes. This helps ensure that the themes are not overwritten during the cloning process.</td></tr>
<tr><td>Next Experience Components</td><td>Components<table><tr><th>Component</th><th>Description</th></tr><tr><td>Custom illustration</td><td>Insert theme-able, inline Scalable Vector Graphics (SVG)s on a Workspace page.</td></tr><tr><td>Feedback</td><td>Capture granular user feedback for AI products through a series of pre-determined options or free-text responses.</td></tr></table></td></tr>
<tr><td>Next Experience Developer (NED) Tools</td><td>Health indicators in the Next Experience Inspector<br>The Home view provides information and communicates potential issues on the page through a dashboard of health indicators for components and actions.<br>View traces in the Next Experience Inspector<br>The Trace view provides a waterfall of calls made to the page with information on how the duration for each call.<br>Server-side logs in the Logs tab for Next Experience Inspector<br>Record and view backend data by changing your preference from client logs to server logs when you're logged in as an admin.<br>Manage events in the Next Experience Inspector<br>The Events view provides contextual information and actions for managing events.<br>Service workers tab in the Next Experience Inspector<br>The Service workers tab provides visibility into service worker behavior.</td></tr>
<tr><td>Notifications</td><td>Sensitive data redaction<br>Redact sensitive data for inbound emails.<br>International characters support<br>Support added for International characters in the email addresses.</td></tr>
<tr><td>Now Assist</td><td>Xanadu Patch 10<br>Now Assist Readiness Evaluation<br>Use the Now Assist Readiness Evaluation app to help you evaluate your organization's readiness to implement agentic and generative AI Now Assist capabilities.<br>Assessments for agentic AI include:</td></tr>
</table>

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| Application or feature | Details |
| --- | --- |
| | • IT Service Management (ITSM)<br>• Customer Service Management (CSM)<br><br>Assessments for generative AI include:<br><br>• AI Search<br>• Virtual Agent (VA)<br>• IT Service Management (ITSM)<br>• Customer Service Management (CSM)<br>• HR Service Delivery (HRSD)<br><br>Results shown are estimates. You should evaluate results provided by Now Assist Readiness Evaluation for accuracy and appropriateness for your use case.<br><br>**Xanadu Patch 3**<br><br>**Now Assist Guardian adds guardrails to log, block, and redirect unwanted content**<br><br>Protect your users from offensive content, certain kinds of prompt injection attacks, and sensitive topics by logging attempts, blocking content, or redirecting to a new Virtual Agent topic.<br><br>**Translation for Now Assist with native translation**<br><br>Use the native translation capabilities of the Now LLM Service models or to translate user-generated and LLM-generated content into the preferred languages of your users.<br><br>**Troubleshoot a Now Assist skill**<br><br>Run diagnostics on certain Now Assist skills to identify common configuration errors that help to prevent your skills from working as intended.<br><br>**Analyze Now Assist performance**<br><br>Use the Now Assist Analytics dashboard to monitor the usage and performance of generative AI features and capabilities offered under Now Assist.<br><br>**Configure and use a retriever with Now Assist Skill Kit**<br><br>Augment and add context to your prompts with AI Search results from custom retriever inputs.<br><br>**Get prompt assistance with Now Assist Skill Kit**<br><br>Use prompt assistance to get a jump-start with your prompt development by selecting an example from the prompt library or using Now Assist to generate one.<br><br>**Evaluate skill prompts**<br><br>Evaluate your prompts created within Now Assist Skill Kit using data collections created within Now Assist Data Kit. Evaluations return information on the correctness and |

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| Application or feature | Details |
| --- | --- |
| | faithfulness of the responses from running the custom skill.<br>**View skill run test history**<br>View the history of your test results to assist your understanding of how changes to the prompt have adjusted the outcome.<br>**Generate a Knowledge article using multi-language support**<br>Generate a Knowledge article for an incident, case, or other supported task type in languages other than English using the multi-language capabilities of Now Assist.<br>**Edit an article using the Now Assist context menu**<br>Use generative AI capabilities of Now Assist to shorten or elaborate content within a Knowledge article.<br>**Use Now Assist Data Kit to add a dataset to the data catalog**<br>Create a data collection and select the sampling data for publication. Once published, the evaluation data is available in Now Assist Skill Kit.<br>**Now Assist context menu**<br>• Write with Now Assist is now called the Now Assist context menu.<br>• Explain the assessed and calculated change request risk with the Now Assist context menu in workspaces and UI16.<br>• Use the **Elaborate** and **Shorten** content editing capabilities of the Now Assist context menu in Knowledge articles.<br>• Configure the maximum number of content refinement calls using the Now Assist context menu.<br>• Use the Now Assist context menu recommendations to compose an email and complete the drafts.<br>**Xanadu Patch 1**<br>**Dynamic theming enables different themes to be applied to chat summarization cards**<br>Support dynamic theming for chat summarization cards.<br>**Write with Now Assist**<br>Enable your agents to use Write with Now Assist for generative AI-powered text generation and editing assistance. This feature helps to improve and streamline their writing responsibilities.<br>**Use Now Assist Platform skills** |

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| Application or feature | Details |
| --- | --- |
| | • Use generative AI Platform skills in the Platform workflow starting with the Xanadu release to enhance and streamline your user experience.<br>• Enter search commands in plain language to retrieve and filter records and tables by using the Navigation skill.<br><br>**Use Now Assist Skill Kit for Generative AI app developers**<br><br>Create and activate custom prompts and skills for your Now Assist agent use cases.<br><br>**Generate a knowledge article from multiple cases or incidents with Now Assist in Knowledge Management**<br><br>Draft Knowledge articles quickly from a configurable workspace or the classic environment based on similar cases or incidents with Now Assist. Knowledge articles can be generated by selecting from a list of similar cases or incidents, case or incident numbers, or even by searching keywords specific to a case or incident. |
| Now Assist AI agents | **Xanadu Patch 10**<br><br>**Configure ACLs for AI agents and agentic workflows**<br><br>Configure the access control lists (ACLs) for who can discover and trigger AI agents and agentic workflows in their guided setups in the AI Agent Studio. You can determine whether an AI agent or agentic workflow behaves as a dynamic user or as an AI user. You can also specify if an AI agent or agentic workflow can be available to only authenticated users or publicly available.<br><br>**Xanadu EA**<br><br>**Create an AI agent**<br><br>Create AI agents accomplish discrete tasks to use in a use case:<br>• Create AI agents to gather data, make decisions, and complete tasks that would otherwise need to be done by a human.<br>• Add one of the following tools or information sources for the AI agent to execute:<br>  ○ Catalog item<br>  ○ Conversational topic<br>  ○ Flow action<br>  ○ Now Assist skill<br>  ○ Record operation<br>  ○ Script<br>  ○ Search retrieval |

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| Application or feature | Details |
| --- | --- |
| | ○ Subflow<br>○ Web search<br><br>**Create an agentic workflow**<br>Create a use case with an execution plan to solve complex tasks with Now Assist. You can also do the following tasks:<br>• Clone an existing use case to avoid manual configuration.<br>• Create triggers when creating a use case that calls the AI agent when a condition or objective is observed.<br>• Test a use case before execution.<br>• Resolve record-based cases with AI agents.<br><br>**Enable Now Assist Guardian in AI agents**<br>Enable Now Assist Guardian in AI agents to automatically identify and block offensive messages that are sent by human agents.<br>**Multiple conversations in Now Assist AI agents**<br>Enable live agents to interact with multiple AI agent conversations through the Now Assist panel.<br>**AI Agent Analytics dashboard**<br>Analyze the performance, efficiency gain, and usage of AI agents through preconfigured dashboards. |
| Now Assist for Creator | **Xanadu Patch 3**<br>**Add visualization to any dashboard**<br>You can add a generated data visualization to any dashboard you can edit. Previously, you could add a visualization only to a dashboard that was open when you opened the Now Assist panel.<br>**Generate a playbook from an image**<br>Generate a playbook with out-of-the-box activities from text, an image, or both.<br>**Generate a UI experience**<br>Generate a UI experience using natural language description.<br>**Edit code with Now Assist**<br>Edit code by telling Now Assist how to improve the code. You can refactor code, add comments, validation rules, error handling, and rename variables.<br>**Generate data pill values during flow generation**<br>Generate appropriate data pill values for supported flow triggers and action inputs. |

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| Application or feature | Details |
| --- | --- |
| | **Use Now Assist to create spokes and actions**<br>Build custom spokes for the required third-party application by using its API documentation. Kickstart spoke creation by copying and pasting the required API documentation snippet in Workflow Studio. This feature is useful when the required third-party application doesn't have an OpenAPI specification or Postman collection. To use the feature, activate the spoke generation skill in the Now Assist for Creator feature.<br>**Modify generated data visualizations**<br>After you generate a data visualization, you can go on through an iterative conversation to modify the visualization.<br>**Reference specific tables with hash tags during flow generation**<br>Enter a hash tag character in the flow directions to refer to a specific table by name. Use auto-complete to select a table name from the options that match your partial entry.<br>**Support more chart types for generating data visualizations**<br>The Analytics Generation data visualization generation skill now supports dial, gauge, horizontal bar, area, column, scatter, spline, and step charts, in addition to the original chart types.<br>**Edit in ServiceNow Studio after generating an application**<br>Use Now Assist for App Generation in ServiceNow Studio, which offers an advanced application development environment.<br>**Preview an application before generating**<br>Visually preview an application in a new tab before generating to review for accuracy and reduce the amount of corrective work.<br>**Update applications that have already been generated**<br>Augment existing applications with new application objects, such as tables, roles, ACLs, and record producers.<br>**Create new tables by extending existing tables**<br>Create new tables for an application created with app generation by extending existing tables, such as the task table.<br>**Edit existing applications without having the admin role**<br>Non-admin users with the delegated developer role can edit applications.<br>**Use Now Assist to call Microsoft Active Directory v2 actions**<br>Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of Disable User, Enable User, and Look up User actions. You can call these actions from a conversational interface like Now Assist. |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

**Xanadu Patch 1**

**Get Playbook recommendations**

Get suggestions on which activities to replace placeholder activities with.

**Re-prompt and preview while generating a playbook**

Preview and modify your prompt before generating your playbook outline.

**Show annotations of the text directions used by flow generation**

Show annotations of the text directions used for each item added by flow generation. Receive feedback about how your directions map to specific actions, flow logic, and subflows.

**Data visualization generation**

Generate Platform Analytics charts through conversations.

</td></tr>
<tr><td>Now Assist for Customer Service Management (CSM)</td><td>

Xanadu Patch 9

**Suggested steps in Recommended Actions**

Use Recommended Actions to generate suggested resolution steps for cases. You can increase agent productivity by outlining the next best actions for unfamiliar cases and automatically providing logical next steps.

**Triage cases agentic workflows enhancements**

Added new standalone AI agents to check duplicate cases and split some existing standalone AI agents to focus on more specific tasks. The AI agents available are the Triage cases planner AI agent, Context validator and analyzer agent, Duplicate identifier AI agent, Informational queries AI agent, Transactional queries AI agent, Case creation AI agent, Entity extraction AI agent, Document verification AI agent, and Email response AI agent.

Xanadu Patch 7

**Triage cases AI agents use case**

Use the Triage cases AI agents use case to improve agent productivity through faster assessment.

**Available AI agents use case**

<table>
<tr><th>AI agent use case</th><th>Description</th></tr>
<tr><td>Triage cases</td><td>Use AI agents to handle all routine cases coming in through email and other offline channels, so that it improves customer</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>AI agent use case</th><th>Description</th></tr>
<tr><td></td><td>satisfaction and reduces resolution times.</td></tr>
</table>
Summarizing sidebar conversations<br>Use Now Assist for CSM to summarize sidebar discussions between agents, requesters, and subject matter experts.<br>Real-time chat reply recommendations<br>Use generative AI to provide the agent with relevant contextual recommendations from sources such as knowledge bases, FAQs, similar cases, chats, and calls before they respond to the customer. Agents can also write a chat response with the help of generative AI. This feature helps agents stay focused on conversations with customers instead of doing manual tasks.<br>Generative AI-powered email reply recommendations<br>Get recommendations for email responses that can be reviewed and sent by agents. Agents can also edit email replies recommendation with the help of generative AI.<br>Multilingual support for Now Assist for CSM skills<br>Large language model (LLM) now supports the following languages across all skills in Now Assist for CSM: German, French, Japanese, Dutch, and French Canadian, Spanish, Brazilian Portuguese, and Italian.
</td></tr>
<tr><td>Now Assist for Enterprise Architecture (EA)</td><td>
Implement access control lists for security in AI agents<br>Enable security implementation to execute AI agents and agentic workflows through access control lists (ACLs) and user identities.<br><br>ACLs provide you with the capability to run AI agents and agentic workflow executions either as a dynamic user or an AI user.<br><br>To learn about ACLs for Now Assist for Enterprise Architecture (EA) agents and skills, see Configure Now Assist for Enterprise Architecture (EA) and Enterprise Architecture AI agent generate enterprise architecture diagram agentic workflow.<br>Xanadu Patch 7 Using Enterprise Architecture Diagramming AI agent<br>Use the Enterprise Architecture Diagrammer AI agent to create Enterprise Modeling and Visualization diagrams for business applications hierarchy and summarize them.<br>Xanadu Early Availability Now Assist for Enterprise Architecture (EA)
</td></tr>
</table>

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| Application or feature | Details |
| --- | --- |
| | • Use the ServiceNow® Now Assist for Enterprise Architecture (EA) application to summarize Architectural Decision Records (ADR) in the Enterprise Architecture Workspace. Use the Architectural Decision Records (ADR) to explain your infrastructure. ADR is a type of artifact that helps you to understand the background of a specific architectural decision.<br>• Register a business application and a digital integration with an interactive generative AI experience using the Now Assist in Virtual Agent. For more information, see Now Assist for Enterprise Architecture (EA). |
| Now Assist for Field Service Management (FSM) | **Xanadu Patch 3**<br>**Now Assist context menu for KB creation**<br>Use the enhanced Now Assist context menu to rewrite knowledge articles with generative AI. Opt to shorten or expand upon the existing content within articles.<br>**Multilingual support for Now Assist for FSM skills**<br>Generate knowledge articles in multiple languages for work order tasks using the new multilingual support in Now Assist for FSM skills.<br>**Xanadu Patch 1**<br>**KB Generation**<br>Generate knowledge articles from work order tasks so agents can resolve known issues faster.<br>**Sidebar summarization**<br>Summarize Sidebar discussions from the platform and the Mobile Agent application. |
| Now Assist for Financial Services Operations (FSO) | **Xanadu Patch 10**<br>**ACL security implementation**<br>Now Assist for FSO can be configured to enable security implementation to execute generative AI skills through ACLs and user identities. Some predefined ACLs are provided for case summarization.<br>**Early Availability**<br>**Case summarization skill**<br>Designed to save time for your agents by allowing them to condense a record to a short summary (when configured). Now Assist for FSO includes the customized skills that can be configured to use for specific card dispute and insurance claim use cases.<br>**Now Assist panel**<br>Enable your agents to access Now Assist skills in a panel that is available in Financial Services Workspace. After configuration, agents can summarize the viewed record or a specific case number in Now Assist panel. |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>Now Assist Admin console<br>Use the Now Assist Admin console to activate and configure the capabilities and individual skills. For example, you can designate which roles have access to a skill, or whether the skill is available in Financial Services Workspace, the Now Assist panel, or both.<br>Skill availability restricted by user role<br>Specify the roles that can access the case summarization skill.</td></tr>
<tr><td>Now Assist for Hardware Asset Management (HAM)</td><td>Xanadu Patch 10</td></tr>
<tr><td>Now Assist for IT Operations Management (ITOM)</td><td>Xanadu Patch 1<br>Speed up alert resolution with a Now Assist analysis of past related incidents<br>Enhance efficiency and reduce downtime with a Now Assist analysis of past incidents on the same or related CIs. Now Assist investigates historical data to identify past incidents related to the current alert and reports their frequency and criticality levels. It also provides a summary of effective strategies used to resolve them. In addition, Now Assist offers contact information for individuals or teams who have resolved similar incidents in the past and could assist when needed.<br>Generate an alert group description in Express List using Now Assist<br>Use Now Assist to generate a description of an alert group in Express List that encompasses all the alerts within the group. The generated description replaces the original description of the group.<br>Launch an alert analysis from the Now Assist panel<br>Analyze an alert from the Now Assist panel. The alert analysis displays directly in the Now Assist panel for convenient review.</td></tr>
<tr><td>Now Assist for IT Service Management (ITSM)</td><td>Xanadu Patch 9<br>Using IT Service Management AI agent collection<br>Use the IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks.<br>Available agentic workflows<table><tr><th>Agentic workflows</th><th>Description</th></tr><tr><td>Triage and categorize ITSM incidents</td><td>Identify the category, subcategory, and configuration item for an</td></tr></table></td></tr>
</table>

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| Application or feature | Details |
| --- | --- |

| Agentic workflows | Description |
| --- | --- |
| | incident automatically, and link associated major incidents or known problems. |
| Investigate and resolve ITSM incidents | Get recommendations to resolve an incident based on the incident number. Check for related catalog items, Knowledge articles, and similar resolved incidents to generate resolution steps for the incident. |
| Manage Microsoft 365 group members | Add or remove groups and email distribution lists from the Microsoft 365 group. |

**IT Service Management AI agent collection Generate change request plans agentic workflow**

Use the following additional AI agents to handle change requests.

| AI agent | Description |
| --- | --- |
| Change risk and impact analysis AI agent | Analyzes the potential risk and impact of a change request. |
| Change justification proposal AI agent | Proposes justification for a change request. |

**Generate a Major Incident email content recommendation by using Now Assist for IT Service Management (ITSM)**

Draft a communication for a major incident using an email template. You can fill in the template field values with an AI-generated response.

**Generate comments and work notes using the Now Assist context menu**

Enable your agents to generate comments and work notes quickly and add them to incidents using the Now Assist panel.

**Incident sentiment and sentiment trend**

Make informed decisions on incidents by considering the requester's sentiments and the reasoning behind them.

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| Application or feature | Details |
| --- | --- |
| | **Suggested steps generation in Now Assist for IT Service Management (ITSM)**<br>Automatically generate suggested steps to resolve an incident by analyzing the solutions from clusters of similar resolved incidents.<br>**Summarizing attachments in the Incident summarization skill**<br>Summarize, analyze, and extract data from attachments that are of type PNG or JPEG using Document Intelligence in the Incident summarization skill.<br>**Using self service to deflect incidents in a ServiceNow portal by using Now Assist for IT Service Management (ITSM)**<br>Designed to reduce the number of incidents to be resolved by deflecting issues with self-service.<br>**Customizing a Now Assist for IT Service Management (ITSM) change risk skill**<br>Efficiently explain the risk of a change request by adding custom input fields to the following input tables:<br>• Change request<br>• Past similar change request<br>• Incident caused by change<br>**Refining a change risk explanation response**<br>Refine the explanation to a change risk by shortening or lengthening a response by using Now Assist for IT Service Management (ITSM).<br>**Risk Assessment as input to calculate a change risk**<br>Use risk assessment values as an input to explain the risk of a change request.<br>**Generating an email response by using Now Assist for IT Service Management (ITSM)**<br>Get recommendations for email responses that agents can review and send to users. Agents can also get email template and content edit recommendations from Now Assist for IT Service Management (ITSM).<br>**Monitoring task status using pre-built LLM topics with Now Assist in ITSM Virtual Agent**<br>Copy and customize a ITSM Virtual Agent core ITSM topic template to track the status of a task by using Now Assist in ITSM Virtual Agent.<br>**Xanadu Patch 7**<br>**Using IT Service Management AI agent collection**<br>Use IT Service Management AI agent collection to boost productivity, and autonomously resolve business tasks. |

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| Application or feature | Details |
| --- | --- |
| | **Available AI agents use cases**<br><br>**AI agent use case** / **Description**<br><br>Generate post incident reviews — Enhance IT productivity during major incidents by minimizing the time required to generate post-incident reviews using AI agents. This process helps improve communication and avoid outages.<br><br>**Important:** To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.<br><br>Generate change request plans — Enhance IT productivity and help decrease the time to schedule change and manage change risk using AI agents. These AI agents can look up similar changes, generate implementation, back out, and test plans to manage change effectively.<br><br>Categorize incidents — Autonomously recommend incident categorization using AI agents. The AI agent assigns a category, subcategory, and a configuration item (CI) to incidents based on the incident description. The assigned CI is also based |

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| Application or feature | Details |
|---|---|

| AI agent use case | Description |
|---|---|
| | on callers associated with that item. |
| Notify users with Twilio | Send text messages via SMS to recipients manually using AI agents to help improve the time required for subject matter expert response.<br><br>**Important:** To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke. |

### Xanadu Patch 3

#### Risk rating explanation for a change request

Provide your change managers with a better understanding of the risk rating of a change request, including the potential impacts and risks, by generating the risk explanation by using the Now Assist icon. The risk rating explanation can be generated on the change request form and in the Now Assist panel.

#### Ask questions about an incident by using the Now Assist panel

Enable your agents to quickly obtain common incident information conversationally within the incident record by asking questions in the Now Assist panel. Topics include the caller's assets, caller's recent incidents, on-call experts, and similar resolved incidents.

#### Enhanced incident resolution notes using the Now Assist context menu

Provide your agents with enhanced resolution notes information in the incident summary, including the root cause and steps taken to resolve the issue, by using the Now Assist context menu.

#### Proactive actionable ITSM Virtual Agent notifications

Provide your agents with proactive actionable notifications as part of ITSM Virtual Agent pre-built Large Language Model (LLM) topic conversations that are designed to help your users complete common IT-related tasks.

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| | **Change request summarization enhancements**<br>Provide your change managers with an improved change request summary including additional details, such as the affected configuration items (CIs) and impacted services.<br>**Incident summarization enhancements**<br>Provide your agents with an improved incident summary by including additional details, such as the service level agreements (SLAs), affected CIs and impacted services, and child incidents.<br>**Xanadu Patch 1**<br>**Summarize a change request**<br>Provide your change managers with a better understanding of the content, intent, and impact of a change request by viewing the change summarization on the change request form and in the Now Assist panel.<br>**Generating a knowledge article from similar incidents**<br>Enable your agents to generate a comprehensive knowledge article by leveraging information from a similar set of incidents.<br>**Generating chat reply recommendations**<br>Provide your agents with quick answers to common questions that are asked in chats by using the Now Assist icon ✦ in chat reply recommendations.<br>**Summarizing a Sidebar discussion**<br>Enable your agents to summarize Sidebar chats and post summaries into the work notes of incidents, changes, requests, problems, and knowledge base tasks (any record type where Sidebar discussions are enabled) by using Sidebar discussion summarization. |
| Now Assist for Source-to-Pay Operations | **Now Assist for Sourcing and Procurement Operations (SPO)**<br>With ServiceNow® Now Assist for Sourcing and Procurement Operations (SPO), fulfillers can easily summarize procurement-related records, providing real-time progress updates and action items. Available summarization skills include<br>• Sourcing request summarization<br>• Purchase requisition summarization<br>• Procurement case summarization<br>If you're entitled to Source-to-Pay Operations Pro SKU and Sourcing and Procurement Operations Pro SKU, you can install this application.<br>**Request the generative AI capabilities by using the Now Assist for SPO Virtual Agent**<br>Requesters can leverage contextual generative AI using the Now Assist for SPO Virtual Agent to complete self- |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>service tasks, such as purchasing products or tracking the status of purchase requisitions, sourcing requests, or procurement cases.<br><br>Now Assist for Supplier Lifecycle Operations (SLO)<br><br>With ServiceNow® Now Assist for SLO, supplier managers and fulfillers can summarize the details of supply-related records to keep them informed about their progress and action items.<br><br>Now Assist for Accounts Payable Operations (APO)<br><br>With ServiceNow® Now Assist for APO application, AP fulfillers can easily summarize invoice case and inquiry case-related records, providing real-time progress updates and action items.</td></tr>
<tr><td>Now Assist for Strategic Portfolio Management (SPM)</td><td>Xanadu Patch 7 Using AI agent agentic workflows in Now Assist for Strategic Portfolio Management (SPM)<br><br>Use Now Assist for SPM AI agents to help enhance project efficiency by monitoring your tasks autonomously.<br><br>Available AI agents use case<br><br><table><tr><th>AI agent use case</th><th>Description</th></tr><tr><td>Monitor project tasks</td><td>Track project tasks with AI agents to detect important updates such as delayed end dates, status turning red, or state updates. AI agents can help project managers to enhance productivity by delivering real-time visibility into key task changes, enabling proactive decision-making.</td></tr></table><br>Summarize multiple feedback records<br><br>Summarize multiple feedback records through generative AI and save time by not having to do manual feedback analysis. You can generate a short summary for one or multiple feedback records at once and use it to make informed decisions on your product.<br><br>Generate a summary in Now Assist in Docs<br><br>Use Now Assist in Docs to create a concise summary of the selected text and quickly gain relevant information.<br><br>Schedule the project summary emails with Email project summary skill<br><br>Generate a comprehensive summary of the entire content in Docs by using the Gen AI Docs skill and</td></tr>
</table>

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<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>reduce the time spent on manually analyzing all the information. The Gen AI Docs skill name is Project Gen AI Docs in Project Workspace, Planning item Gen AI Docs in Strategic Planning, and EAP Teams Gen AI Docs in Enterprise Agile Planning.<br>Generate the summary for selected or complete content with Planning item doc summarization skill in Strategic Planning<br>Set up automated emails by using the email project summary skill to stay updated on the project progress. The email is shared on a weekly, bi-weekly, or monthly cadence.</td></tr>
<tr><td>Now Assist for Telecommunications, Media and Technology (TMT)</td><td>Xanadu Patch 9<br>Monitor engagement health<br>Monitor the health score of all engagements, create trend charts, and generate risk signals when a decline is detected.<br>Analyze risk signals and recommend solutions<br>Retrieve unaddressed risk signals and identify appropriate success plays based on a back-end decision table.<br>Xanadu Patch 7<br>Using Telecommunications, Media, and Technology AI agent collection<br>Use Now Assist for TMT AI agents to troubleshoot and autonomously resolve customer issues.<br>Available AI agents use case<br><table><tr><th>AI agent use case</th><th>Description</th></tr><tr><td>Test and repair telecom service issues</td><td>Use AI agents to handle task requests that require troubleshooting, diagnosis, and resolution of a case task.</td></tr></table><br>Xanadu Patch 1<br>Service Problem Case summarization skill<br>Designed to save agents time by condensing the service problem case record to a short summary.<br>Resolution notes generation skill<br>Enable your agents to generate the resolution information for a service problem case, propose the resolution to the customer, and add the information to the service problem case record through the resolution summarization skill.<br>Test summarization skill</td></tr>
</table>

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| | Identify the root cause of a problem diagnosed during the test run by generating a clear and concise root-cause analysis of the service issue through the test summarization skill.<br>**Now Assist Panel**<br>Enable your agents to access Now Assist skills in a panel available on CSM/FSM Configurable Workspace. Now Assist is aware of context, so it can summarize the currently viewed record or conversation, or you can specify a case number.<br>**Now Assist Admin console**<br>Activate and configure capabilities and individual skills on the Now Assist Admin console. For example, you can designate which roles have access to a skill, or whether the skill is available in CSM/FSM Configurable Workspace, the Now Assist panel, or both.<br>**Add conditions to skill availability**<br>Determine when the skills for the case and the resolution notes summarization are available by adding conditions to the fields on the service problem case record.<br>**Restrict skill availability by user role**<br>Specify the roles that can access the case summarization and resolution notes summarization skills.<br>**Minimum text requirement for case summarization**<br>Enable the case summarization skill for cases that have the minimum amount of information in the case activity stream. |
| Now Assist in AI Search | **Xanadu Patch 7**<br>**AI Search Genius Results widget for record producers**<br>Administrators can configure the AI Search Genius Results widget on record producers to enhance the user experience when creating an incident. The widget displays actionable Genius Result suggestions relevant to the user's incident description. Users can select from these Genius Result suggestions to address their own issues, or can continue with their incident submission if none of the suggestions resolve their problem. |
| Now Assist in Virtual Agent | **Xanadu Patch 9**<br>**Use enhanced chat**<br>Enhanced chat is a conversational support experience within a resizable and moveable window that also includes the ability to have multiple active conversations and superior search capabilities. Using enhanced chat's full-page experience further intertwines chat and search capabilities by redirecting users into a full-page chat after entering a query into a portal's search bar. |

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| | **View inline citations**<br>View the expanded list of inline citations for standard and enhanced chat:<br>• Catalog<br>• Topic, subflows, or actions<br>• Q&A Knowledge Base articles<br>• External content connections<br>**Note:** External content connections now include the following connection types:<br>○ Microsoft SharePoint<br>○ Confluence<br>○ Atlassian Jira Cloud<br>○ Google Drive<br>○ Microsoft Teams<br>○ Predefined web sources<br>○ ServiceNow® documentation<br>○ Slack<br>• People<br>**Note:** If Knowledge Graph is turned on, you can view information about a person. The people information in the Virtual Agent response typically includes their title, department, location, and email address. The people popover shows additional information.<br>**Use suggested actions**<br>View suggested actions that were related to your prior conversation and that you consider doing next. After completing a conversational catalog request, conversational subflow, or Virtual Agent topic, two suggested actions appear after a `Here's what you can do next` header.<br>**Stream enhanced chat responses**<br>Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.<br>**Use language detection to automatically switch the conversational language for enhanced chat conversations**<br>Automatically switch the conversational language to the user's detected language during LLM enhanced chat conversations when language detection is turned on. |

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| | This automatic switch can occur when a user enters an utterance at the start of a new conversation or within the portal home page's search field.<br>**Recognize the Boolean user input control during dynamic translation**<br>Recognize the Boolean user input control in chat conversations during dynamic translation.<br>**Adjust Shorten responses toggle to impact Show more option in chat**<br>For bot text responses, adjust the **Shorten responses** toggle in Virtual Agent Designer to turn off the **Show more** option on the user side. When **Shorten responses** is turned off, the **Show more** option does not appear in the chat to the user and the full answer is displayed rather than a truncated response.<br>**Configuring Now Assist in Virtual Agent**<br>In addition to configuring Now Assist in Virtual Agent assistants, admins can configure the default Now Assist panel assistants. Options may vary for Now Assist panel assistants.<br>Create an assistant<br>• If multiple assistants are created, users can chat simultaneously with multiple assistants. Conversations are independent from each other.<br>• Turn on or off Now Assist panel (agent or creator) assistant. Contact support to configure Now Assist panel assistants.<br>Assign Now Assist skills to an assistant<br>• Now Assist Topic skill must be turned on at the assistant level for document uploads to be activated when managing the chat experience. For more information, see Manage an assistant chat experience.<br>• Create and manage agentic workflows in Now Assist AI Agents Studio and assign the workflows to the assistant.<br>Display your assistant on a portal or channel<br>• Display Now Assist in Virtual Agent enhanced chat, with or without the full-page experience, on your portal or mobile app. This dynamic window includes the ability to have multiple active conversations and search capabilities. To use enhanced chat, portals and mobile apps require AI Search to be enabled. For more information on the prerequisites, see Portal prerequisites for enhanced chat and Mobile app prerequisites for enhanced chat. |

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| | Manage an assistant chat experience<br>• Upload documents to Now Assist in Virtual Agent standard chat or enhanced chat experience. The Now Assist topics skill must be enabled in Now Assist skills. For more information on file formats, see Upload documents in Now Assist in Virtual Agent.<br>Review assistant settings<br>• Document uploads appear as active if it's turned on when managing the chat experience.<br>**Upload documents in Now Assist in Virtual Agent**<br>Upload or drag and drop files to Now Assist in Virtual Agent (standard chat or enhanced chat). The assistant analyzes and understands the content of the files, and a user can ask questions about the content of the files or get a summary.<br>**Now Assist in Virtual Agent system properties**<br>Enable suggested actions in Now Assist in Virtual Agent so that users are offered options for what they can do after completing a prior action. Suggested actions is applicable to standard and enhanced chat, mobile, and Microsoft Teams.<br>**Xanadu Patch 7**<br>**Stream chat responses**<br>Stream LLM response messages as they're generated instead of the response text appearing all at once to end users. Responses stream in either one letter or one word at a time.<br>**Xanadu Patch 3**<br>**Use Now Assist to call Microsoft Active Directory v2 actions**<br>Install Now Assist for Conversational Spokes plugin and start utilizing the conversational ability of the Look up User spoke action. You can call this action from a conversational interface like Now Assist.<br>**Run an action from a conversation**<br>Run a Workflow Studio action from a Now Assist conversation. Create and configure the conversational action from Workflow Studio. View and edit conversational actions within Virtual Agent Designer.<br>**Run a subflow from a conversation**<br>Run a Workflow Studio subflow from a Now Assist conversation. Create and configure the conversational skill from Workflow Studio. View and edit conversational subflows within Virtual Agent Designer.<br>**AI generated topic description message within topic migration** |

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| | `A Topic description generated by Now Assist` message now appears near the **Topic Description** field during the topic migration's Review descriptions step.<br>**Small talk for LLM conversations**<br>Use small talk in LLM conversations for greetings and farewells along with gratitude and complaint statements. A Semantic Filtering Framework (SFF) detects small talk and generates an appropriate response.<br>**Language detection for LLM conversations**<br>Use language detection for your LLM conversations to improve your user's experience.<br>**Virtual Agent Designer home page**<br>A new list-based Virtual Agent Designer home page appears for users who have activated Now Assist in Virtual Agent and the Agent assist Topics skill. The card-based UI is still available for those users who use only NLU/keyword or Virtual Agent Lite.<br>**Virtual Agent Designer user input controls**<br>Updates to LLM user inputs include:<br>• Use the Validation toggle in the Advanced section of User Inputs to confirm user input values by scripts.<br>• Use the Allow slot filling toggle on User Inputs to switch between static (single field) and dynamic (define with scripts or data pill picker) detail description modes.<br>• Get a message that a mandatory field cannot be skipped when you attempt to skip a user input with conditions not set to be skippable.<br>**Configuring Now Assist in Virtual Agent**<br>Updates to the admin guided setup include:<br>• Enhance functionality and efficiency of your Virtual Agent by linking primary assistants to secondary assistants, enabling a primary assistant to use search sources from secondary assistants.<br>• View the relationship between primary and secondary assistants within a map view.<br>• Select portals and mobile applications to display Virtual Agents.<br>• Create conversational subflows and actions by launching Workflow Studio to make conversational subflows and actions available to the assistant.<br>**Synthesized response**<br>For Now Assist in Virtual Agent users, a synthesized response can appear. A synthesized response includes a brief summary of the requested information and search |

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| | results along with Genius Results. Mid-topic switching can occur during a conversation with synthesized response. Users can continue with their original request or switch the conversation's focus.<br>**New system properties**<br>The following system property was added to increase flexibility of the search results and response:<br>• *sn_nowassist_va.synthesized_autostart_items*: When synthesized response only returns a singular action, configure whether to directly launch into that action. By default, whenever synthesized response returns a single Virtual Agent topic, that action is auto-launched. The following actions can be configured to auto-launch:<br>○ Synthesized response returns a single conversational catalog item.<br>○ Synthesized response returns a single Virtual Agent topic, along with Knowledge Base information.<br>○ Synthesized response returns a single conversational catalog item, along with Knowledge Base information.<br>**Xanadu Patch 1**<br>**Delete virtual agents**<br>Delete a Virtual Agent from the assistants list.<br>**Support virtual agents on a portal**<br>Allow public availability of an LLM-based Virtual Agent on a portal.<br>**Display a virtual agent in a channel**<br>Integrate your preferred messaging channels to display your Virtual Agent.<br>**Install proactive triggers**<br>Install Proactive Triggers from within the Review page.<br>**Support notifications in virtual agents**<br>Support actionable and non-actionable notifications for LLM conversations in Virtual Agent. |
| Operational Resilience | **Managing Operational vulnerability**<br>Address operational vulnerabilities through reporting, assessing impact, evaluating criticality, managing issues, and planning treatments in Operational Resilience Workspace. Report operational vulnerabilities by using either Employee Center or Operational Resilience Workspace.<br>**Maintaining Digital resilience third-party registers** |

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| | Comply with Digital Operational Resilience Act (DORA) regulation requirements by creating contractual arrangements between the financial entities and the ICT service providers in Digital resilience third-party registers. The ICT third-party service provider records are maintained in Digital resilience third-party registers for DORA compliance.<br><br>Add or modify the records in bulk or individually for assessments, branches, contracts, functions, legal entities, supply chains, third parties, or third-party engagements. Export the records to Microsoft Excel format for the European Union to streamline the auditing process as per the regulation. You have the option to import the records from external sources into the Digital resilience third-party registers application. |
| Operational Sustainability Management | **Track scope 3 emissions**<br><br>Track Scope 3 emissions using the Scope 3 dashboard to fully grasp and manage your organization's environmental impact. These emissions constitute the largest part of your greenhouse gas output, stemming from indirect sources. This comprehensive understanding aids in regulatory compliance, and obtaining full carbon footprint disclosures. After you identify your scope 3 emission sources, you can take action to mitigate the largest sources of indirect emissions.<br><br>**View emission factors in ESG content accelerator**<br><br>Use the ESG content accelerator to automatically obtain the emission factors that are published by the standard sources. Emission factors are coefficients that quantify the emissions produced per unit of activity, material, or energy consumption. They're crucial for calculating the amount of greenhouse gases (GHGs) or pollutants emitted into the atmosphere based on various activities.<br><br>**Create fiscal calendars to collect metrics from different geographical locations**<br><br>Collect, aggregate, and report data according to your fiscal calendars that could be different from the standard Gregorian calendar. Many global organizations might have operations in different countries that could follow their own fiscal calendars. This feature enables the entities in other locations to collect data according to their own fiscal calendars.<br><br>**Choose the approval flow for metrics**<br><br>Set the sn_esg.metric_approval property to use either a simple approval flow for your metrics and metric definitions or use the GRC: Approver Configurator to define multiple levels of approvals based on the business rule definitions. This property has two choices. |

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| | If you choose the **Simple** option, the Approval section is enabled both on the manual metric definition form and within the metrics. Using this section, you can designate approvers directly on the metric definition form. This option has a single level of approval.<br><br>If you choose the **Advanced** option, the Approval section is unavailable on the manual metric definition form and within the metrics, helping to prevent you from assigning approvers there. Instead, approval can be obtained by setting the approval conditions, tables, and approvers in the GRC: Approver Configurator application. This application also enables you to define multiple levels of approvals.<br><br>**Create ad hoc metric data tasks**<br><br>Handle off-cycle requests for up-to-date information on existing metric definitions and metrics by creating ad hoc metric data tasks. These tasks address off-cycle requests and provide the latest information.<br><br>**Metric data table**<br><br>Use the enhanced filters on the metric data table to filter your tasks. The filters help to show only the relevant and open tasks for data owners and approvers.<br><br>**Identify the energy usage and emission of every asset**<br><br>Use the Sustainable IT dashboard to explore models within a specific category and view the energy consumption of each asset model and all its assets, listed in descending order. This functionality provides deeper insights into your energy usage, helping you identify the models that are in use and are consuming the most energy. |
| Operational Technology Incident Management | **Create an OT incident from an OT change request**<br><br>Create an OT incident related to an OT change request directly from the OT change record in the Industrial Workspace. |
| Operational Technology Manager | **Operational Technology Visibility dashboard**<br><br>Track your OT data across different sites with the Operational Technology Visibility dashboard available in the Industrial Workspace.<br><br>**Automatic conversion of IT to OT devices using CMDB groups**<br><br>Use CMDB groups to group IT configuration items (CIs) based on additional information, such as software installed, so that you can convert the CIs to OT devices.<br><br>**Mapped equipment model entity for your OT devices**<br><br>Identify the equipment model entity that your OT devices are mapped to in the Industrial Workspace and help group your device data by equipment model entity. |

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| | **Important actions configuration on the OT Action-Oriented Landing Page**<br>Configure the OT Action-Oriented Landing Page by using the **Sort items** field for your important actions.<br>**OT Action-Oriented Landing Page**<br>Track critical tasks related to your OT network on the OT Action-Oriented Landing Page in the Industrial Workspace. This landing page provides a big-picture view of your site and business unit data, and it calls out important actions that the signed-in user must prioritize.<br>**Operational Technology Progress Scorecard**<br>Compare your sites by their key metrics with the OT Progress Scorecard in the Industrial Workspace. To access the OT Progress Scorecard, you must have the OT Progress Scorecard viewer (ot_progress_scorecard_viewer) role.<br>**Redirection to different pages in the Industrial Workspace**<br>Get redirected to different pages in Industrial Workspace depending on your assigned roles with the new homepage destination rules. This redirection helps you gain access to the data that you need.<br>**Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job**<br>Use the `SyncIPAddressToOT` scheduled job to update and synchronize the IP address information for all the available OT devices. The scheduled job acquires the IP address information from the IP address [cmdb_ci_ip_address] table and adds it to the **IP address** field of the Configuration Item (CI).<br>**CMDB OT class model updates**<br>Utilize an enhanced OT user experience and make additional configurations with the following CMDB OT class model updates:<br>• Product Instance Identifier was added as an identifier for the OT Identification Rule.<br>• The OT backup management model was added to help you store multiple backups against a configuration item.<br>• Firmware Installation [cmdb_firmware_install], Key Value [cmdb_key_value], and Software Instance [cmdb_software_instance] tables were added as a related entry for OT classes.<br>• The **ire_criterion_attribute** attribute was added to the OT Entity [cmdb_ot_entity] table to act as a criterion attribute for an OT entity-related entry.<br>• Optional conditions to filter the records during identification and reconciliation were added to the OT identification rules. |

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| | • The OT Class Mapping Template [ot_class_mapping_template] table was introduced to capture class mappings used for Service Graph Connectors.<br>• Required conditions were added under **Advanced Configuration** that must be met for lookup identification rules.<br>• Industrial printer (industrial_printer) was added as an OT device type.<br>• The Quality Inspection Control System [cmdb_ci_ot_qics] class represents the control systems that assist in quality and inspection functions. This new class is a child class of the OT Control System [cmdb_ci_ot_control] class.<br>• The Backup Storage Information [cmdb_backup_storage_information] class helps manage backups of your OT device data.<br>• The OT System Service [cmdb_ci_ot_system_service] class can model OT systems and their related software, hardware, and communication network components, such as a Distributed Control System (DCS).<br>• You can now bulk-validate NIDS records from the list view instead of validating each NIDS record individually.<br><br>**Pre-import OT Worksheet Entry Review (POWER) tool**<br><br>Use distributed Microsoft Excel spreadsheets to import OT devices for better manageability of your OT system and its devices. The POWER tool includes the following new features:<br>• Firmware Installation records can be created when a firmware version is available.<br>• OT entity update issues can be resolved through the Service Graph Connector for Microsoft Excel.<br>• The new Industrial Core [com.sn_ot_core] plugin is required for class mapping when using the Service Graph Connector for Microsoft Excel.<br>• Supports the import and classification of the Quality Inspection Control System [cmdb_ci_ot_qics] class. If you manually create an OT device in the SG-OT Excel Staging Table, the Quality Inspection Control System class is an option in the **What is the type of OT device?** task.<br>• Supports capturing the Backup Storage Information [cmdb_backup_storage_information] class attributes on the staging table, staging table form, and the ETL.<br>• Maps the **Status** field in a staging table record to the **Life Cycle Stage** and **Life Cycle Status** fields on a |

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| | configuration item (CI) record. The **Status** field no longer maps to the **Install Status** field on a CI record.<br>• Creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices. |
| Operational Technology Request Management | **Create catalog items for your OT Service Catalog**<br>Create a catalog item for the OT Service Catalog using the catalog builder so that other users can submit OT requests that are categorized by catalog item.<br>**Create fulfillment flows that can fulfill an OT request**<br>Create a fulfillment flow that catalog items follow to fulfill an OT request. Fulfillment flows for catalog items in the OT Service Catalog include catalog tasks.<br>**Create an OT request**<br>Once Operational Technology Request Management is configured, create OT requests in the Industrial Workspace to address a product or service needed for an OT device or incident.<br>**Manage your OT requests and catalog tasks in the Industrial Workspace**<br>View and access OT requests and catalog tasks in the Industrial Workspace list view under the **OT Request** and the **OT Task** modules respectively. |
| Operational Technology Vulnerability Response | **Hardware Vulnerability Assessment menu in the Industrial Workspace**<br>Automatically and periodically assess the OT device firmware vulnerabilities that are in your inventory and create vulnerable items against the impacted assets (CI).<br>**Risk scores on the OT Vulnerability Risk Rollup dashboard**<br>View a table of risk scores for your OT devices at each level of the equipment model with the OT Vulnerability Risk Rollup dashboard.<br>**Enhanced OTVR (PA) dashboard experience**<br>View and manage all of your OT vulnerability data and data visualizations in a centralized location with the enhanced OTVR (PA) dashboard, which is accessible on the Dashboard Library page.<br>**OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role**<br>Assign the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role to users who primarily work on an assigned remediation task and can create change tasks when needed. The OT Vulnerability Remediation Owner role contains the following roles: |

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| | • cmdb_ot_isa_viewer<br>• cmdb_ot_viewer<br>• sn_vul.close_vi_vg<br>• sn_vul.remediation_owner<br><br>**Automatically set a start time for a remediation task based on the ISA maintenance schedule**<br>Start a remediation task automatically based on the ISA maintenance schedule. After you create the remediation task, it's picked up during the next scheduled maintenance.<br><br>**Common Security Advisory Framework (CSAF) supported for Operational Technology Vulnerability Response**<br>Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers.<br><br>**OTVR (PA) dashboard Guided Setup**<br>Use the OTVR (PA) dashboard Guided Setup under the Operational Technology Vulnerability Response section in the Industrial Workspace Guided Setup to configure data collection and review indicator sources.<br><br>**Change the Operational Technology Vulnerability Response (OT VR) assignment group field in a bulk edit**<br>Use the bulk edit feature to update the **OT VR assignment group** field in multiple site records at once.<br><br>**Use compensating controls for Operational Technology**<br>Use compensating controls for OT to reduce vulnerability risks that can't be patched immediately. Compensating controls help mitigate risks. |
| Opportunity Management | **Use the Sidebar integration with Microsoft Teams**<br>Collaborate on an opportunity with your sales managers and solution consultants, or product and legal teams by using the sidebar integrated with Microsoft Teams to close the deal or opportunity. Additionally, you can communicate with the stakeholders through messages, emojis, and attachments.<br><br>**Note:**<br>To use this feature, you must upgrade your ServiceNow AI Platform to Xanadu. To learn more, see Upgrade to the Xanadu release.<br><br>**Create quotes from opportunity line items**<br>Create quotes by selecting individual line items within an opportunity record.<br><br>**Location-based transactions for Opportunity Management** |

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| Application or feature | Details |
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| | • Enable agents to specify a customer location in the product catalog and display only the eligible products for that location when they're adding products to opportunities.<br>• Copy products (line items) to other customer locations within the same opportunity.<br><br>**Sync quote and opportunity**<br><br>• Establish a synhronisation between quote and opportunity to ensure that values across Opportunity-Quote, and Opportunity Line items-Quote Line items are consistent. This synchronisation allows changes to automatically copy into the opportunity record.<br>• Track revenue from an opportunity accurately by keeping opportunities and quotes in synchronisation.<br><br>**Subscription revenue metrics**<br><br>Provide system-calculated recurring and one-time revenue amounts for product and service subscriptions for opportunities. These amounts help sales agents and managers to gain visibility into revenue metrics and recurring revenue dynamics. |
| Opportunity Marketplace | **Explore Opportunity Marketplace (OPM)**<br><br>Opportunity Marketplace originally had a single opportunity type, Internal jobs. In the Xanadu release there are three additional opportunity types Projects, Gigs, and Volunteer. These opportunity types differ from traditional opportunities in that they’re temporary for a fixed duration. The duration can be short-term or long-term, but not permanent.<br><br>**Introduced the opportunity owner persona**<br><br>The Opportunity owner is the leader or host of the opportunity. Owners can create and publish opportunities to the marketplace for employees to view and apply to. Additionally, Opportunity owners can manage and view status updates to their opportunities from the **Opportunities you own** dashboard.<br><br>Owners use the detail pages to review and select applicants. Applicants are employees who have applied for an opportunity. The applicant review experience includes match scores based on how well an employee meets the skills and criteria specified for the role.<br><br>**Enhanced opportunities browsing**<br><br>Employees can search and browse opportunities that match their preferences and skills from the **Other opportunities** page.<br><br>**Enhanced detail views of opportunities and roles** |

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| | Employees can view the details of the opportunities and roles from an opportunity's details page. Employees see the required and preferred skills and understand their match scores for one or more roles. The opportunity details help employees to understand their own strengths and weaknesses compared to a role they're interested in applying for. |
| Order Management | **Add sales agreements to orders**<br>When an agent creates an order, the sales agreement associated with the account is automatically applied and the catalog is filtered with the agreement products and prices.<br>**Add business hours to Jeopardy Management tasks**<br>Admins can set planned task due dates, which are calculated based on business hours during weekdays in Jeopardy Management.<br>**Update specification versions**<br>Admins can perform a batch version update to a product inventory's specification version.<br>**Add covered products to an order**<br>Agents can create covered products and modifications as part of an order capture to establish coverage relationships. They can also create change orders that remove sold products or install base items as covered products from entitlements and contracts.<br>**Order to Cash Operations**<br>• Order Operations Case Management: Use the Order Operations Case Management application (com.sn_order_case) to create order cases that reference multiple line items, including orders and order lines. Agents can use these cases to process order-related services such as order changes, inquiries, and disputes.<br>• Case lines and workflows: Use the Case lines and workflows application (com.sn_case_line) to reference multiple line items on a case record, including orders or order lines, invoices or invoices lines, contracts, and sold products. |
| Performance AnalyticsITSM dashboards | **Next Experience Legacy: IT Executive dashboard**<br>Get insights into the IT Service Management (ITSM) data using the ITSM Success Dashboard. This dashboard provides metrics for executives and managers to take informed decisions. Agents can use the Service Operations Workspace for ITSM Agent dashboard to get information about their work. These dashboards replace the existing Performance Analytics dashboards. |

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| Platform Analytics experience | **Create a Process Mining project from dashboard insights**<br>With a single click, create a Process Mining project from the list of suggestions in the Insights panel on a dashboard. Suggestions are available when an issue is identified that might be improved through Process Mining.<br>**Control data source availability by role**<br>Restrict the ability to create data visualizations for a data source to roles that you specify. |
| Playbooks in Workflow Studio | **Variants**<br>Use one playbook for multiple scenarios with variants.<br>**Playbook recommendations**<br>Get suggestions on which activities to replace placeholder activities with.<br>**Re-prompt and preview**<br>Preview and modify your prompt before building your playbook.<br>**Image to playbook generation**<br>Generate a playbook with out-of-the-box activities from text, an image, or both.<br>**Questionnaire activity**<br>Reference flow glide variable input and output values in an activity's condition builders to collect up to 10 pieces of information from an agent or fulfiller to use later during a playbook run, without requiring an existing table or fields.<br>**Greater access controls**<br>Better manage access to your playbooks and playbook components.<br>**Archived data enhancements**<br>Schedule process execution data to be archived, and view the JSON files for your archived data.<br>**Script support for activate, restart, deactivate, and duplicate**<br>Use a script include or business rule that calls the activate, deactivate, restart, or duplicate playbook APIs.<br>**Washington 25.2 release**<br>See 25.2 features in the Washington DC Playbooks release notes:<br>• Playbook Assist |
| Policy and Compliance Management | **Upload policy document from your local machine to Microsoft OneDrive** |

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| Application or feature | Details |
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| | Upload a Microsoft Word document that exists in your local machine to Microsoft OneDrive and link the document with the policy. You can access the document from any device and enable multiple users to collaborate on the policy document.<br>**Create and associate a policy text document in Google Drive**<br>Integrate your ServiceNow instance with Google documents to manage documents in Google Drive. Create a Word document in Google Drive that you can access through a browser and store in Google Drive. You also have the option to create a Microsoft Word document that you can manage in Google Drive.<br>**Upload policy document from your local machine to Google Drive**<br>Upload a Microsoft Word document that exists in your local machine to Google Drive and link the document with the policy to enable multiple users to collaborate on the policy document.<br>**Upload policy document from your local machine to Microsoft SharePoint**<br>Upload a Microsoft Word document that exists in your local machine to Microsoft SharePoint and link the document with the policy to enable multiple users to collaborate on the policy document.<br>**Policy authoring using Microsoft SharePoint**<br>Monitor and revise your organization's policies at regular intervals to maintain their relevance and compliance. Integrating Microsoft Word document files with multiple Microsoft SharePoint sites helps your policy owners, reviewers, and approvers to author, modify, and maintain different versions of a policy text and thus retain its history. You can also collaborate on policy drafting and review processes. The policy text is updated automatically. You can copy and paste text from a document into the **Policy text** field in HTML and then convert it to a PDF format.<br>**Using CRI assessment questions to profile an entity**<br>Perform a CRI tiering assessment for an entity to determine its tier, and then perform a CRI assessment for that entity. Based on the response to the CRI questionnaire from the assessor, the compliance status of each mapped control to a question is determined. The overall compliance score of the entity is also calculated.<br>**User role enhancements in Policy and Compliance Management**<br>Respond to policy acknowledgments and request a policy exception from the Employee Center portal with the employee operator role. |
| Portfolio Planning | **Show or hide features for your portfolio plan** |

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| | As a portfolio manager, show or hide the features, such as Prioritization and Roadmap, of your portfolio plan. This capability helps you share only the portfolio plan data that matters to your stakeholders and restrict access to the other data.<br>**Planning enhancements**<br>• Filter planning items in the Prioritization page and roadmap bars in the Roadmap page with multivalue fields, such as tags, business applications, and business capabilities.<br>• As a portfolio plan viewer, you can copy a portfolio plan that you don't have edit access to and edit the plan as needed. For more information, see Copy a portfolio plan.<br>**Optimize planning using scenario planning**<br>• Create scenarios in a simulated environment and adjust the prioritization and timelines of planning items.<br>• Check the alignment of planning items with goals to verify the delivery of strategic outcomes.<br>• Visualize trade-off decisions between scenarios by comparing scenarios side by side.<br>• Approve the best scenario as the live portfolio plan for execution and making informed decisions.<br>**Export a roadmap or free-form roadmap to PowerPoint**<br>Export a roadmap or free-form roadmap from a portfolio plan into a Microsoft PowerPoint file to share data and collaborate with your business stakeholders. The predefined template helps you generate reports for your roadmap, including roadmap milestones, item milestones, vertical lines, and horizontal lanes.<br>You can export a roadmap for the maximum tenure of lanes a year at a time. You can also choose between Compact mode, which exports 25 horizontal lanes per slide, or Default mode, which exports 15 horizontal lanes per slide, when exporting your roadmap.<br>You can select the data that you want to be exported into the report by editing the predefined templates or creating your own branded template. For more information, see Create a Microsoft PowerPoint template.<br>**Plan at a high level using the Project Program lens**<br>Plan at a high level by building portfolio plans for program [pm_program] items using the Project Program lens. Prioritize the programs and track them using roadmaps.<br>**Docs for planning items in Portfolio Planning** |

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| | • Store the information of key artifacts and other details of planning items, such as Demands, Projects, and Epics, directly from within the workspace.<br>• Create multiple rich-text documents at each planning item level.<br>  ○ Help avoid data loss and parallel editing with real-time collaboration.<br>  ○ Tag team members to their action items.<br>  ○ Insert media and URLs.<br><br>**Financials in Portfolio Planning**<br><br>• Migrate the existing budget for planning items from the classic UI to Next Experience using the **Migrate Budget** option.<br>• As a portfolio manager, allocate and manage the budget of your planning items using the Budget vs cost view.<br>• As a project manager, compare a budget to the captured costs of your planning items and reforecast the planned costs to meet the approved budget.<br>• Compare financial baselines to view simple financials and budgets.<br>• View the cost plans, expense lines, and financial baselines of sub-projects using the Financial view of a parent project.<br>• Widgets in the Cost view of parent projects display the rolled-up value of the planned costs, expense lines, budget, and variance.<br>• Create custom labor cost types and map them with a unique sys_id to generate labor costs. |
| Privacy Management | **Personal Data Rights**<br><br>Use the Personal Data Rights application that provides configurable workflows to manage and automate personal data rights requests efficiently, reducing the risk of non-compliance. The Personal Data Rights application enables customers to efficiently manage and fulfill Data Subject Access Requests (DSARs), consumer rights requests, and so on, ensuring compliance with privacy regulations. The application helps organizations to handle requests related to the personal data rights of their consumers while ensuring that employees can maintain data protection standards globally.<br><br>**Create data lineage**<br><br>Establish a data lineage to understand how data is being consumed and shared in a given processing activity. Creating a data lineage also helps you to understand and |

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| | manage the associated risks for the data being shared. This feature provides a visual representation of data lineage or hierarchy.<br><br>**Create a regulatory agency**<br><br>Create regulatory agencies in the Privacy Workspace to identify the relevant regulatory authorities that are responsible for overseeing the businesses in the public interest. The centralized library consolidates all regulatory communication via emails.<br><br>**Collaborate and chat with cross-functional teams for processing activities, privacy cases, privacy assessments, and personal data rights requests**<br><br>Initiate quick discussions with key stakeholders while working on a processing activity, privacy case, or a personal data rights request. The chat feature is integrated with Microsoft Teams and a group is automatically created on Microsoft Teams when a discussion is initiated. The chat conversations that take place using the **Discuss** button are stored in the respective record making it simpler for the privacy teams to refer to them when working on a task.<br><br>**View smart attestations on the processing activities**<br><br>Use the Smart Assessment Engine feature to respond to attestations. View the reports of the new control attestations on the landing pages of the privacy analyst and the privacy manager. Utilize the filter in the Attestations report to select if you want to view the classic attestations or the new attestations.<br><br>**Changes in roles with the Privacy Employee user application**<br><br>**Note:**<br>Only applicable to the customers with the GRC Privacy Employee User application (sn_privacy_emp) installed.<br><br>When you install the new GRC Privacy Employee User application and assign the sn_privacy_emp.privacy_employee role to your employees, the role enables your employees to perform the following operations from the Employee Center:<br><br>• Proactively request privacy impact assessments (PIAs) for new implementations, applications, and processes from the Employee Center.<br>• Report privacy cases related to data privacy policy and regulatory violations.<br>• Read and acknowledge organizational privacy policies.<br>• Create policy exceptions.<br>• Create privacy issues.<br><br>**Changes in roles with the GRC: Privacy Lite User application** |

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| | If the GRC: Privacy Lite User application (sn_privacy_lite) is installed, the following roles are considered as lite operators:<br>• sn_privacy.business_user<br>• sn_privacy.assessment_responder<br>• sn_privacy_case.privacy_case_business_user<br>• sn_grc_pdr.data_owner_admin<br><br>Users with the lite operator role can do the following:<br>• Respond to privacy assessment tasks as business users.<br>• Respond to the processing activity's criticality risk assessments and object-based assessment.<br>• View, update, and close assigned issues.<br>• Respond to the assigned control attestations.<br>• Respond to the assigned manual indicator tasks.<br>• Create, update, and close assigned remediation tasks.<br>• Work on the processing activity as a business user when it's assigned to you to collect the required details.<br>• Work on breach assessments and other privacy case tasks.<br>• Respond to the detailed privacy risk assessments on each risk identified on a processing activity.<br>• Respond to the assessment and investigation tasks assigned by the privacy team.<br>• Work on personal data rights action tasks to handle data according to the requester's requests. |
| Proactive Engagement | **Exploring Proactive Engagement**<br>Use Proactive Engagement to empower employees to self-solve digital experience issues by using the proactive issue detection and resolution capability of Digital End-User Experience.<br>**Configuring Proactive Engagement resolutions with DEX**<br>Engage employees through ServiceNow® Virtual Agent and configure Engagement settings to define how employees can self-solve digital experience issues.<br>**Proactive Engagement life-cycle management**<br>View and manage the life cycle of Proactive Engagement resolutions through the workbench.<br><br>Explore and utilise the different use cases ServiceNow® has to offer as part of the Proactive Engagement base system. |

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| Proactive Service Experience Workflows | **Customer Service Problem Management**<br>Manage the entire process of reviewing, diagnosing, and providing a resolution for service problem cases with Customer Service Problem Management.<br>**Proactive Service Experience Workflows Account 360 Analytics**<br>Better understand your customers, the services sold, and the progress of ongoing customer account tasks through a centralized dashboard. |
| Problem Management | **Initial support for Problem Management models**<br>Introduction of Problem Management models, beginning with one default problem model (General) and two default problem task models (Root cause analysis and General).<br>The default models are equivalent to the base life cycle in the Washington DC release. This initial support allows for the creation of custom models to tailor additional scenarios for specific use cases.<br>**Note:**<br>If you are using Service Operations Workspace 5.x and you enable Problem Management models, you will manage problems and problem tasks in the classic UI16 experience, rather than in Service Operations Workspace.<br>Service Operations Workspace 6.x is based on the Xanadu release and it supports Problem Management models. |
| Process Mining | **Process Mining evaluation version available**<br>Try sample mining and limited features on the Incident table without an entitlement so you can decide whether the advanced features are beneficial to your organization.<br>**Process Mining graph enhanced with perspectives**<br>Filter the Process Mining graph by the activity definitions you want to view at a particular time.<br>**Understanding the root cause of inefficiency made easier**<br>Generate a summary of all work notes to see the history of the inefficiency rather than having to read each individual work note separately.<br>**Configure finding definitions**<br>Configure and view automated and rule-based finding definitions efficiently using a comprehensive guided setup.<br>**Include additional use case analysis in a project automatically** |

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| | Set Approval analysis or SLA breach analysis automatically for applicable processes when creating a project so you don't need to make this selection manually.<br>**Variation analysis introduced in Summary and Insights page**<br>Analyze various routes the records in the process took based on parameters like mostly traversed, more steps, and so on. This information is accessible on the Summary and Insights page.<br>**Customize the outline of the process mining graph dashboard**<br>Customize the orientation of the outline of the process graph set for the current project workbench for nodes within the graph. For example, when using a vertically oriented widget, you might prefer the graph and star diagram to be displayed in a vertical layout rather than a horizontal one.<br>**Inflow and outflow analysis: node star diagram**<br>View the records for any node or arc from the map dashboard.<br>**Option to filter out incoming or outgoing arcs**<br>View only incoming or only outgoing arcs to see the inflow/outflow of work for a particular process with respect to other related processes on the graph. |
| Product Catalog Management and Pricing Management | **Product Catalog Management features**<br>**Location-based transactions**<br>Enable agents to specify a service location in the product catalog UI and display only the eligible products for that location when they're adding products to opportunities, quotes, and orders. Agents can create line items for the specified location, as well as copy line items to multiple service or installation locations in the same opportunity, quote, or order. Set up eligibility rules to filter the product catalog, catalog categories, or product offerings by service location.<br>**Control cascading quantity values in child product offerings**<br>Control how quantity values on top-level product offerings are cascaded to child lines.<br>**Product offer eligibility**<br>Use business rules to filter the product catalog, product categories, and product offerings dynamically, displaying only eligible product offerings for a customer in the product catalog. Define the business rules using product eligibility matrices. If you're using sales agreements, the product catalog displays only the eligible product offers set in the sales agreement.<br>The November 2024 release provides the following: |

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| | • Version 2 of product eligibility matrices: Supports eligibility rules based on transaction line attributes along with document header attributes.<br>• System-defined context variables for service locations: Service City, Service State, Service Country, and Service Zip context variables are available to specify service locations in the product eligibility and pricing matrices.<br><br>**Product offer bundling with product specifications**<br>Support bundling of offers that have an associated product specification or specification hierarchy. For example, you can create a product offer that has an associated product specification and indicate whether to inherit the characteristics from the child specifications in addition to the parent specification.<br><br>**Pricing Management features**<br><br>**Configurable pricing plan**<br>Define the sequence of steps in which pricing rules and calculations are applied. The November 2024 release provides a default pricing plan. You can customize the default plan by copying it and then adding new steps, modifying existing steps, changing the sequence of steps, and adding conditions for running an existing step.<br><br>**Subscription revenue metrics**<br>View system-calculated recurring revenue amounts for product and service subscriptions in opportunities and quotes. These amounts help sales agents and sales managers assess the financial value of monthly and annual subscriptions.<br><br>**Sales Agreement price lists**<br>If you're using the Sales Agreement feature, a published sales agreement price list is generated automatically when a sales agent creates a sales agreement from a completed quote. The sales agreement price list reflects the final unit price for each product captured in the sales agreement and is valid for the start and end dates specified for the agreement. To learn more about sales agreements, see Sales Agreement Management.<br><br>The November 2024 release supports hierarchical price lists and multiple price lists for a sales agreement. Hierarchical price lists enable agents to negotiate different pricing for an offer depending on whether it is sold in the context of a bundle or parent offer or as a standalone product. If multiple price lists exist for a sales agreement, the default price list used is based on currency and the sales agreement. Agents can select from different options, products, and characteristics within a configurable bundle or product, |

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| | which determines what is available as part of the sales agreement and resulting order. |
| Project Portfolio Management | **Time Card Management**<br>Starting with the Xanadu release, new customers can directly access the Analytics Time sheet, Analytics User manager, and Analytics Project manager dashboards in Next Experience. |
| Project Workspace | **Now Assist in Project Workspace**<br>• Generate a concise summary of selected text on the Docs component using Now Assist.<br>• Summarize, elaborate, and shorten the selected content on the Docs component using the Project Gen AI Docs skill.<br>• Set up automated emails using the Email project summary skill to stay updated on project progress. Schedule the day and frequency for the skill to send the generated emails.<br>• Generate a quick summary on the complete content of the document with Project Gen AI Docs skill and save time on manual content analysis.<br>**Managing projects with Project Workspace**<br>• Migrate the budget of your projects from Classic UI to Next Experience.<br>• Allocate and approve the budget of a project using Financials in Next Experience.<br>**Resource planning with Project Workspace**<br>• Follow the assigned schedule for allocation when a resource has a schedule.<br>• Allocate users or groups based on the selected effort type when creating an assignment.<br>• Display allocations inline with the selected effort type.<br>**Project details page enhancements**<br>• Add stakeholders, extend or confirm a resource plan, and add new resource allocations daily.<br>• View a status report for the programs and save the project as a template with the **Save as New Template** option.<br>• Create an Agile phase or a Test phase from the Agile or Hybrid execution type.<br>• Create or add existing stories to a project, as well as add new epics. |

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| | • View the project or project task details from the side panel.<br>• Use the **Open task in new tab** icon (  ) to open a project in a different tab.<br>• Use the **Full details** link to add work notes and attachments, as well as view related lists of a project or task.<br><br>**Financials in Project Workspace**<br><br>• Migrate existing project budgets from Classic UI to Next Experience using the migrate budget option.<br>• As a Portfolio Manager, allocate and manage the budget of your projects using the Budget vs cost view.<br>• As a Project Manager, view the comparison of budgets to captured costs for your planning items.<br>• Compare financial baselines to view simple financials and budget.<br>• View the cost plans, expense lines, financial baselines of the subprojects using the Financial view of the parent project.<br>• Widgets in the Cost view of the parent projects display the rolled up value of the planned costs, expense lines, budget, and variance.<br>• Create custom labor cost types and map them with unique sys_id to generate labor costs.<br><br>**Status reporting in Project Workspace**<br><br>• Create an overview of the current project status, highlighting key metrics such as health, schedule, scope, cost, and resources, offering a clear snapshot of progress.<br>• Create a new report with or without using a template. A status report captures important details such as milestones, risks, issues, decisions, actions, and change requests, ensuring comprehensive tracking.<br>• Use dynamic data tokens, such as Planned End Date, Status Date, and Actual Cost, which automatically pull and update relevant data, making the report accurate and up-to-date.<br>• Leverage the Docs component to fully customize and configure status reports. Edit and update status reports directly within the Docs component, ensuring they remain accurate and up to date. |
| Public Sector Digital Services | **Agent updates to License and Permit Playbook** |

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| | Specify the license details and add license endorsements directly from the workspace in License and Permit Playbook.<br>**Guided Constituent Experience for License and Permit Playbook**<br>Streamline how you communicate with your constituents with easy appointment booking. You can also simplify complex license and permit applications with the save and resume and guided data entry functionality in License and Permit Playbook as part of the playbooks-on-portal experience.<br>**Document redaction for Information Request Playbook**<br>Redact sensitive content, data, or entire documents within the document management tool in the Information Request Playbook. You can either highlight bodies of text, or search for strings of text and designate them to be redacted. This functionality is only available to information request case agents for documents in the Published or Draft state. New versions of the same document are generated each time that text is redacted or unredacted.<br>**Now Assist for Public Sector Digital Services (PSDS)**<br>Condense case records into short summaries by using the case summarization skill in the Now Assist for PSDS application. Agents can use the resolution summarization skill to generate resolution information for a case, propose the resolution to the customer, and add the information to the case record. The Now Assist for PSDS application brings generative AI case summarization and resolution notes generation to Public Sector Digital Services. |
| Quote Management | **Sales agreement in quotes include product bundles**<br>Add a sales agreement to a quote that contains configurable product bundles with the ability to choose from available child offers and optional characteristics.<br>**Location function filters products and creates line items**<br>Location-based quoting is a new feature where line items can be created for different service or installation locations and agents can copy line items from one location to another. Agents can also filter products in the catalog by location.<br>**Add covered products to a quote**<br>As an agent, add covered products to quote line items. Covered products include entitlements, service agreements, and warranties. Adding a covered product to a quote enables you to add start and end dates for the agreements.<br>**Synchronize a quote with an opportunity** |

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| | As an agent, synchronize quote information to an opportunity. As quote information changes, use this function to update the opportunity with information from the quote to keep records accurate. |
| RPA Hub | **Credential Management in RPA Hub**<br>Create application credentials, robot credentials, and Time-based One-time Password (TOTP) authentications and reuse them in multiple bot processes through a credential group.<br>**Migration of a bot process configuration in RPA Hub**<br>Migrate the bot process configuration and associated assets from one environment to another environment.<br>For example, when the bot process is ready to be migrated from a developer's environment to a UAT environment, an RPA developer or RPA administrator can select the **Ready for Migration** button on a published bot process. This action enables the **Migrate** button to appear. This button is only visible when the bot process migration isn't in progress. Then, the RPA release manager or RPA administrator can initiate the migration process by selecting the **Migrate** button. After the bot process and associated assets are migrated, a release manager can make any necessary changes, create and associate credentials, create an associated bot process record, and publish the bot process on the UAT (target) environment.<br>**Enhanced element interrogations using the recorder feature**<br>In the RPA Desktop Design Studio application, while using the recorder feature, you can move and position your recorded actions and screens in the Recorded actions pane. You can also edit a recorded action and element name.<br>**New sample automations**<br>Use the unattended and attended sample automations that were added to the Sample Automations page of RPA Desktop Design Studio. You can also view them in the Samples Explorer section.<br>• Merge CSV files<br>• Convert Excel to JSON<br>• Fetch contact info from email<br>• Resume Skill Matcher<br>• Copying a Range from One Excel File to Another<br>• Email Archiving or Deletion<br>• Streamlining Report Data Analysis<br>• Extract Excel Table to Embed in Email Body<br>• Zip and Unzip files |

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| | • XML to Excel Conversion<br>• Extract Data from Table and Saving to Excel<br>• Merge Excel Sheets<br>• Download attachments from Outlook<br><br>A sample automation is a prebuilt automation that shows how an automation works in the RPA Desktop Design Studio. The RPA Desktop Design Studio provides multiple sample automations that cater to different use cases.<br><br>**Skill enhancements**<br><br>View a skill package version for an associated package in a bot process or attended and unattended packages in RPA Hub. As an RPA release manager, you can override a skill version to use a specific skill package version for your bot process.<br><br>For example, to use a latest version of the skill package, you can override the skill package version in RPA Hub without publishing the attended or unattended package again. You can either override a skill version for a bot process or select the bot processes to override in the skill package version.<br><br>You can use the different versions of the same skill for different bot processes depending on your specific requirements. When the bot process executes, it uses the selected version instead of the version that was defined in the automation.<br><br>The following tabs were added:<br><br>• Use the **Skill Overrides** tab on the bot process form to view the skill version that was used. You can also use this tab to override the skill version for a specific bot process.<br>• Use the **Skills** tab on the package version of either the type attended or unattended to see the skills that were used in the package version.<br>• Use the **Bot process** tab on the skill package version to override the skill version for one or more bot processes.<br><br>In the RPA Desktop Design Studio, the Assign Bot Process feature is enabled for Skills automation projects. It shows both attended and unattended bot processes in the **Bot process** field. For the unattended processes, the associated robots are listed in a drop-down menu. For more information, see Assign bot process to an automation project.<br><br>If any skills are overridden in the bot process, use the Assign Bot Process feature in the RPA Desktop Design |

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| | Studio to use the revised skill version during the current execution.<br><br>If a skill is overridden while the robot is in execution, the robot doesn't use the overridden skill for the current execution. Instead, the robot considers the updated skill version starting from the next execution.<br><br>**Sensitive request content in queues**<br><br>Pass both sensitive data and non-sensitive data separately in work items.<br><br>In the Work item form, the **Sensitive Request Content** field was added to store the sensitive content. For more information, see Work item form in RPA Hub.<br><br>In the RPA Desktop Design Studio, RPA developers can handle the sensitive data in the Queue connector methods:<br>• For the *CreateJSONWorkItem*, *PickWorkItem*, and *UpdateWorkItem* methods, RPA developers can identify and mark specific JSON fields as sensitive.<br>• For the *CreateStringWorkItem* method, RPA developers have an option to include both sensitive and non-sensitive request content. A new parameter *Sensitive Request Content* was added to capture those details. The data that is passed in the sensitive request content is stored as encrypted data and the data that is passed in the request content field is stored as plain data.<br><br>For more information about these methods, see Queue connector methods.<br><br>**New CreateFile component in the Zip category**<br><br>Zip an existing folder or create a zip file by using the CreateFile component in RPA Desktop Design Studio.<br><br>**Robot user mapping in RPA Hub**<br><br>Map an authorized user to an unattended robot to make the robot credentials accessible only to the mapped user.<br><br>In the Unattended robot form, the **User** field was added.<br><br>For upgrading customers, the **User** fields are automatically mapped with the user names who have recently created the process jobs for the selected unattended robots. If no process jobs are found for a selected robot, the RPA release managers must manually map the appropriate users to the robots.<br><br>**Guided Tours in RPA Hub**<br><br>The following guided tours are available in the classic environment: |

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| | • Queues: Get step-by-step quick instructions in your instance on how to create queues.<br>• Bot process: Get step-by-step quick instructions in your instance on how to do an end-to-end configuration of the bot process and its related lists. You can select the tour to create an unattended bot process, attended bot process, or Embedded Task Automation.<br><br>**What's New tab in the Help Center for RPA Hub**<br>Learn about the newly released features of RPA Hub in your instance.<br><br>If new content is available for you, the blue indicator on the **Help Center** button notifies that the feature content is new and unread by you on your instance. |
| Regulatory Change Management | **Assign rule-based regulatory alerts**<br>Define the routing rules to automatically distribute regulatory alerts to internal stakeholders. You can apply conditions to filter incoming regulatory feeds by Title, Description, Key dates, and many other fields. You can also auto-assign filtered regulatory alerts to domain experts for further review.<br><br>**Add an AI-recommended citation to a regulatory alert**<br>Add AI-powered recommendations from the most relevant citations through incoming regulatory changes, authority documents, child citations, and related control objects. You can drill down into the recommendations to explore the details within the context of the alert. |
| Resource Management Workspace | **Resource Management Workspace**<br>View updates to any approved task by using the new iconography. Use the Group By feature to group resources on a board.<br><br>**Create a resource card in Resource Management Workspace**<br>Create resource cards in Resource Management Workspace to filter and view resources by primary attributes or project item of work. Use the **Unassigned tasks** toggle to create a custom filter and view the unassigned tasks in the bottom tray.<br><br>**Create resource assignments and operation resource assignments in Resource Management Workspace**<br>Resource Managers and Project Managers can directly create resource assignments and operational resource assignments from the resource board view to allocate, and approve the efforts.<br><br>**Manage unassigned and assigned tasks**<br>Assign the unassigned tasks from the bottom tray and approve the assigned tasks from the top tray. |

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| | **Split resource a assignment**, **Reassign or unassign the assigned tasks**<br>Split a resource assignment to create a duplicate assignment from a specific date. Resource managers can assign this split work to other resources with the same primary attributes. Reassign the assigned tasks from the primary resource to another resource who has the same primary attributes to manage the primary resource's work load, resource time offs, or to allocate operational work. |
| Retail Operations | **Retail data model**<br>Optimize retail operations by modeling the hierarchical structure of your retail organization.<br>**Retail case type**<br>Use the retail case type to manage in-store issues effectively.<br>**Store support portal**<br>Use the Store Support Portal for retail to utilize self-service tools. |
| Sales Agreement Management | **Sales Agreement Management application**<br>Create sales agreements from quotes to capture the scope and conditions for future sales transactions between a buyer and a seller. A sales agreement contains information such as details about the buyer and seller, the validity period of the agreement, and the quantities and pricing of the products and services. |
| Security Center | **Security Event Notifications**<br>Receive prompt notifications on user behaviors that you specify with the Security Event Notifications tool. Users that you choose receive email notifications when a policy is triggered, enabling you to promptly remediate issues.<br>**Security Posture Dashboards**<br>Monitor the security health of all your instances with the Security posture dashboards. The single instance dashboard provides graphical widgets for key security key process indicators (KPIs). The multi-instance dashboard, only available on production instances, shows the same KPIs for all instances in a table format. The dashboards can be cloned and then fully customized.<br>**Security banner announcements**<br>Prepare for potential future security announcements from ServiceNow using the Security Banner Announcements. This feature enables ServiceNow to trigger new banners in customer instances that are visible to system administrators. These messages inform them of new and |

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| | urgent potential security issues and include a link to more details.<br><br>**Data Classification**<br><br>Monitor your sensitive data with the Data Classification metrics in the Security Metrics tool. Updates to the tool include two new metrics. Classifiable Data metrics displays the amount of data that is available for classification and what portion has been already classified. The Classified Data metrics displays the breakdown of the classified data across your classification labels.<br><br>**Security Center version 2.0 introduces a new set of hardening settings**<br><br>Security Center version 2.0, introduced in the November store release, includes several new hardening settings, updates to existing ones, and the removal of some unnecessary settings. The new hardening settings come with recommended configurations to restrict access control lists (ACLs) for human resources apps, minimizing data exposure and enforcing the principle of least privilege. Additional settings help configure service portal widgets to reduce sensitive data exposure in tables, enforce strict code signing, and set role-based restrictions on apps. Several technical configuration names and descriptions have been updated for clarity, and outdated hardening settings have been removed.<br><br>**Improved Security Center architecture**<br><br>The Security Center has been redesigned to help admins understand what tasks they can accomplish with Security Center and to pick the right tools for their tasks. |
| Security Incident Response | **Security Incident Response integration with AWS Security Hub**<br><br>Security Incident Response supports the AWS Security Hub findings integration. This enables you to ingest AWS Security Hub findings and automatically create security incidents in Security Incident Response.<br><br>Security Incident Response supports a bidirectional exchange of data with AWS Security Hub. SIR ingests findings from AWS Security Hub to create aggregated security incidents. Simultaneously, any change in a security incident is also updated on the related AWS Security Hub findings.<br><br>**Internet Content Adaption Protocol (ICAP) integration for DLP IR**<br><br>Internet Content Adaption Protocol (ICAP) integration helps you to track the usage and movement of sensitive data on various platforms. |

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| | • Configure and schedule DLP alerts ingestion from the specified Amazon S3 buckets which includes the capability to perform the delta imports to ensure only new or modified data is ingested.<br>• Display the ingested alerts in the DLP workspace by providing the key details on each alert such as the match content, alert severity, and relevant metadata.<br>• Download associated evidence files directly from the DLP workspace for further investigation or review.<br>• Enable users to apply automatic responses based on predefined criteria such as alert escalation, notifications, or enforcement policies.<br>• Remediate response actions such as blocking or quarantining sensitive data, or sending out alerts to stakeholders.<br>• Customize and define the severity mapping between ICAP DLP incidents with ServiceNow incidents.<br><br>**Playbook for zero-day vulnerability**<br>Get step-by-step procedure to address and mitigate zero-day threats—vulnerabilities in the software that are unknown to the vendor, leaving systems exposed to attacks.<br><br>**Configure Shift Handover Templates**<br>Provide detailed communication of critical information, tasks, and updates between outgoing and incoming personnel for a seamless transition between shifts by using the Shift Handover feature. Improve operational continuity, reduce errors, and increase overall efficiency in the workplace.<br><br>**Configure Slack chat connector for major security incidents**<br>View and filter collaboration chat activities on Slack to more efficiently collaborate to resolve major security incidents.<br><br>**Playbook for Legal Request**<br>Get step-by-step guidance on how you can inform the legal team about the latest summary of a major security incident so they can notify the SEC in the 4-day time frame that is required for material breaches.<br><br>**Add Zscaler Internet Access URL category lists**<br>Enable Zscaler approvers to add observables to the list of required approvals or remove them when the Require Approval option is selected.<br><br>**Configure how an automatic event is created and MISP event data**<br>Add security tags during automatic MISP profile configuration. |

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| | **Mapping DLP incident status with Netskope**<br>Provide the mappings between the DLP Incident status in your ServiceNow instance and the Netskope Object status.<br>**Define the new Risk Score Calculator Rules**<br>The Risk score configuration in the Security Incident Response workspace has been enhanced with the following capabilities:<br>• Set up a Risk Score Calculator from either script or condition builders.<br>• Apply multiple conditions while setting up rule-based scoring.<br>• Apply weightage to each scoring line. Weights should add up to 100.<br>• For rule-based scoring, select table fields and values for setting up a condition.<br>• Capture conditions and scoring via scripts.<br>• Manually execute risk score calculators to recalculate after making changes.<br>**Managing MSIM status reports**<br>Share mobile-friendly Executive Status Reports with users outside your ServiceNow instance, including third-party vendors, other entities, or email distribution lists. |
| Security Posture Control | **Mitigation Controls Monitoring with Security Posture Control**<br>From within the Security Posture Control workspace, detect mitigation controls of various types as described by MITRE on all on-premise and cloud enterprise assets. Gain insight into which threats to your assets are mitigated by available mitigation controls based on how various security tools are configured.<br>• Activate mitigation control policies that are included with the application that identify MITRE mitigations on your assets.<br>• Identify your assets that have Web Application Firewall (WAF) protection with supported tools that include F5 BIG-IP. Automatically map a WAF mitigation to vulnerable items by analyzing the policy signatures in the firewall and the Common Vulnerabilities and Exposures (CVE) information.<br>• Identify exploit mitigation controls from endpoint protection or Endpoint Detection and Response (EDR) tools like CrowdStrike and Microsoft Defender. Automatically map the EDR exploit mitigation controls to relevant vulnerable items by analyzing the vulnerability information and the EDR mitigation control configuration. |

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| | • Populate vulnerable items with relevant attributes that can be used in your Vulnerability Response risk calculator rules.<br>• Import agent information from the SentinelOne product into your ServiceNow AI Platform® with the Service Graph Connector for Sentinel One.<br>• Import asset data from the Splunk product into your ServiceNow AI Platform® with the Service Graph Connector for Splunk.<br><br>**Enhancements to custom insights in the Security Posture Control Workspace**<br>The name of the Custom insights module has been changed to the Configured insights module in the Security Posture Control Workspace.<br><br>You must assign groups to organize your reports by categories when you create custom insight records. Groups determine where your data visualizations are displayed on the dashboard in the Configured insights module according to the criteria you set.<br><br>**Enhancements to the Condition policy builder in the Policies and findings module**<br>Select **With aggregated data** for **Connection** to ensure that your policy matches assets that have slight variations in reported data. The following properties for policies for hardware assets are supported as they're reported by different sources:<br>• Host name<br>• FQDN<br>• OS<br>• OS Version<br>• OS Domain<br>• OS Service Pack<br><br>**Test result and remediation task state transitions**<br>Enhancements to policy audits ensure that retired assets are not evaluated by activated policies. If the state of an asset transitions from **Retired** back to **Active**, it is included in the next policy evaluation. |
| Service Catalog | **Added inline render type support of catalog item in Virtual Agent**<br>Fill a catalog item form inline in the Virtual Agent powered by Natural Language Understanding (NLU). |

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| | For example, while requesting a catalog item that's marked inline render type, the requester can fill the item and its options within the Virtual Agent conversation. |
| Service Exchange | **Service Exchange mismatched version support**<br>Providers and consumers can run different versions of the Service Exchange applications without affecting their ability to exchange data. Providers can adopt new features without coordinating their application upgrades with their consumers.<br>**Configuration revisions**<br>Providers can develop and deploy new versions or revisions of entitlements with updated functionality to compatible consumers without affecting consumers who have not updated their application. Consumers can therefore use older revisions of entitlements including remote task definitions, remote record producers, and foundation data sync offerings while deploying new revisions.<br>**Consumer pre-flows**<br>Consumers can control data synchronization with their providers by associating a flow with a Service Exchange remote record producer and run consumer-defined processes, such as approvals, before a task is synchronized to their provider.<br>**Integration with Sales Customer Relationship Management**<br>Providers can enable customers to quickly order entitled Sales Customer Relationship Management product offerings from their service catalog by publishing them as remote record producers on consumer instances. |
| Service Graph Connector Integration for Claroty CTD | **View the class mappings available for the Service Graph Connector**<br>Use the **Claroty CTD SGC Class Mappings** table to view the available class mappings and targeted CMDB classes.<br>**Avoid importing empty rack slots**<br>During import, empty rack slots are removed to avoid importing them into the CMDB.<br>**Capture firmware version of devices**<br>Use the Firmware Installation [cmdb_firmware_install] table to capture the firmware version of your Service Graph Connector Integration for Claroty CTD devices.<br>**Use the ire_criterion_attribute in the OT Entity [cmdb_ot_entity] table**<br>The ire_criterion_attribute acts as a criterion attribute for an OT entity-related entry and helps avoid entity update issues. |

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| | **Clean up serial number data**<br>Clean up the serial number [cmdb_serial_number] records imported into the Source [sys_object_source] table from the Service Graph Connector Integration for Claroty CTD with a fixed script. This script establishes that a null pointer exception doesn't occur when the serial number and MAC address are the same. The script runs automatically when the plugin is upgraded.<br>**Categorize your OT devices into the industrial product model category**<br>The enhanced Service Graph Connector Integration for Claroty CTD creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices. |
| Service Graph Connector for Microsoft Defender for IoT (Azure) | **Categorize your OT devices into the industrial product model category**<br>The enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices. |
| Service Operations Workspace for ITSM | **Admin Center changes**<br>• Migrate your ITSM Agent Workspace features to Service Operations Workspace by using the on-screen utility without having to rebuild these features. This migration includes customizations done on ITSM Agent Workspace for various forms, UI actions, and lists.<br>• Configure the availability and order of the contextual side panel tabs in record pages.<br>• Configure modern Change Management features from the Service Operations Workspace Admin Center to increase change efficiency, accelerate change approvals, drive data-driven risk analysis, and leverage DevOps data for change automation.<br>• Configure the visibility settings of the **Overview** tab for each problem record state.<br>• Configure the visibility settings of the **Overview** tab in the incident record page for tier 1 agents from the Incident record section of Incident Management in Admin Center.<br>• Configure Service Desk assisted Password Reset to accomplish the following tasks: |

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| | ○ Assign the password reset service desk role to the user.<br>○ Create a credential store record to configure access to your credential store server while a user is changing or resetting a password.<br>○ Configure the verification methods for the service desk process.<br>○ Configure the password policies.<br>• Starting in version 6.1, you can do the following actions from the SOW Admin Center:<br>○ Configure Interaction Management in SOW.<br>○ Browse through a collection of SOW learning resources to help users understand more about SOW configuration.<br><br>**Granular roles**<br><br>Configure the user access for various record pages in Service Operations Workspace for ITSM by using the following granular roles, and the user's access to these record pages is based on the role assigned.<br>• Incident: sn_incident_read and sn_incident_write<br>• Request: sn_request_read, sn_request_write<br>• Problem: sn_problem_read, sn_problem_write<br>• Change: sn_change_read and sn_change_write<br><br>Because these granular roles inherit the sn_sow.sow_home and sn_sow.sow_list roles, the users with the granular roles can access the Service Operations Workspace for ITSM home and list pages.<br><br>**Note:**<br>When upgrading to Xanadu, the email_composer user role is added to the users along with the respective granular roles. The time to add the role depends on the number of users having the granular roles for write function and impacts the overall instance upgrade time. Adding the email_composer user role ensures that the granular write users have access to the email templates in SOW.<br><br>**Interaction record page enhancements**<br><br>View the requester's details, their assets, recent interactions, and related links from the Opened for card. This centralized access point provides an agent with a comprehensive overview to efficiently manage the requester's information. |

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| | To streamline the workflow and maintain focus on interactions, a modal-based interface for record association is implemented for the interaction record in Service Operations Workspace. This interface simplifies the workflow by automatically suggesting tables that are frequently associated with Interactions, including the change, incident, knowledge, problem, and request. This enhancement is designed to streamline operations and enhance user efficiency.<br><br>Starting in version 6.1, view all available metrics of the requester's assets that are collected through the Digital End-User Experience (DEX) architecture from the interaction record.<br><br>**Incident record page enhancements**<br><br>The incident record page has the following enhancements:<br><br>• View the Configuration Item (CI) dependency for the following reference fields:<br>  ○ Configuration item<br>  ○ Service<br>  ○ Service Offering<br>• View the VIP field decorator for a caller field in the **Details** tab and in the **Record information** tab of the contextual side panel for VIP users.<br>• Search and filter the configuration items (CI) that are based on the configuration class when you add the affected CIs to an incident record.<br>• When an agent reports a knowledge gap from an incident record, the success message that contains the created knowledge feedback task record link is displayed. You can select the link to open the knowledge feedback task record on a separate tab to provide the information and create an article for the knowledge gap.<br>• For issues related to Password Reset, you can now select **Password Reset** as the incident category. After this category is set and the incident record is saved, you can resolve the incident by using the Reset password UI action. For more information on Password Reset, see Password Reset in SOW.<br>• Starting in version 6.1, the incident record has the following enhancements:<br>  ○ The activity stream displays the activity information in tiles that are collapsible. By default, the first activity tile, either a work note or comment, is expanded and the consecutive tiles are collapsed. This ensures a clean UI and enables you to expand and view the activity information when required. It ensures a clean UI and enables you to view the activity |

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| | information when required. To enable this feature, set the **Enable the expandable activity stream tiles** (*enableExpandableActivityStreamTiles*) UX page property to `true`.<br>○ An internal tag is added to the work notes.<br>○ You can define, customize, and apply tags to the activity streams. These tags help you filter the activity based on the tags. You can use the **Activity stream property** (*activitystreamprops*) property to define and customize your tags.<br>○ Add related interaction records to an incident from the Interactions related list of the **Related records** tab.<br>○ Resolve cases or support issues faster and more efficiently with response templates. Access the response templates (formerly known as templated snippets) from the contextual side panel of an incident record to quickly copy the reusable messages and provide quick and consistent messages to users, or to display standard chat response messages to the requesters in chat.<br>○ Use the **Opened By** field in the Origin card of the Record information side panel tab of an incident to view the user who created the incident's origin record.<br>○ Use the **Type** field in the Origin card of the Record information side panel tab of an incident to view the channel type of the incident's origin record. For example, if the origin is an interaction record, the type can be Chat.<br>○ If an incident is created from an interaction record, you have the following options:<br>▪ View chat transcript: View the chat history with the caller of the interaction record. This option is available only if the interaction record is of the Chat type and is in Closed complete or Closed Abandoned state.<br>▪ View work notes: View the work notes history of the interaction record.<br>**Announcements for a major incident**<br>Keep your users informed about an ongoing major incident by broadcasting communication messages about it. Create and configure announcements from the **Communicate** tab of the major incident record. Announcements can appear in an announcement banner or an announcement widget that users can view on their IT service portal.<br>**Major incident record enhancements**<br>Starting in version 6.1, you can do the following: |

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| | • View the information on the **Post incident report** tab using the incident management granular roles such as sn_incident_read and sn_incident_write.<br>• Flag events on the activity stream of a major incident to include them in the post incident report events timeline.<br>• Access the Collaborate side panel tab and its features from the incident communication task (ICT) record associated with the major incident record.<br>• Select or change the SMS templates for the major incident SMS communication to the required end users with the following roles:<br>  ○ major_incident_manager<br>  ○ sn_incident_write user who has the required communication related roles<br>  ○ ITIL user to whom the major incident is assigned<br><br>**Automatic closure of an interaction from an incident**<br>Starting in version 6.1, when an incident record created from an interaction record is resolved, the interaction record is automatically set to **Wrap up** or **Closed complete** state. You must set the **Auto close the origin interaction** (*sn_sow_inc.autoclose_origin.interaction*) system property to `true` and the **Close interaction from incident** business rule must be `Active`.<br><br>**SOW list page enhancements**<br>Starting in version 6.1, you can do the following:<br>• View the user who updated the incident record using the **Updated** column on the SOW incident list page.<br>• Copy the sys ID or the URL of a record from the SOW list page to share with other agents, enabling quicker resolution of the issue.<br>• Configure the *fuzzyCount* property to display the number of records on the list page.<br><br>**Collaboration in Problem Management**<br>Starting in version 6.1, you can chat or make calls to communicate with stakeholders using the **Collaborate** option in the contextual side panel of problem and problem task records.<br><br>**Change Management enhancements**<br>Starting in 6.1, you can do the following:<br>• Find your change model or template when raising new changes by using the enhanced filtering and search capabilities for the Standard Change Catalog.<br>• Manage the Standard Change life cycle. |

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| | • Propose, modify, and retire Standard Change templates.<br>• Propose mass configuration item (CI) updates.<br>• Propose changes to single CIs.<br>• Automate the update and audit trail of CIs, with mass updates and change proposals recording the attributes being changed and (optionally) updating the CMDB automatically.<br><br>**Quick start tests for Incident Management in Service Operations Workspace for ITSM**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Incident Management features work as expected. If you customized Incident Management, copy quick start tests and configure them for your customizations. The following quick start tests are added for Incident Management in Service Operations Workspace for ITSM:<br>• Create problem from incident: Enables you to test the problem creation from an incident by using the Create problem UI option.<br>• Verify Assign to me button functionality: Enables you to test the incident assignment by using the Assign to me UI option.<br><br>**Password Reset in Service Operations Workspace for ITSM**<br>Assist users to quickly access their accounts by enabling them to reset the user password.<br>**Exploring Recommended Actions for ITSM in Service Operations Workspace**<br>Manually search for AI-powered recommendations that assist in swiftly addressing issues. AI-enhanced search results are available for these record types: incident, incident task, problem, problem task, change request, change request task, interaction, and request.<br>**Overview tab for problem records**<br>Configure how and what information is displayed in the sections of the dynamic **Overview** tab for each problem state.<br>**Manage life cycle of problem tasks**<br>Provide additional flexibility for problem task analysts, including the ability to reassess problem tasks from the Work in Progress state.<br>**Initial support for problem models**<br>Introduction of Problem Management models, one default problem model (General) and two default problem task models (Root cause analysis and General). |

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| | The default models are equivalent to the base life cycle in the Xanadu release. This initial support enables you to create custom models to tailor additional scenarios for specific use cases.<br><br>**Note:**<br><br>If you're using Service Operations Workspace 5.x and you enable Problem Management models, you manage problems and problem tasks in the classic UI16 experience, rather than in Service Operations Workspace.<br><br>Service Operations Workspace 6.x is based on the Xanadu release and it supports Problem Management models.<br><br>**Shortcuts for creating fix tasks from a problem**<br><br>Use the following shortcuts from the **Overview** tab of a problem:<br><br>• **Create defect** (part of Agile Development 2.0)<br>• **Create enhancement** (part of Agile Development 2.0)<br>• **Create improvement initiative** (part of Continual Improvement Management)<br><br>**Guided tours**<br><br>Learn about Service Operations Workspace for ITSM through a sequence of interactive steps that guide you through a specific concept or process.<br><br>Starting in version 6.1, the following guided tours are available:<br><br>• Overview of the PAR dashboard<br>• Overview of the various tabs and actions of an incident record page.<br>• Generate and download a post incident report for sharing it with all the stakeholders.<br>• Overview of the various tabs and actions of a problem record page.<br>• Get tailored recommendations for problems<br>• Get tailored recommendations for interactions<br>• Get tailored recommendations for requests<br><br>**Add approvers to approve a request**<br><br>Starting in version 6.1, to expedite the process and effectively meet the user's request, you can add one or more approvers to the request or to a specific request item. This helps to streamline the approval workflow and |

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| | ensure that the user's needs are fulfilled quickly and efficiently. |
| Service Portal | **Deactivate portals**<br>Turn off access to a portal that you don't want users to visit and redirect them to another portal. |
| Service Portfolio Management | **Set the time zone for availability results in Service Portfolio Management**<br>Set the availability system property [com.snc.availability.v2] to true so you can set the time zone that you want to calculate availability results. The Availability calculations settings page provides you with the choice to calculate availability using the service offering commitment time zone (yes or no). It also provides you with the option to set the global availability time zone by selecting a time zone from a provided list. After you select **Yes** to calculate availability with the commitment time zone, the **Time zone** field on the commitment record is used to calculate the availability results. The **Time zone** field on the availability record is read only. After you opt to set the global time zone, all the availability results will use the time zone that you set as global.<br>**Note:**<br>The underlying system properties that govern the global time zone and the commitment time zone are exclusive. You can set the global time zone or set the time zone to reflect a service offering commitment but you can't set both at the same time.<br>**Assign multiple teams to support a service offering in Service Portfolio Management**<br>Use the added Teams related list in service offerings to assign different group types to support a service offering. The related list functionality is an existing platform feature that was added to the Service Portfolio Management application so you can see the related support teams in the Digital Portfolio Management view. For more information on the platform feature, see Teams related list. |
| Service Reliability Management | **Service Reliability Management and Service Level Objective Management**<br>Explore the Service Reliability Management and Service Level Objective Management pages in the Service Operations Workspace. |
| ServiceNow IDE | **Work in an IDE based on Visual Studio Code for the Web**<br>Create and develop applications in a familiar integrated development environment based on Visual Studio Code |

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| | for the Web. The ServiceNow IDE has many of the same features as Visual Studio Code, including type safety, IntelliSense, dependency enforcement, code search, and source control integration.<br>**Build scoped applications in source code**<br>Write source code to define the metadata that makes up applications using ServiceNow Fluent. ServiceNow Fluent is a domain-specific programming language with APIs for defining the different types of application metadata. Developing applications in source code enables you to work in familiar development environments, create and modify complex applications, manage code in source control more easily, and catch errors at build time. Language processing and validation for ServiceNow Fluent is included in the ServiceNow IDE by default.<br>**Create and use JavaScript modules and third-party libraries**<br>Organize and reuse code within scoped applications with custom JavaScript modules and third-party JavaScript utilities.<br>**Collaborate on applications with users of different skill sets**<br>Collaborate on an application with users of different skill sets at the same time from the ServiceNow IDE and other ServiceNow AI Platform builder tools and interfaces. Developers build applications to compile source files into metadata, which they can view in embedded ServiceNow AI Platform user interfaces. Developers can synchronize applications to pull in changes to application metadata from other interfaces into source code.<br>**Manage applications in source control**<br>Integrate with remote Git repositories to use source control in the ServiceNow IDE. Use basic authentication or OAuth 2.0 to connect to remote Git providers and repositories. |
| ServiceNow SDK | **Version 2.2.1**<br>**Turn off synchronizing changes to ServiceNow Fluent code**<br>Turn off synchronizing changes to ServiceNow Fluent objects or files using the `@fluent-disable-sync` or `@fluent-disable-sync-for-file` comment directives.<br>**Version 2.1.1**<br>**Authenticate to an instance using OAuth 2.0**<br>Authenticate to a ServiceNow instance using OAuth 2.0 by setting the `type` parameter on the `now-sdk auth` command to `oauth`.<br>**Ignore ServiceNow Fluent diagnostics**<br>Suppress ServiceNow Fluent and TypeScript diagnostics using the `@fluent-ignore` comment directive. |

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| | **Version 2.0**<br>**Build scoped applications in source code**<br>Write source code to define the metadata that makes up applications using ServiceNow Fluent. ServiceNow Fluent is a domain-specific programming language with APIs for defining the different types of application metadata. Developing applications in source code enables you to work in familiar development environments, create and modify complex applications, manage code in source control more easily, and catch errors at build time.<br>**ServiceNow Fluent Language server in Visual Studio Code**<br>Get language processing and validation for ServiceNow Fluent in Visual Studio Code by installing the ServiceNow Fluent Language server from the Visual Studio Code Marketplace. |
| ServiceNow Studio | **Consolidated access to all integrated ServiceNow® builders and tools**<br>Use all of your favorite ServiceNow builders and tools in one place, without opening them in different products. For example, you can open files for flows in the Workflow Studio tool directly within ServiceNow Studio.<br>**Work with all supported file types and metadata**<br>Use the Navigator panel to quickly find, bookmark, and edit any type of supported ServiceNow metadata.<br>**Deploy updates within ServiceNow Studio**<br>Manage your deployments using several of the ServiceNow app life-cycle options, such as pipelines, update sets, or the Application Repository, directly within ServiceNow Studio.<br>**Generate apps using Now Assist**<br>Edit applications created with Now Assist for app generation directly in ServiceNow Studio. |
| Sidebar | **Add user groups to Sidebar discussions**<br>In addition to individual users, you can now add user groups to Sidebar discussions.<br>**Use Sidebar on Mobile Platform for agents**<br>If you're an agent, use Sidebar, which is now available on the Mobile Platform.<br>**Create Sidebar discussions on all record types**<br>Create Sidebar discussions on all record types, and not just on interaction and task-based records.<br>**Use different expert finder services in Sidebar**<br>Use different expert finder services depending on where you access Sidebar from. |

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| | **Use the chat summarization quick action**<br>Generate a chat summarization by using a quick action. |
| Skills Intelligence | **Skills Workspace**<br>See how the Job architecture is currently structured and how job families and role groups and the skills related to them through the Job architecture view in Skills Workspace. Get a sense of issues that need to be fixed by looking at the node map.<br>Select role groups and skills from the recommendations displayed in the Skills Workspace.<br>Select and update Role level and skills through an interface for employees in Employee Portal.<br>Import and review skills through a dynamic and interactive playbook experience called Skill imports. |
| Skills Management | **Using the Skills Management dashboard in the Next Experience user interface**<br>Analyze the trends to assess the skill gaps in your organization by using the Next Experience user interface.<br>**Multi-lingual capabilities in Skills Management**<br>Translate the skill names and the descriptions by using the following fields that support the translated text data type in the Skill [cmn_skill] table:<br>• **Display Skill Name**: Auto-populates the corresponding value in the **Name** field.<br>• **Description** |
| Smart Assessment Engine | **Using the template designer**<br>By using the template designer in Smart Assessment Engine, you can easily create assessment templates and add instructions, questions, and reference information to an assessment template.<br>• Add instructions and questions to an assessment template: SAE supports the most commonly used question types such as radio buttons, check boxes, drop-down lists, and more. Smart assessments are highly customizable so that you can do the following tasks:<br>  ○ Organize questions into sections and subsections for clarity.<br>  ○ Add instructions to help the assessors understand the context and requirements of each question to improve the accuracy and relevance of the responses. |

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| | ○ Configure the question guidance texts to help the assessors answer questions.<br>○ Configure the questions to appear or hide depending on the assessor's previous answers.<br>○ Integrate the response justification prompts that provide the assessors with the explanations that are based on their selected responses.<br>○ Require the assessors to attach the supporting documents like contracts, permits, or invoices that are based on the responses.<br>• Add reference information to an assessment template: Incorporate the live data from the Assessment Scope as reference information to help ensure that the assessors have immediate access to the necessary information while they're responding to the assessments. This live data minimizes the need for external references.<br>• Create an assessment template category: Create a template category as a container of related assessment templates. By creating an assessment template category, you can help to ensure that only authorized personnel can access and change the template.<br>**Respond to assessments**<br>Navigate through the assessments more efficiently by using a progress indicator that shows how much of the assessment is completed. The questions are paginated to help you more easily navigate the assessment. Your work is automatically saved, which eliminates the need for manual saving and helps to prevent data loss. You also have the option to reassign in-progress assessments to another user or cancel assessments that are no longer needed.<br>**Trigger assessments**<br>Initiate an assessment by using the Trigger Smart Assessment flow action that is based on a published assessment template. You can assign an assessment to a designated assessor with a defined scope and deadline.<br>**Combine multiple assessments into a single, unified submission**<br>Combine multiple assigned assessments into a single, streamlined view. You can efficiently manage, submit, or reassign these combined assessments at one time. You can use features, like Bulk Submit or Bulk Reassign, to handle all assessments in one action.<br>**Domain-separated Deployment**<br>Domain separation in the Smart Assessment Engine is supported starting with the Xanadu release, enabling data, processes, and administrative tasks to be organized |

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| | into distinct domains. Within this framework, templates are separated by a process, while assessments are separated by data, helping to ensure controlled access and visibility according to the domain.<br>**Migrate legacy assessment metric types to Smart assessment templates**<br>Migrate existing assessment designs from the ServiceNow® Assessments and Surveys application. Your templates are automatically transferred as drafts with just one click. After you migrate the designs, you must review and publish these drafts, and confirm the results. The sets of questions in the Assessments and Surveys application are saved as metric types. When migrated, these metric types are saved as question types. Custom, Duration, Image scale, Percentage, Rankings, and Ratings question types aren't supported for migration. |
| Software Asset Management | **Direct integration support for the Tableau Cloud application**<br>Gain visibility into the subscriptions and reclaim stale licenses by integrating your ServiceNow instance with the Tableau Cloud application.<br>**Gain a complete view of your GitHub Enterprise Cloud Subscriptions**<br>Take advantage of the enhanced ability to optimize your GitHub Enterprise Cloud subscriptions, including outside collaborators, pending invitations, and pending outside collaborators.<br>**Minimize cost while optimizing Smartsheet subscriptions without the need for the Event Reporting add-on**<br>Optimize your Smartsheet subscriptions without the additional Smartsheet Event Reporting add-on. Use the Smartsheet integration to retrieve the last login information, enabling you to analyze the subscriptions that aren't used efficiently, reducing software spend for Smartsheet.<br>**Integrate your SaaS applications with minimal user permissions**<br>Minimize security risks and protect information by granting access only to the necessary user or API permissions for optimizing SaaS licenses.<br>**Get visibility into the login-based licenses of Salesforce CRM applications**<br>Gain insights into the number of Salesforce CRM login consumptions without the need to create user subscriptions.<br>**License your organization for Oracle Java SE Universal with the Employee license metric** |

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| | License all your employees that are using Oracle Java SE Universal with the Employee license metric. The tier-based licensing model also supports licensing discounts.<br>**Expand your analysis of asset information using the export capabilities in the Software Asset Workspace**<br>Gain more insights and streamline operations with support for exporting asset information from the Software Asset Workspace.<br>**Improve Software Asset Management licensing outcomes with actionable insights into discovered inventory**<br>Gain insights into discovered inventory, normalization, EOL software products, software version, and edition proliferation in your estate. Act to improve normalization, reduce version and edition proliferation, and remediate EOL software.<br>**Expand your analysis of overlapping software usage with added insights from spend transactions**<br>View data related to spend transactions in the Overlapping usage view in Software Asset Workspace. You can gain insights into the combined data from applications including spend detection, Direct integration profiles, and SSO integration profiles.<br>**Determine license compliance for Microsoft Windows Server, SQL Server, and RHEL Server deployed on Nutanix virtualization technology**<br>Address your license compliance requirements for Microsoft Windows Server, SQL Server, and RHEL Server with deployments on Nutanix virtualization technology.<br>**Reduce manual effort for managing Microsoft Windows Server Client Access Licenses (CAL) with automated usage tracking**<br>Track and manage the users and devices that are accessing your server software using ServiceNow® Discovery and use the automatic base CAL creation support for Microsoft Windows Server.<br>**Optimize Microsoft Visio, Project Online, and Microsoft 365 Copilot subscriptions on the Microsoft 365 Admin Center**<br>Track the usage of Microsoft Visio, Project Online, and Microsoft 365 Copilot subscriptions through the Microsoft 365 Admin Center and create reclamation candidates for any unused subscriptions. Additionally, you can monitor blocked users across all subscriptions who are consuming licenses for potential removal.<br>**Improve licensing accuracy for software suites with additional configuration for detecting software suites**<br>Improve licensing accuracy for software suites by setting an inference number for suite components. For newly created software models that include suite components, the **Number** inference option is selected by default.<br>**Limit the License usage view to managed software** |

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| | Display software model results for only those software models that are associated with entitlements, limiting the License usage view to managed software.<br>**Gain comprehensive insights into cluster configuration, licensing, and optimization**<br>Simplify cluster analysis by consolidating infrastructure, license usage, optimization, and cluster health data into a single, comprehensive view. This consolidation empowers Software Asset Management (SAM) managers to comprehend their cluster setup, examining details such as hosts, virtual machines, and software running on the cluster. Additionally, they gain insights into software license usage, optimization, and health issues. Equipped with this knowledge, SAM managers can make informed decisions that cover all aspects of their clusters.<br>**Gain improved normalization coverage for similar discovery models through wide-net normalization**<br>Achieve improved normalization of software products that have similar discovery models through wide-net normalization. With wide-net normalization, the Software Asset Management application uses a single normalization rule to normalize software products that share the same patterns for the discovered major version, discovered publisher, and discovered product. The Software Asset Management application can then immediately normalize your discovered software products without requiring the Content Service team to create additional normalization rules for similar discovery models. With this streamlined normalization process, you can reconcile and determine the license compliance of your software products more efficiently.<br>**Manage content requests for software products directly through the Software Asset Management application**<br>Submit, review, and disposition content requests for software products directly through the Software Asset Management application. If any publicly available software products don't exist in the Software Asset Management Content Library, you can add them to your ServiceNow instance as custom software products. By adding these custom software products to your instance, you can immediately use them in your downstream processes while automatically submitting corresponding content requests to the Content Service team. After these content requests are processed by the Content Service team, you can consolidate the custom software products with the software products that are added to the Software Asset Management Content Library.<br>**Manage license compliance for Red Hat Enterprise Linux (RHEL) software across hybrid infrastructures**<br>Use bring your own subscription (BYOS) support for Red Hat Enterprise Linux (RHEL) to determine the license compliance of your RHEL software across both on- |

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| | premise and public cloud environments. Supported public cloud providers include AWS, Microsoft Azure, and Google Cloud Platform (GCP). Use your license compliance information to remediate any RHEL software installations that are non-compliant.<br><br>**Optimize IBM licensing across public clouds by using the IBM License Compliance for Software Asset Management application**<br><br>Use the IBM License Compliance for Software Asset Management application to track and measure IBM licenses across public clouds. Supported public cloud providers include AWS, Microsoft Azure, and Google Cloud Platform (GCP).<br><br>**Optimize license costs for Microsoft Windows Server and Microsoft SQL Server deployments on your clusters**<br><br>Use the Microsoft Core License Optimization reports to gain insight into the recommended cost-based licensing optimizations for your Microsoft clusters. Use this information to maximize cost savings across your Microsoft cluster deployments.<br><br>**Manage licenses for indirect access to SAP applications using SAP Digital Access licensing model**<br><br>Track the usage of SAP applications through a third-party application or a non- SAP intermediary software by using the SAP Digital Access model. In this licensing model, the usage of SAP applications is licensed by the count of documents created by the third-party application. The documents include the following:<br><br>• Sales<br>• Invoices<br>• Purchase Orders<br>• Service & Maintenance<br>• Manufacturing<br>• Quality Management<br>• Time Management<br>• Financial<br>• Material<br><br>**Access software content data in National Security Cloud (NSC) Department of Defense (DOD) Impact Level 5 (IL5) deployments**<br><br>Access Software Asset Management Content Library data and receive regular software content updates for your NSC DOD IL5 deployments through the NSC DOD IL5 Content Data Service (CDS). |

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| | **Gain increased visibility to Java landscape with enhanced ServiceNow Discovery application and reporting certified by Oracle Global License Advisory Services (GLAS)**<br>Access Oracle verified GLAS data by downloading Oracle Java reports populated by the ServiceNow Discovery application. The Discovery application also supports the discovery and evidence download of the Oracle database and middleware. |
| Sourcing and Procurement Operations | **Now Assist for Sourcing and Procurement Operations (SPO)**<br>With Now Assist for Sourcing and Procurement Operations (SPO), fulfillers can easily summarize procurement-related records, providing real-time progress updates and action items. Available summarization skills include:<br>• Sourcing request summarization<br>• Purchase requisition summarization<br>• Procurement case summarization<br>If you're entitled to Source-to-Pay Operations Pro SKU and Sourcing and Procurement Operations Pro SKU, you can install this application.<br>**Request the generative AI capabilities by using the Now Assist for SPO Virtual Agent**<br>Requesters can leverage contextual generative AI using the Now Assist for SPO Virtual Agent to complete self-service tasks, such as purchasing products or tracking the status of purchase requisitions, sourcing requests, or procurement cases.<br>**Log in to Shopping Hub for the first time**<br>Specify a default delivery address when logging in to Shopping Hub for the first time after initial setup to ensure supplier products display correctly.<br>**Complete sourcing checkout**<br>Add users to the watch list on sourcing requests and purchase requisitions:<br>• Provide visibility into state changes of purchase requisitions and sourcing requests to the users who aren't submitters or business owners.<br>• Configure the number of users allowed to be added to the watch list.<br>• Enable fulfillers to add users to the watch list at any stage of the request life cycle.<br>• Configure notifications to include watch list users regarding updates on the request.<br>**Edit a purchase requisition line** |

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| | Fulfillers can use the enhanced **Edit a purchase** option to edit the service date, delivery date, delivery address, and quantity on purchase requisition lines and purchase order lines. For more information, see Edit a purchase order line. |
| | **Purchasing from punchout or third-party suppliers** |
| | Shoppers can search for all the products, including those from external suppliers, directly within Shopping Hub. The configuration of the Search API, Order API, and Product Details API determines whether shoppers can complete their purchases directly in Shopping Hub or are redirected to external supplier websites. Products from third-party suppliers with configured Order API and Product details API can be viewed, added to cart, and purchased from within Shopping Hub. For suppliers without this configuration, a notification appears, redirecting shoppers to the supplier's external site to add items to the cart and place the order. The shopper is subsequently redirected to Shopping Hub where they can continue with the checkout process. For more information, see Configure punchout for third-party site purchases. |
| | **Configure punchout for third-party site purchases** |
| | Set up cXML and API connections through a configuration framework to enable your shoppers to use AI search within Shopping Hub, enabling them to browse both third-party and native catalog items. |
| | **Process visibility** |
| | Render end-to-end process visibility in Shopping Hub so that your shoppers have transparency into the procurement process after they submit a request. You can also configure this feature to meet your own business processes. For example, you can use a default content and configuration framework to modify and edit your own content.<br>• Configure end-to-end process visibility through a configuration framework that enables administrators to define and modify steps, and the work that is within each step. You can also sequence and change labels to promote flexibility and alignment with your business processes.<br>• Provide your shoppers with the following end-to-end visibility on sourcing requests, purchase requisitions, and purchase orders in Shopping Hub:<br>  ○ Progress of the requests and expected completion timelines.<br>  ○ Step dependencies and progress of the sequential and concurrent steps.<br>  ○ Completed, current, and future steps, enabling oversight of the status of the work within steps. |

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| | ○ Sequencing of work, such as approvals, cases, and tasks.<br>○ Enhanced communication for your shoppers so that they can message task assignees and task assigners directly from within the platform. You can track this communication through audit trails.<br>○ Record of your shoppers' page navigation between My Purchases List and Details view pages on Shopping Hub. |
| Strategic Planning | **Show or hide features for your portfolio plan**<br>As a portfolio manager, show or hide the features, such as Goals, Scoring, Prioritization, and Roadmap, of your portfolio plan. This capability helps you share only the portfolio plan data that matters to your stakeholders and restrict access to the other data.<br>**Goal management enhancements**<br>• Create daily, weekly, or monthly target breakdowns according to how often you want to update and track the progress of the target. The target breakdowns are created based on the value selected in the **Check-in frequency** field. For example, if you select **Monthly** in the **Check-in frequency** field for a target spanning a year, then 12 monthly target breakdowns are created.<br>• Updating actuals for a target has been simplified with an enhanced UI:<br>○ In the Check-in actuals window on the **Progress** tab of the target's side panel, update the actual value of any time period or breakdown.<br>○ In the **Progress** tab of the target's side panel, view the trend of the target's progress in a line or bar graph. You can also edit the planned target and view the check-in history of the target actuals.<br>• When creating a target, the **Target breakdown details** section of the Target modal shows the planned target values for each target breakdown in a tabular format, which helps you visualize the final target value spread across the target's time period.<br>• On the Target form, use the **Baseline reference** field to compare future target performance with the actual value that was achieved in the last year or before the target was created.<br>• Add targets to a new goal using the **Save and add target** option on the Goal modal. Also, you can use the **Save and add new target** option to add more targets for the goal.<br>• Run the **Create Goals Demo Data with Target Breakdowns** scheduled job to create demo data with |

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| | goals and target breakdowns. For more information on this scheduled job, see Create goals demo data with target breakdowns.<br>• Create a copy of a goal or target using the **Duplicate** option from the row context menu icon ( ⋮ ). For more information, see Create a copy of a goal or target.<br>• Activity stream is enabled for the targets and goals in the full details record page.<br><br>**Planning enhancements**<br><br>• Filter planning items in the Prioritization page and roadmap bars in the Roadmap page with multi-value fields, such as tags, business applications, and business capabilities.<br>• In the Child items related list of an EAP planning item, view child items associated with the epic in EAP.<br>• When you view a portfolio plan, you can copy a portfolio plan that you don't have edit access to and edit the plan as needed. For more information, see Copy a portfolio plan.<br><br>**Now Assist in Strategic Planning**<br><br>• Generate a summary of selected text on Docs using the Planning item Gen AI Docs skill. You can summarize, elaborate, and shorten the selected content on Docs.<br>• Summarize a large volume of feedback using the multi feedback summarization skill on the Feedback page.<br>• Create a demand within the Employee Service Management (ESC) portal using the Now Assist conversational catalog creation capability.<br>• Summarize the complete content of a document with the Planning item Gen AI Docs skill to help save time on manual content analysis.<br><br>**Collaborate using Docs in EAP**<br><br>• Store the information of key artifacts and other details of planning items, such as Epics, Capabilities, and Features, directly from within the workspace.<br>• Manage team-level documentation for Agile team, ART, Solution Train, and Portfolio.<br>• Create multiple rich-text documents at each planning item level or Agile team level.<br>  ○ Help avoid data loss and parallel editing with real-time collaboration.<br>  ○ Tag team members to their action items.<br>  ○ Insert media and URLs. |

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| | **Docs for planning items in Strategic Planning**<br>• Store the information of key artifacts and other details of planning items, such as Demands, Projects, and Epics, directly from within the workspace.<br>• Create multiple rich-text documents at each planning item level.<br>  ○ Help avoid data loss and parallel editing with real-time collaboration.<br>  ○ Tag team members to their action items.<br>  ○ Insert media and URLs.<br>**Migrating from SAFe to EAP**<br>Transition from Scaled Agile Framework (SAFe) applications, such as Essential SAFe and Portfolio SAFe, to EAP. Use the Guided Setup module in the Strategic Planning application to execute your migration step by step.<br>This migration is intended to be one-time only. Initiating the migration again later while continuing to use SAFe applications with EAP won't carry any changes made to the SAFe records that are already migrated.<br>**Override the default planning calendar for Agile Teams**<br>For Agile Teams and Agile release trains (ARTs), the **Override planning calendar** field enables team members to change their planning calendar. The updated calendar is automatically applied to any child teams and takes effect at the beginning of the next iteration.<br>**Persistence of personalization settings for the EAP PI planning board**<br>Personalization of the settings made in the PI planning board for a team type are applied across the workspace according to user, team type, and work item type. For example, settings applied to one ART, such as enabling the Dependencies toggle, Team backlog lane, or compact cards, are applied to all ARTs in the workspace for a user.<br>**Optimize planning using scenario planning**<br>• Create scenarios in a simulated environment and adjust the prioritization and timelines of planning items.<br>• Check the alignment of planning items with goals to verify the delivery of strategic outcomes.<br>• Visualize the differences between goal alignment and trade-off decisions between scenarios by comparing scenarios side by side.<br>• Approve the best scenario as the live portfolio plan for execution and making informed decisions. |

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| | **Export goals and targets data to Excel or CSV**<br>Export goals and targets from your portfolio plan into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders.<br>**Export a roadmap or free-form roadmap to PowerPoint**<br>Export a roadmap or free-form roadmap from a portfolio plan into a Microsoft PowerPoint file to share data and collaborate with your business stakeholders. The predefined template helps you generate reports for your roadmap, including roadmap milestones, item milestones, vertical lines, and horizontal lanes.<br>You can export a roadmap for the maximum tenure of lanes a year at a time. You can also choose between Compact mode, which exports 25 horizontal lanes per slide, or Default mode, which exports 15 horizontal lanes per slide, when exporting your roadmap.<br>You can select the data that you want to be exported into the report by editing the predefined templates or creating your own branded template. For more information, see Create a Microsoft PowerPoint template.<br>**Plan at a high level using the Project Program lens**<br>Plan at a high level by building portfolio plans for program [pm_program] items using the Project Program lens. Score and prioritize the programs and track them using roadmaps.<br>**Feedback enhancements**<br>• Manage the feedback filter card directly from the feedback homepage by sorting, pinning, sharing, updating, or deleting it.<br>• Allow access to specific users or groups when sharing the feedback filter card, and review the users who have access to it.<br>**Financials in Strategic Planning**<br>• Migrate the existing planning items budget from the classic UI to Next Experience using the **Migrate Budget** option.<br>• As a portfolio manager, allocate and manage the budget of your planning items using the Budget vs cost view.<br>• As a project manager, compare a budget to the captured costs of your planning items and reforecast the planned costs to meet the approved budget.<br>• Compare financial baselines to view simple financials and budget. |

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| | • View the cost plans, expense lines, and financial baselines of sub-projects using the Financial view of a parent project.<br>• Widgets in the Cost view of parent projects display the rolled-up value of the planned costs, expense lines, budget, and variance.<br>• Create custom labor cost types and map them with a unique sys_id to generate labor costs.<br><br>**Capacity Planning in Strategic Planning**<br><br>• Select a primary attribute to auto-select the resource criteria based on the planning items in the portfolio.<br>• Automatically generate resource capacity using a scheduled job at your desired cadence.<br>• View only prioritized planning items in the bottom tray of the Capacity Planning screen.<br>• View the total capacity, estimate, and available efforts of a resource using the heatmap view. |
| Stream Connect dashboard | **Using the Stream Connect Dashboard**<br><br>View detailed statistics for your Stream Connect integrations, and create or edit topics, replicators, and consumers with the ServiceNow Stream Connect dashboard. |
| Subscription Management | **Monitor Now Assist usage**<br><br>View an account-level summary of your Now Assist entitlements and track Now Assist usage across all your instances.<br><br>**Monitor Now Assist creators**<br><br>View an account-level summary of your Creator Plus entitlements and track allocations across all your instances.<br><br>**Monitor cloud capacity**<br><br>Monitor cloud capacity and track storage capacity across all the instances associated with your account.<br><br>**Subscription allocation counts according to active users**<br><br>View the total number of active users in a product subscription. Only active users count toward the subscription allocation totals that appear throughout Subscription Management.<br><br>**Allocate subscriptions to all recommended groups**<br><br>Select all recommended groups when allocating subscriptions.<br><br>**Recommended subscription reasoning** |

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| | Determine why a subscription is recommended by Subscription Management when mapping custom tables or custom applications. |
| Supplier Lifecycle Operations | **Now Assist for Supplier Lifecycle Operations (SLO)**<br>With the Now Assist for Supplier Lifecycle Operations (SLO) application, supplier managers and fulfillers can summarize the details of supply-related records to keep them informed about their progress and action items.<br>**Supplier Relationship and Performance Management**<br>• Manage supplier relationship and performance to optimize the value and quality of the products and services delivered by suppliers.<br>• Establish clear expectations and criteria for measuring supplier performance, monitor and assess their performance against those criteria, provide feedback and recognition, and implement corrective actions and improvement plans when needed.<br>**Supplier Lifecycle Operations integration framework**<br>Exchange supplier data with any third-party ERP system using enhanced transform maps and inbound and outbound integration tables.<br>**View supplier details in the Source-to-Pay Workspace**<br>• View supplier details such as contracts and supplier products in the Related Links section on the **About** tab of the Source-to-Pay Workspace supplier page.<br>• View supplier details such as purchase orders and invoices on the **Related work** tab of the Source-to-Pay Workspace supplier page.<br>**View supplier details in the Supplier Collaboration Portal**<br>View supplier details in the following tiles in the My active items widget:<br>• Contracts<br>• Supplier Products<br>• Purchase Orders<br>• Invoices<br>**Note:**<br>These new tiles are displayed if you have installed the Sourcing and Purchasing Automation (com.snc.sn_pr) and Source-to-Pay Common Architecture (com.snc.sn_shop) plugins. |
| Talent Development Core | Xanadu Patch 9 |

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| | **Create a growth conversation with the help of an agent in Now Assist**<br>As a manager using Talent Development, start a growth conversation with your reportees with the help of Conversation management AI agent in Now Assist.<br>**Generate talking points for a growth conversation with the help of an agent in Now Assist**<br>As a manager using Career Conversations in Talent Development, generate talking points for a growth conversation with the help of Employee data summarization AI agent in Now Assist.<br>**Note:** For the Growth Conversations AI agents to work, you need to be on 3.5.2 version Career Conversations and have the Now Assist for HR Service Delivery (HRSD) plugin which will install Now Assist for Talent and HR Talent AI Agent Collection.<br>**Name update from Employee Growth and Development Core to Talent Development Core.**<br>The name changed to provide better alignment with your organization's talent, growth, and development initiatives. |
| Task Intelligence for ITSM | **Set up a similarity model**<br>Set up and configure a similarity model that learns the patterns of similarity between two types of tables by comparing their fields.<br>You can use the similarity template card to set up a new similarity model or select the Incident Similarity model available in the base system.<br>**Metrics of similarity model**<br>View the number of predictions made by a selected similarity model and the number of incidents records that provided predictions.<br>**Edit and redeploy the model**<br>You can edit, retrain, and redeploy a similarity model to enhance the performance based on the model performance and impact. |
| Telecommunications Network Inventory | **Visualization of a rack or cabinet**<br>Gain visibility of your data centers infrastructure through advanced rack and cabinet insights. Edit a rack or cabinet to add, reserve, move, and remove any equipment. This enables you to create equipment from the rack or cabinet view.<br>**Revise a configuration item** |

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| | Perform a comparative validation between the revision and the original connections to identify any changes between them.<br>**Import Models and Templates**<br>Import the models and templates from an external system via XLS template.<br>**Visualization of circuits**<br>Provide a visualization of the circuit and its underlying connection elements on a dedicated window. View the revisions and protection paths of a logical connection, and selectively collapse expanded layers instead of collapsing the entire structure.<br>**Create a cable record by using design and assign**<br>Instantiate cables and associated strands using a cable template.<br>**Modify a network topology record using design and assign**<br>Modify a network topology for adding or removing the nodes and edges by using a new change model.<br>**Create capacity function**<br>Identify and prioritize the capacity function by using the category and order attributes. Access the capacity management forms from the Workspace lists view.<br>**Network Inventory Workspace**<br>View your and your team's work in the new landing page. |
| Theme Builder | **Publish multiple themes with Theme Builder**<br>Publish multiple themes with their alternate color palettes to your web instance. Set a default theme for your users.<br>**Add a dark alternate color palette**<br>Add a dark alternate color palette to your Theme Builder theme. You can edit this alternate color palette to further enhance your brand style.<br>**Set the presentation order of your themes in Next Experience**<br>Define the presentation order of the themes that are displayed in the ServiceNow® Next Experience user preferences.<br>**Select from multiple themes in Next Experience user preferences**<br>View multiple themes and their alternate color palettes in Next Experience user preferences.<br>**Set the presentation order of your Theme Builder themes**<br>As of Theme Builder version 4.1, you can control the order in which the themes created with Theme Builder appear in Next Experience user preferences by using the List view within the Manager page. |

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| | **Remove Global Style overrides**<br>As of Theme Builder version 4.1, you can remove any overrides that you made to Global Styles and return to your initial values by using the Remove Override button.<br>**Use drag-and-drop to publish and unpublish your themes**<br>As of Theme Builder version 4.1, use the drag-and-drop feature in the List view to publish and unpublish your themes for your web instance.<br>**Adjust a component to meet accessibility standards**<br>As of Theme Builder version 4.1, the Accessibility Inspector now displays the total number of accessibility errors in your theme and lists the specific components with contrast issues. See the Accessibility section for details. |
| Third-party Risk Management | **Third-party element collection**<br>Confirm that third-party elements adhere to the same security and compliance standards as an engagement by monitoring them through TPRM. Use this data to help identify, assess, and manage the risks that are related to your engagements that depend on third-party elements.<br>**Risk intelligence report requests**<br>Make informed decisions about working with an engagement or third party by requesting and managing risk intelligence reports or scores from external risk intelligence content providers using the Third-party Risk Management application.<br>**Third-party risk management data model**<br>Take full advantage of Third-party Risk Management by viewing its data model to see how you can best use it to assess, monitor, and mitigate the risks that are required for your risk management program.<br>**Digital resilience third-party registers**<br>Create, update, and track records for digital resilience third-party registers by using the Digital resilience third-party registers application within the Vendor Management Workspace Vendor Management Workspace. You can bulk create or edit individual records for assessments, branches, contracts, functions, legal entities, supply chains, third parties, or third-party engagements using the Excel download/upload requests feature. This application helps you maintain records with information and communication technology (ICT) third-party service providers, helping ensure compliance with the Digital Operational Resilience Act (DORA). |
| Threat Intelligence Security Center | All observables, indicators, and entities now supports MITRE technique associations. |

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| | **Roll up of MITRE technique associations**<br>MITRE techniques can now be rolled up from artifacts at a case level both manually and automatically.<br>**Palo Alto Networks integration**<br>Integration with Palo Alto is now available to manage External Dynamic Lists (EDLs) directly from TISC.<br>**CrowdStrike Falcon EDR integration**<br>Integration with CrowdStrike Falcon EDR is now available for continuous monitoring and real-time alerting based on TISC intelligence.<br>**Working with Investigation Canvases**<br>Introduced a new Investigation Canvas for deeper and interactive case analysis.<br>**View details in Relationship Graph**<br>Enhanced the user experience on relationship visualizations.<br>**Bulk import Taxonomies**<br>Supports bulk taxonomy values upload.<br>**TISC API References**<br>Creating observables in TISC is now available through the implementation of TISC API 2.0.<br>**Defining Expiration Rules**<br>Define expiration policies at a more granular level by creating expiration rules for data source and record type combinations.<br>**Working with Webhooks**<br>Initiate trigger-based notifications by using Webhooks.<br>**Working with automated flows**<br>Automate analyst actions through sample automation flows.<br>**Add observables to TISC Case**<br>Add security incident and observables directly to a TISC case in the Security Incident Response Workspace.<br>**MITRE ATT&CK Technique Extraction Rules**<br>Capture automatically extracted MITRE techniques to the intelligence records such as observables, indicators, and all STIX entities. |
| UI Builder | **Set screen conditions declaratively**<br>Control the visibility of pages using a condition builder as an alternative to writing a script.<br>**Configure contextual sidebar with tabs** |

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| | The Contextual sidebar component now uses the Tabs component as a foundation instead of viewports for simplified configuration as a vertical set of tabs.<br>**Control page layout for different device sizes**<br>Create tailored pages that are appropriate for different size screens.<br>**Retrieve data from varied sources for a component**<br>More easily add data from different data sources to a single component based on field mappings.<br>**Support for multiple forms on a page**<br>Add multiple forms and form controllers to a single page. |
| UI Component CLI Extension | **Module caching**<br>Module caching improves developer server performance by storing a module in memory when imported and returning the module from the cache for future uses. |
| Upgrade Center | **UI messages to manage upgrade risk**<br>New UI messages were added to manage metadata records based on the severity of the files.<br>**Default skipped rules**<br>Reduce upgrade processing time with the new default skipped rules to auto-retain high-friction causing configuration metadata types. |
| Vendor Management Workspace | **Updated Vendor KPIs**<br>Use the new vendor KPIs that replace the legacy KPIs in the deprecated Service Offering Metric Data [service_offering_metric_data] table. |
| Verifi Spoke | **Verifi spoke actions**<br>Use the Verifi Spoke actions to access various API functions, including creating cases, revoking or closing cases, retrieving case details, and obtaining merchant inquiries. |
| Virtual Agent | **Xanadu Patch 9**<br>**AI agents in Virtual Agent Designer**<br>View AI agents created in AI Agent Studio in Virtual Agent Designer.<br>**Quick start tests for Virtual Agent**<br>After upgrades and deployments of new applications or integrations, run quick start tests to verify that Virtual Agent works as expected. If you customized Virtual Agent, copy the quick start tests and configure them for your customizations. |

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| | **Rich text for Static and Dynamic Choice controls: Static Choice user input control and Dynamic Choice user input control**<br>Use rich text options when creating Static and Dynamic Choice nodes in ServiceNow® Virtual Agent Designer.<br>**Virtual Agent Web Client branding: Set up your Virtual Agent bot's branding**<br>Customize colors in the New Messages Above and New Messages Below banners in the chat window.<br>**LLM topic type association: Create a Virtual Agent topic**<br>Associate LLM Assistants to Setup topics, Topic blocks, and Custom controls.<br>**LLM topic testing**<br>Define an assistant on the Virtual Agent (VA) testing panel, when selecting Test All Active Topics with selecting an assistant.<br>**LLM Text bot response control**<br>Use the LLM Text bot response control to generate messages in conversations using LLM topic discovery.<br>**Conversational Analytics dashboard in Platform Analytics experience**<br>The Conversational Analytics dashboard in the ServiceNow® Platform Analytics experience meets the compliance requirements of data regulated market environments, for example, Government Community Cloud (GCC). The dashboard contains indicators and breakdowns for rich visualizations and detailed analysis. You can access the dashboard by navigating to **All** > **Conversational Interfaces** > **Analytics**.<br>**New system properties**<br>Determine whether actions for Virtual Agent notifications and Proactive Triggers are created after completing the full topic migration workflow via the *com.glide.cs.notification.create_llm_actions_after_topi* and *com.glide.cs.proactive_trigger.create_llm_actions_after* system properties.<br>**NLU to LLM topic migration enhancements**<br>• Migrate Virtual Agent notifications and Proactive Triggers actions on the Review connections step after publishing the newly migrated LLM topics in the NLU to LLM topic migration workflow.<br>• Review, edit, and test LLM topic descriptions against existing NLU utterances, if available, in the Review descriptions step. The Review descriptions step occurs |

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| | after migration but before publication in the NLU to LLM topic migration workflow.<br>• Migrate NLU vocabulary sources automatically into either Dynamic Choice or Static Choice nodes, depending on the vocabulary sources setup in NLU.<br><br>**Max wait time queue allows LLM topic selection**<br>Select LLM topics to be chosen after the max wait time is met during a Now Assist in Virtual Agent conversation. ServiceNow® Advanced Work Assignment queue triggers support LLM topics whenever the **Trigger Type** field's value is **Max Wait** and you're prompted to select a Virtual Agent topic.<br><br>**Catalogs for Virtual Agent**<br>Search for and order services or products from catalog macroponents in Virtual Agent chat by using plain language. Customize the appearance of your catalogs to match your business' branding.<br><br>**Integrating Now Assist in Virtual Agent with Microsoft Copilot**<br>Use your Self-configured bot to connect with Microsoft Copilot. The process of integrating the Self-configured bot with Microsoft Copilot is similar to that of integrating the Self-configured bot with Microsoft Teams.<br><br>You can @-mention the bot name to initiate a chat within Copilot and Copilot provides you the response based on your utterance.<br><br>Microsoft Copilot, when integrated with Now Assist in Virtual Agent, understands the ServiceNow context and routes users to Now Assist to conduct ServiceNow -related questions and tasks within Microsoft Teams.<br><br>Use your Now Virtual Agent bot to connect with Microsoft Copilot by @-mentioning the bot name.<br><br>Support for using declarative agents with Self-configured bots and transferring to live agents is available.<br><br>Support for the default Now Virtual Agent bot plugin is available on the Microsoft Teams Store.<br><br>**Integrating Virtual Agent with enterprise messaging apps**<br>Now LLM Service support for channels enables LLM-based conversations with Now Assist in Conversational Integration with Microsoft Teams and Conversational Integration with Slack.<br><br>The Now LLM Service support also provides new ServiceNow AI Search experience in channels with the following features: |

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| | • Legal disclaimers<br>• Pagination<br>• Search<br>• Generative AI Q&A card<br><br>**Configure rate limiting for providers**<br>Configure rate limiting at the provider level to control the request flow for requests made within a stipulated time.<br><br>**Xanadu Patch 3**<br><br>**Primary and secondary assistants are honored in Virtual Agent Designer**<br>View which conversational assets are applicable to primary or secondary assistants.<br><br>**Language detection for LLM conversations**<br>For Now Assist in Virtual Agent users, use language detection for your LLM conversations to improve your user's experience.<br><br>**Synthesized response**<br>For Now Assist in Virtual Agent users, a synthesized response can appear. A synthesized response includes a brief summary of the requested information and search results along with Genius Results. Mid-topic switching can occur during a conversation with synthesized response. Users can continue with their original request or switch the conversation's focus.<br><br>**New system properties**<br>The following system property was added to increase flexibility of the search results and response:<br>• *sn_nowassist_va.synthesized_autostart_items*: When synthesized response only returns a singular action, configure whether to directly launch into that action. By default, whenever synthesized response returns a single Virtual Agent topic, that action is auto-launched. The following actions can be configured to auto-launch:<br>○ Synthesized response returns a single conversational catalog item.<br>○ Synthesized response returns a single Virtual Agent topic, along with Knowledge Base information.<br>○ Synthesized response returns a single conversational catalog item, along with Knowledge Base information. |
| Vulnerability Response | **Identify Wiz Resource Types for import**<br>Identify the Resource Types (assets) that are reported by Wiz that you want to import with the Wiz Integration |

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| | Resource Type configuration page in your ServiceNow AI Platform instance.<br><br>The Resource Types that you select apply to all the primary Wiz vulnerability and compliance integrations except the Wiz Container Vulnerability Integration. See the Wiz Vulnerability Response Integrations for more information about the vulnerability and compliance integrations.<br><br>**Wiz Backfill Integrations**<br><br>Retrieve and process data stored on the Wiz Missing Assets [sn_vul_wiz_missing_asset] table for assets that were not processed by the primary Host Vulnerability Integration with a specialized Wiz Backfill Integration.<br><br>The Host Vulnerability Backfill Integration is activated by default.<br><br>**Note:**<br>The Wiz Asset Integration and the Wiz Container Vulnerability Integration do not have backfill integrations. The Wiz Asset Integration can discover assets and create and update discovered item records on the Discovered item [sn_sec_cmn_src_ci] table. The Wiz Container Vulnerability Integration imports and processes discovered container image records.<br><br>**Create solutions from scanners**<br><br>Starting with v24.0.6 of Vulnerability Response, solution records can now be configured to be created from scanners such as Tenable, Qualys, and Microsoft Threat and Vulnerability Management (MS TVM). These solutions are set as preferred in the absence of options from software vendors.<br><br>**Activate or deactivate CVEs for exposure assessment**<br><br>Starting with version 4.0.1 of Vulnerability Exposure Assessment, if a Common Vulnerability Entry (CVE) has not been updated or had vulnerable items (VITs) created in the past 30 days, the exposure assessment record for that CVE is automatically marked as inactive. However, you can manually activate or deactivate these records. Additionally, the scheduled job *`Check potential vulnerability`* exposure regularly scans for such CVEs to designate them as inactive. If there is an update, it marks them as active.<br><br>**Split detections from Tenable and Microsoft TVM scanners**<br><br>Starting with v24.0.6 of Vulnerability Response, you can split the detections from Tenable and Microsoft Threat and Vulnerability Management (MS TVM) scanners, enabling the creation of a unique vulnerable item (VIT) for each detected vulnerability instance. This split |

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| Application or feature | Details |
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| | enables the assignment of VITs to various remediation teams, enhancing the management and tracking of vulnerabilities.<br><br>**New Properties module**<br><br>Starting with v24.0.6 of Vulnerability Response, a new **Properties** module has been added to the navigation menu under the **Administration** section. This module enables direct modification of the values, offering a user-friendly method to manage and update system properties directly from the interface.<br><br>**Deletion of classification rules and application on discovered items**<br><br>Starting with v24.0.6 of Vulnerability Response, if a classification rule is deleted or deactivated, it's no longer applied to the discovered item and the data in the **Classification** and **Classification_type** fields get cleared.<br><br>**Exceptions for CI creation**<br><br>Starting with v24.0.6 of Vulnerability Response, if Identification and Reconciliation engine (IRE) encounters exceptions that prevent the creation of configuration items (CIs), the specifics of these exceptions are recorded in the Additional Information field.<br><br>**View configuration item history**<br><br>Starting with v24.0.6 of Vulnerability Response, you can view the updates to a CI in the Discovered Item table. Information including the previous CI, the updated CI, and the user who made the changes is documented in the Audit History related list.<br><br>**Customize the calculation of Age and Age closed values of a vulnerable item**<br><br>Starting with v24.0.6 of Vulnerability Response, the Age and Age Closed durations of a Vulnerable Item can be configured to be calculated from the date in the Created, Opened, or First Found fields.<br><br>**Open the search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI**<br><br>Starting with v24.0.6 of Vulnerability Response, automatically open your search results in the Vulnerability Manager Workspace or IT Remediation Workspace rather than the Classic UI, by adjusting the application scope in the unified navigation bar to Vulnerability Manager Workspace or IT Remediation Workspace respectively. These application scopes are available to you based on your assigned role.<br><br>**Vulnerability Manager Workspace access to the sn_vul.read_all role** |

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| | Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.read_all role, you can view the host vulnerable items in the Vulnerability Manager Workspace.<br>**IT Remediation Workspace access to the sn_vul.read_assigned role**<br>Starting with v24.0.6 of Vulnerability Response, as a user with the sn_vul.read_assigned role, you can view the host vulnerable items assigned to you and your assignment groups in the IT Remediation Workspace and remediate them.<br>**Navigate to the List page in the Vulnerability Manager Workspace or IT Remediation Workspace by selecting the links from the All menu**<br>Starting with v24.0.6 of Vulnerability Response, when you enable the 'sn_vul_cmn_ws.navigate_to_workspace' system property, selecting predefined filter links in the Vulnerability Response module from the 'All' menu will automatically open these links in the List page in the Vulnerability Manager Workspace or IT Remediation Workspace based on your role.<br>**Hide the record count on the Host Vulnerable Items list in the Vulnerability Manager Workspace and IT Remediation Workspace**<br>Starting with v24.0.6 of Vulnerability Response, you can hide the record count on the lists in the List page of the Vulnerability Manager Workspace and IT Remediation Workspace by adding the table names to the `glide.ui.list.seismic.omit.count` system property.<br>**Enable automatic refresh for the Home page dashboard in the Vulnerability Manager Workspace**<br>Starting with v24.0.6 of Vulnerability Response, when creating and editing filters in the Host Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace, you can configure the widgets to refresh automatically. Otherwise, you can manually refresh the widgets by selecting the **Refresh** button on the Host Vulnerabilities tab.<br>**Re-evaluating remediation properties for all records in the Vulnerability Manager Workspace**<br>Starting with v24.0.6 of Vulnerability Response, you can evaluate the remediation properties for all the Vulnerable Items from the Host Vulnerable Items list by selecting the **All items** option in the **Record selection** field of the Re-evaluate remediation properties modal in the Vulnerability Manager Workspace.<br>**Reevaluate the remediation properties for vulnerable items in the Vulnerability Manager Workspace** |

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| | Select the vulnerable items conditionally for reevaluating the following remediation properties in the Vulnerability Manager Workspace:<br>• Assignments<br>• Remediation tasks<br>• Remediation target date<br>• Exceptions (Vulnerability Response v24.0.6)<br>• Risk score<br><br>**Navigate to the Exposure Assessment page in workspaces from the All menu**<br>With the Vulnerability Response Pro or Enterprise subscription, you're redirected to the Exposure Assessment page in the Vulnerability Manager Workspace or Vulnerability Assessment Workspace based on your role, on selecting the Exposure Assessment link in the All menu.<br>**Common Security Advisory Framework (CSAF) scanner mapping is optional**<br>The Scanner mapping field is now optional for the following Common Security Advisory Framework (CSAF) import methods:<br>• File import<br>• Advisories<br>• CSAF URL<br><br>**Multiple vendors supported for CSAF through Rolie feed**<br>Import vulnerability solutions from CSAF aggregators or trusted providers via URL import supporting Resource-Oriented Lightweight Information Exchange (ROLIE) feed. These vulnerability solutions are automatically mapped to the correct vendor and vulnerable items (VITs) based on the Common Vulnerabilities and Exposures (CVEs).<br>**Enhanced processing performance of scheduled job**<br>The *`Rollup vulnerable item values to vulnerability and group`* scheduled job is enhanced to create background jobs with multithreading capabilities. This upgrade involves segmenting the job into several smaller child jobs, which are executed either in parallel or concurrently. This modification enables processing of multiple records simultaneously, thus significantly speeding up the overall task.<br>**Workflow deprecation and replacement by flow designer**<br>The following workflows have been deprecated and replaced by the flow designer:<br>• Exception Rule State Approval<br>• Remediation Task State Approval |

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| | • Vulnerability Response - Scan Vulnerability<br>• Vulnerable Item State Approval<br>• Vulnerability Response - Scan Vulnerable Item<br><br>.<br><br>**Risk score updates in the Notes section**<br><br>Access information on how an item's risk score is adjusted according to modifications in the vulnerability calculators. These details are available in the Notes section and include:<br>• Calculator group name<br>• Calculator name<br>• Field values along with their weightage and impact on the risk score<br>• Final risk score<br><br>**Vulnerability Crisis Management (VCM) is available as a separate subscription in the store**<br><br>Starting with v1.0.1 of Vulnerability Crisis Management, the application is available as a separate subscription in the store. You can access Vulnerability Crisis Management from the Vulnerability Assessment workspace only if you have fine- grained entitlement or have installed the application from the store. Previously, Vulnerability Crisis Management was included with the Vulnerability Emergency Response plugin.<br><br>**Vulnerability Exposure Response is renamed as Vulnerability Exposure Assessment**<br><br>Starting with v3.2.2, the Vulnerability Emergency Response plugin has been renamed as Vulnerability Exposure Assessment. |
| Vulnerability Response Integration with Claroty CTD | **Enhanced filters for the Vulnerability Response Integration with Claroty CTD to support Claroty CTD v5.1**<br><br>Identify and import vulnerabilities according to your requirements by using the additional filter properties that have been added in Claroty CTD. The filter properties are based on a Common Vulnerability Scoring System (CVSS) V3 score and Exploit Prediction Scoring System (EPSS) score that is available in Claroty CTD v5.1. |
| Vulnerability Response Integration with Microsoft Defender for IoT (Azure) | **Vulnerability Response Integration with Microsoft Defender for IoT (Azure)**<br><br>Use the Vulnerability Response Integration with Microsoft Defender for IoT (Azure) application with the Operational Technology Vulnerability Response application to track, prioritize, and resolve vulnerabilities on OT devices used in the production process. |

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| Vulnerability Response integrations | **Scan vulnerabilities on running hosts**<br>Starting with v3.0.3 of Vulnerability Response Integration with Palo Alto Networks Prisma Cloud Compute, you can scan vulnerabilities on running hosts. The Prisma Host APIs enable retrieval of comprehensive vulnerability information for a specific host and enable assignment and remediation workflows<br>**Populating the CPE information for a Tenable TPE**<br>The newly added Softwares column in the Third-Party Vulnerability Entries table populates the Common Platform Enumerations (CPEs) information for the Tenable plugins. |
| Workflow Studio | **Create workflow items from a button on the tab header**<br>Create workflow items from any Workflow Studio page by using the **Create** button on the tab header.<br>**Create a category to organize your actions**<br>Create your own categories to organize actions.<br>**Create a category to organize your data stream actions**<br>Create your own categories to organize data stream actions.<br>**Create a category to organize your subflows**<br>Create your own categories to organize subflows.<br>**See when a new version of Workflow Studio is available**<br>See an information banner when a new version of Workflow Studio is available. |
| Workforce Optimization for Customer Service CSM | **Performance metrics for voice channel**<br>Monitor and manage the health of voice queues on Channel Management by viewing more metrics and reports from Amazon Connect.<br>**Recurring meetings in scheduling**<br>Schedule and track recurring meetings such as training sessions or one-on-one sessions with teammates.<br>**Scheduling enhancements**<br>Efficiently manage and monitor time off and shift swap requests. |
| Workforce Optimization for ITSM | **Admin Console Experience**<br>Use the admin console to set up and configure the Workforce Optimization for ITSM application.<br>**Synchronize the schedule calendar with Microsoft Outlook**<br>When you synchronize the agent's calendar in the Schedule module with Microsoft Outlook, agents can |

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| Application or feature | Details |
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| | view all your schedule, shifts, and events that display in the agent calendar also in your Microsoft Outlook calendar.<br>**Recurring events in the team calendar**<br>When you create an event, you can make it a recurring event. |
| Workspace | **International characters supported in email addresses**<br>Enter international characters for email addresses without running into errors.<br>Enable international characters for your users according to RFC6530 standards or disable them by changing a system property and performing additional configurations.<br>**Email client plugin system properties**<br>Ensure your agents leverage the latest functionality in the email client by using updated plugin (*glide.ui.email.composer.enabled_plugins*) and toolbar (*glide.ui.email.composer.toolbar*) system properties offered by default for Tiny MCE v6.<br>**Tags for Activity Stream records**<br>Use tags to categorize and filter records shown in the Activity Stream.<br>As admins, you can enable, add, customize, and edit tags for your users' Activity Stream records.<br>**Reference searches with queries**<br>Help users access relevant reference search results by applying pre-filtered and removable query parameters to reference lists. These query parameters act as an addition to fixed queries that cannot be removed by end users.<br>**Client scripts for field decorators**<br>Add field decorators to field types using client scripts.<br>**Pre-filter records on the multi-record associator**<br>Pre-filter records with typeahead on the multi-record associator using scripts.<br>**Use a keyboard shortcut to insert response templates**<br>Enter the keyboard shortcut `/r` and a keyword to insert a response template directly into an email body.<br>**Configure response templates for email composer**<br>You can enable or disable response templates for agents with a system property. |
| Zero Copy Connector for ERP | **Xanadu Patch 3** |

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| | **OData integration**<br>Extract data securely from ERP OData APIs using ETL to be used in remote tables and extraction tables.<br>**Schedule extraction**<br>Schedule data extractions into extraction tables with encoded query for delta updates.<br>**Monitor transactions**<br>Use the new monitoring feature to track each transaction and its progress; filter the ERP Data Hub task information, such as successes, failures, and more, as needed.<br>**Enhanced heartbeat data**<br>Use the enhanced heartbeat feature that now shows RFC, HTTP, and other connectivity status for better visibility to the end user. |

### Changes to Xanadu features and products

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

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

| Application or feature | Details |
| --- | --- |
| AI Search | **Facets display refinement filters in the search user's language**<br>When displaying reference field values as facet refinement filters, AI Search uses field value translations for the search user's language if available. If no translations are available for the user's language, AI Search uses translations for the system language.<br>**Late binding security implementation preserves correct click rank search signals**<br>When late binding security removes inaccessible results, click rank search signals correctly reflect the final result ordering. |
| API | **Changed scoped classes in Xanadu**<br>Class: HistoryWalker - Scoped, Global<br>Methods: Added parameter for specifying the type of history walker implementation to use.<br>HistoryWalker() |

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| --- | --- |
| | **Changed global classes in Xanadu**<br><br>**Class** / **Methods**<br><br>GlideAggregate - Global<br>Added support for dynamic schema.<br>• addAggregate()<br>• addHaving()<br>• getValue()<br>• groupBy()<br>• orderBy()<br>• orderByAggregate()<br><br>GlideRecord - Global<br>Added support for dynamic schema.<br>• addQuery()<br>• getDisplayValue()<br>• getValue()<br>• orderBy()<br>• orderByDesc()<br>• setDisplayValue()<br>• setValue()<br><br>HistoryWalker - Scoped, Global<br>Added parameter for specifying the type of history walker implementation to use.<br>HistoryWalker()<br><br>**Changed REST APIs in Xanadu**<br><br>**Class** / **Methods**<br><br>AWA Manual Assignment API<br>Added new request body parameters.<br>POST /awa/workitems/{work_item_sys_id}/assignments<br><br>Continuous Integration/ Continuous Delivery (CICD) API<br>Added new optional query parameters for specifying whether to run a test suite as a performance test and in Cloud Runner.<br>POST /sn_cicd/testsuite/run |

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| Application or feature | Details |
| --- | --- |
| | **Changed scoped classes in the ServiceNow store** |

| Application | App version | Class | Methods |
| --- | --- | --- | --- |
| Lead to Cash Core | V1.3.1 | LeadtoCashCore - Scoped | The LeadtoCashCore script include is enhanced to support reconfiguration use cases:<br>• createInstance() - Returns `_state` identifying whether the entity record is in an active or inactive state.<br>• delta() - `additionalParams` now supports the ability to ignore attributes to compare in source and dirtyJSONs.<br>• effect() - `additionalParams` now supports the ability to provide context variable keys instead of dictionary field names. Additionally, effect() returns the `_state` parameter identifying whether the entity record is in an active or inactive state. |
| Lead to Cash Core | V2.0.0 | LeadtoCashCore - Scoped | `commitInstance()` now returns the dataObject object which displays the status of an asynchronous transaction for users to review and submit the transaction for further fulfillment. |

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| Application or feature | Details |
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### Changed client APIs in the ServiceNow store

| | | Class | Methods |
| --- | --- | --- | --- |
| CSM Openframe | V1.0 | openFrameAPI - Client | Added *workitem_rejected* and *workitem_accepted* response payloads.<br><br>subscribe() |
| CSM Openframe | V1.1 | openFrameAPI - Client | Added *isAutoAccepted* flag in response payloads.<br><br>subscribe() |

### Changed REST APIs in the ServiceNow store

| Application | App version | Class | Methods |
| --- | --- | --- | --- |
| Customer Contracts and Entitlements | V4.0 | Service Contract API | Product specification information and automatically generated identification number were added to the following endpoints:<br>• GET /sn_pss_core/servicecontract/{id}<br>• GET /sn_pss_core/servicecontract/contractline/{id}<br>• POST /sn_pss_core/servicecontract<br>• POST /sn_pss_core/servicecontract/contractline |
| Entitlements Verification | V2.0 | Verify Entitlements API | Product specification information and automatically generated identification number were added to the following endpoints:<br>• GET /sn_ent_verify/verifyentitlements<br>• GET /sn_ent_verify/verifyentitlements/getEntitlementCharacteristic/{id} |

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| Application or feature | Details | | | |
|---|---|---|---|---|
| | **Application** | **App version** | **Class** | **Methods** |
| | Telecommunication Open APIs | V2.1.0 | Service Order Open API | • For all endpoints, the namespace and endpoint paths changed from sn_ind_tmt_ord to sn_tmf_api.<br>• The following methods return two new parameters, *href* and *orderDate*.<br>○ GET /sn_tmf_api/order/serviceOrder<br>○ POST /sn_tmf_api/order/serviceOrder/cancelserviceorder<br>○ Service Order Open API – POST /sn_tmf_api/order/serviceOrder<br>○ POST /sn_tmf_api/order/serviceOrder/outboundresponse |
| | Telecommunication Open APIs | V2.1.0 | Product Catalog Open API | • For all endpoints, the namespace and endpoint paths changed from sn_ind_tmt_ord to sn_tmf_api.<br>• productOffering methods return two new optional parameters, *href* and *lifecycleStatus*:<br>○ GET /sn_tmf_api/catalogmanagement/productOffering<br>○ GET /sn_tmf_api/catalogmanagement/productOffering/{id}<br>○ PATCH /sn_tmf_api/catalogmanagement/productOffering/{id}<br>○ POST /sn_tmf_api/catalogmanagement/productOffering<br>• productSpecification methods return three new optional parameters, |

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| Application or feature | Details |
|---|---|

| Application | App version | Class | Methods |
|---|---|---|---|
| | | | *isBundle*, *href*, and *lifecycleStatus*:<br>○ GET /sn_tmf_api/catalogmanagement/productSpecification<br>○ GET /sn_tmf_api/catalogmanagement/productSpecification/{id}<br>○ PATCH /sn_tmf_api/catalogmanagement/productSpecification/{id}<br>○ POST /sn_tmf_api/catalogmanagement/productSpecification |
| Threat Intelligence Security Center for Security Operations | V3.5.0 | TISC API | The *sort_by* and *sort_direction* request body parameters are no longer supported. Observables returned in the response are sorted by *sys_id* in ascending order.<br><br>POST /sn_sec_tisc/threat_intel_data/observables |
| Workplace Reservation Management | | WSD Extra Service Request API | Added new request body parameter, reservationDateTimeChanged.<br><br>GET /sn_wsd_rsv/reservable/list_reservables/{sys_ids} |
| Workplace Reservation Management | V2.11.0 | WSD Reservable API | Added new query parameter, reservation_start_time.<br><br>GET /sn_wsd_rsv/reservable/list_reservables/{sys_ids} |
| Workplace Reservation Management | V2.11.0 | WSD Reservable V2 API | Added new query parameter, reservation_start_time.<br><br>POST /sn_wsd_rsv/v2/reservable/list_reservables |

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| Access Management | **Deny-Unless condition for ACLs** |

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| | A new decision type field helps administrators define the conditions that give or deny users access to data. It enables more granular decision-making while defining the right access strategy on the platform.<br>**Enhanced ACL Security**<br>If an ACL is misconfigured or empty, you can deny access to data by default, enhancing the overall security of the platform.<br>**ACL Query Behavior**<br>Fine-tune your access control by dictating rules for querying data with the introduction of new operators: query match and query range.<br>**>Explicit Roles behavior adjustment**<br>When the system property `glide.security.explicit_roles.do_not_fix` is true, the **snc_internal** role is no longer added in memory or to the User Roles [sys_user_has_role] table. |
| Accounts Payable Operations | **APO landing page**<br>Task owners can view and handle invoice tasks more efficiently using task filters, widgets and bar charts in the Accounts Payable Operations workspace.<br>**Accounts Payable Operations integration framework**<br>Updated invoice integration using tax fields enables you to process invoices more quickly. |
| Adoption Services | Use the new Guided Setup player process backend powered by the Playbooks backend. App development team admins that create Guided Setups for their products now have all capabilities that are part of the Playbooks. This change creates a similar Guided Setup player experience with new visual enhancements to the UI.<br>**Create a guided setup**<br>Use the new capabilities offered with the Playbooks (PAD) backend to define the activities that PAD can support in addition to the existing activities of the Guided Setup builder. For example, you can use Conditional Flow, which would be introduced in the Guided Setup flow. |
| Advanced AI Search Management Tools | **AI Search Analytics dashboard**<br>The **Date range** interactive filter now allows you to access data from the last 180 days, rather than the last 90 days. |
| Agent Client Collector | **Use the updated Windows event check**<br>Starting in version 3.12.0, the Windows event check `os.windows.check-event-log` has been renamed `os.windows.check-event-log-count` and has enhanced data gathering capabilities. |

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| | **Updated plugin dependency**<br>Starting in version 4.1.0, the Service Error Management plugin is dependent on the ACC-F scoped app. The plugin gets installed automatically when the customer installs the ACC-F scoped app from the ServiceNow store.<br>**New allow list parameter for checks running in shell execution mode**<br>Starting in version 4.1.0, when running a check in with execution mode (*Exec Mode*) set to **shell**, add the *allow_shell* parameter and set it to **true** for the allow list entry corresponding to the check. |
| Agent Workspace for HR Case Management | **Reflow for configurable workspace**<br>The Agent Workspace for HR Case Management configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the #unique_256_Connect_42_hr-aws-rn-accessibility that follows. |
| Agent experience for CSM | **Email enhancements**<br>The Compose Email modeless dialog includes the following enhancements:<br>• A collapsible header that includes the **To**, **Cc**, **Bcc**, and **Subject** fields.<br>• Icons in the footer that enable you to discard the current email draft, apply a template, view a list of recent email drafts, and add attachments.<br>• Compose Email modeless dialog that you can open to see the last saved email draft. |
| Audit Management | **Domain separation and Audit Management**<br>Changes are made to the domain assignment process to manage data segregation by the Managed Service Providers related to the objects in Audit Management and Advanced Audit.<br>**Role change for users approving workflows**<br>Approvers for an engagement and audit plan can also use the Audit approver (sn_audit.approver) role as a lite operator role to approve audit workflows. |
| Authentication | **Multi-factor Authentication (MFA)**<br>Use the FIDO2 authenticator, passkeys, biometric authenticators, and hardware security keys as multi-factor authentication (MFA) factors without requiring an authenticator app setup. |

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| Business Continuity Management | **Element definitions and variables**<br>You can now add a Windows server asset in the Windows server element definition or a Linux server asset in the Linux server element definition. However, you can't add the Windows server asset or the Linux server asset in the filter of the Hardware element definition. |
| Case management for CSM | **Case type selector configuration**<br>Configure the Product Service select version of the case type selector to hide the product filter.<br>**Roles included with the customer service manager role**<br>The customer service manager role [sn_customerservice_manager] includes the approver user role [approver_user]. For upgrade customers, the approver user role replaces the approval admin role [approval_admin]. Users with the customer service manager role can approve the approval requests that are assigned to them.<br>**Process Mining**<br>Added different variants of the two enhanced types of base system opportunities that you can use on a project to identify and address common inefficiencies in customer operations:<br>• Rule-based finding definitions: Execute one or more finding rule chains in sequence according to the definitions. The records that match the logic of these specifications are classified as a match for improvement opportunities.<br>• Automated finding definitions: Show improvement opportunities by using the default patterns that are already available for selection. |
| Collaborative Work Management | **Share a Space in CWM and manage sharing permissions**<br>While sharing a space with other collaborators, you can now search users and groups by email along with their name. This feature helps you choose the right collaborator in cases where individual users or groups have the same name. |
| Compliance Case Management | A new graphical chart enables your compliance case managers to monitor and access their compliance cases by the subtype classification. |
| Configuration Compliance | **Test result and remediation task state transitions**<br>Enhancements to policy audits for Security Posture Control verify that retired assets are not evaluated by activated policies. If the state of an asset transitions from |

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| | **Retired** back to **Active**, it is included in the next policy evaluation.<br>**Non-zero risk score for passed test results**<br>The risk score is calculated for passed test results to determine how much risk is mitigated.<br>**Deprecated the privilege to delete a test result for the Admin role**<br>As an admin with the sn_vulc.admin role, you can't delete a test result. This privilege is now given to the sn_vulc.delete granular role.<br>**Updates to the Risk Score calculation for a Remediation Task**<br>The average risk score of all the test results in a Remediation Task is considered for the risk score calculation of a Remediation task. |
| Configuration Management Database (CMDB) | **Access changes for the sn_cmdb_editor and sn_cmdb_admin user roles**<br>• Starting with Xanadu Patch 9 (zbooted or upgraded), access has been reduced for the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles which are used in CMDB Workspace. The sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.<br>• Starting with Xanadu Patch 10 (zbooted or upgraded), you must manually run the scheduled job '*Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/ sn_cmdb_editor roles* to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the permissions that are necessary for performing some CMDB Workspace tasks.<br>This scheduled job modifies user roles as follows:<br>○ Updates the itil user role to no longer contain the sn_cmdb_editor user role, and updates the itil_admin user role to no longer contain the sn_cmdb_admin user role.<br>○ If those permissions don't exist, updates the sn_cmdb_admin and the sn_cmdb_editor user roles with create, update, and delete access to the Configuration Item [cmdb_ci] class. For more information about the 'Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/ sn_cmdb_editor roles' scheduled job, see Remove sn_cmdb_admin from itil_admin and sn_cmdb_editor from itil, and then add create/update/delete access to cmdb_ci table for sn_cmdb_admin / sn_cmdb_editor [KB2290506]. |

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| | **CMDB Health**<br>• Configuring and using CMDB Health is simplified by the removal of some concepts such as overall health scores.<br>• Sections on the CMDB Health Dashboard reporting on compliant CIs are clearly separated from report sections for non-compliant CIs that require your attention.<br>• Failure thresholds for KPIs and metrics enforce an upper limit of 100,000 to avoid excessive processing when a large number of CIs fail the specified metric tests.<br>• The CMDB Health Dashboard still shows non-compliance data that was gathered even if the process is stopped due to excessive failures so you can fix the specific failures already detected.<br>• CI health reporting is integrated into CI forms in CMDB Workspace.<br>**CMDB Workspace store app**<br>• CMDB 360:<br>◦ Manage performance by filtering the data included in Coverage charts in the CMDB 360 dashboard in CMDB Workspace by principal class setting or by whether tables are within the CMDB hierarchy.<br>◦ Manage the scope of data processed by CMDB 360 by setting a maximum threshold for the number of multisource records per class and tracking those classes that exceed that threshold in a table so that those classes are excluded from future CMDB 360 calculations. You can override this exclusion to include selected classes even if they exceed the threshold.<br>• Data Certification<br>When reviewing Data Certification tasks in CMDB Workspace, use a single click to select all the records associated with a task, to certify or fail the certification in bulk.<br>• CI timeline in CMDB Workspace<br>When a CI timeline on the CI details pane in CMDB Workspace fails to load, the error message that appears now includes a link that you can select to go to the CI timeline in the base system.<br>**CSDM and the CMDB Data Foundations Dashboards** |

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| | • Limit the performance impact of some of the CMDB and CSDM metrics such as the *CIs Processed via IRE* and *Business Application with Application Service Relationship* by adjusting the settings for triggering the system to automatically deactivate those metrics.<br>• Identify current and non-current metric data by viewing the *Updated* column in the list views of CMDB.<br>• Access the CSDM Data Foundations dashboard from the Management view in CMDB Workspace.<br><br>**Select a parent class in an IRE identification rule**<br>Avoid the unnecessary creation of a duplicate CI by setting the **Search On Table** field in an identification rule to one of the parent classes of the current class. When Identification and Reconciliation (IRE) identifies a CI in a parent class that matches a CI in the payload, IRE updates that CI with the details from the payload without creating a duplicate CI.<br><br>**Improved migration and ongoing sync of CSDM life-cycle data**<br>The one-time operation aligns CSDM life-cycle values in asset and CI tables. After the initial alignment, business rules can run on regular schedules to ensure that life-cycle values for the asset, CI, and IBI tables remain aligned. Using standard life-cycle values significantly improves data accuracy to help optimize value for many ServiceNow AI Platform applications.<br><br>**Application Services dashboard**<br>Internal queries on the Application Services dashboard that filters for application services now checks not only for all the records in the Application Service [cmdb_ci_service_auto] class, but for those records in which the value of *Service classification* is **Application Service**. |
| Container Vulnerability Response | **Deprecated the privilege to delete a container vulnerable item for the Admin role**<br>As an admin with the sn_vul.vulnerability_admin role, you can't delete a container vulnerable item. This privilege is now given to the sn_vul.delete granular role. |
| Continuous Authorization and Monitoring | **Role changes for Continuous Authorization and Monitoring Workspace users**<br>Reader (sn_irm_cont_auth.reader), Authorization Official (sn_irm_cont_auth.authorization_official), and Executive Reader (sn_irm_cont_auth.executive_read) can now access Continuous Authorization and Monitoring Workspace.<br><br>**OSCAL Catalog model export** |

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| | In exporting the control-related information as part of the Catalog model, the child control objectives of a control objective are mapped to the Control field. Furthermore, related control objectives of the control objective are mapped to the Links field.<br><br>**Enhancements in CAM Workspace**<br><br>The following enhancements have been made in CAM Workspace:<br><br>• New pop-ups with additional capabilities are added to the hybrid controls creation.<br>• POA&Ms include all authorization package issues.<br>• The **Family** field and **Family ID** field are added to the Control objective page.<br>• The **Notes** field and **Attachment** field are added to the Assessment procedure page.<br>• The **360° View** button is configured in all pages of CAM Workspace.<br><br>**CAM user role changes**<br><br>Defining roles and assigning privileges and permissions for approvals is critical to ensure security in the CAM application. The user role changes are:<br><br>• The Information Owner (sn_irm_cont_auth.information_owner) role can also update information types of an authorization package, and the role also contains the Audit user (sn_audit.user) role in addition to the Reader (sn_irm_cont_auth.reader) role.<br>• The Information System Security Manager (sn_irm_cont_auth.info_system_sec_manager) role can update the authorization package, and the role contains the Compliance user (sn_compliance.user) and Reader (sn_irm_cont_auth.reader) roles.<br>• The Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer) role can update the authorization package.<br>• The Reader (sn_irm_cont_auth.reader) role contains the Audit reader (sn_audit.reader) role.<br>• The System User (sn_irm_cont_auth.system_user) role contains the Audit user (sn_audit.user) role.<br>• The System Owner (sn_irm_cont_auth.system_owner) role also contains the Audit user (sn_audit.user) and Compliance user (sn_compliance.user) roles. |
| Core ServiceNow AI Platform | **TinyMCE upgrade**<br><br>The HTML editor field now uses upgraded version of TinyMCE. TinyMCE has been upgraded from v4 to v6.8.2. This upgrade provides enhanced table functions |

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| | as well as enhanced formatting and editing features like accordion, addition of custom styles through dictionary attributes, enable/disable text menubar, enhanced power paste. These enhancements enable users to format content to better suit their needs. Add the supported plugins to the system property **glide.ui.html.editor.enabled_plugins** and add the supported toolbar options to the system property **glide.ui.html.editor.toolbar** to configure the editor according to your needs. The upgrade includes changes in plugin names, toolbar names and new system properties to support configurations for the new version.<br>**Business calendar enhancements**<br>Business calendar enhancements include the ability to create business calendar spans and their names (accessible across both global and scoped applications), add a new calendar field called **Calendar type**, and differentiate more easily between similar calendar names.<br>**Send REST Request - Inbound test step supports mutual authentication**<br>Use mutual authentication with the **Send REST Request - Inbound** test step by selecting an X.509 certificate.<br>**Apply ACLs to GraphQL API paths**<br>Specify which level of a GraphQL API to apply ACLs to with the **Path ACL Depth** field.<br>**REST and SOAP API analytics dashboards migrated to Platform Analytics experience**<br>The REST and SOAP API analytics dashboards have been migrated from Core UI to the Platform Analytics experience. Access the dashboards from **All** > **System Web Services** > **Analytics Usage Overview**. After upgrading, the Core UI dashboards are still available from **All** > **System Web Services**.<br>**Control access for HTTP headers in CORS requests**<br>Configure whether to allow credentials in requests with the **Access-Control-Allow-Credentials** field and which HTTP headers to allow in requests with the **Access-Control-Allow-Headers** field.<br>**Deactivate CORS rules**<br>Turn a CORS rule [sys_cors_rule] on or off with the **Active** field.<br>**Rhino update for the JavaScript engine on the platform**<br>Rhino was updated to improve the performance of the JavaScript engine on the platform.<br>**Web requests from integration users update the Last login and Last login time fields on user records**<br>By default, the Last login and Last login time fields in a user record [sys_user] are updated when |

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| | an integration user sends a web request to an instance. To turn off this functionality, set both the *glide.basicauth.update_last_login_time* and the *glide.oauth.update_last_login_time* system properties to false. |
| Creator Studio | **Better performance for reference-based form questions**<br>The selection of a table for reference-based form questions has been improved. For example **Record choices** or **Multi-select** questions. |
| Data Privacy | **Discover and anonymize journal fields**<br>Journal fields are now supported for Data Discovery and Data Anonymization with Workspace UI.<br>**Data pattern regular expression length increased**<br>The data pattern regular expression length limit is increased to 1000 characters.<br>**New base system data patterns**<br>New base system data patterns are supported. See Default data patterns for more information.<br>**Indicators for Security Center dependencies**<br>Indicators for missing Security Center dependencies have been added. |
| Data management for CSM | **Unparenting service organizations from a company**<br>Enhanced the adoption of the service organization model to accommodate the various industry verticals, such as Healthcare and Life Sciences Service Management, Public Sector Digital Services, and Financial Services Operations, by unparenting the service organizations from the company table.<br>**Field Service Management integration with Service Model Foundation**<br>Enabled your location staff to track the work orders for their business locations by using the business location service portal (BLSP).<br>**Data model for sold products**<br>• You can now view the Provider Service Organization information that has sold a product or service to the customer on the Sold Product form.<br>• You can now use the **Product Location** and **Product Specification** fields on the Sold Product table (sn_install_base_sold_product) to capture information about the location of the sold product and the sold product that is associated with an offer. |

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| | **Product Instance directive for Install Base Management**<br>Synchronized the changes between the asset and corresponding install base hierarchy with the extended product instance hierarchy.<br>**Customer Life Cycle Management Workflows**<br>You can now select multiple sold products at the same time to trigger the **Suspend**, **Resume**, and **Disconnect** flows to update the existing root sold products and their services.<br>**Compose Sales and Order Management workflows**<br>You can now use the sales and order management API to support use cases for order reconfiguration. To learn more about reconfiguration, see LeadtoCashCore - Scoped.<br>• Perform **Modify**, **Suspend**, **Resume**, and **Disconnect** actions on product inventory records from the Product Inventories related list.<br>**Note:** The Product Inventories related list is available only from the Yokohama release. If you're using the Washington or Xanadu versions, you can manually add the related list.<br>To retain both the Product Inventory and Sold product related lists, filter out the product inventory records from the sold product list. Use the product inventories related list to perform the MACD actions.<br>**Sales and Order Management Request tracker**<br>• Monitor the status of sales and order management workflows and enable agents to track the status of synchronous and asynchronous flows.<br>• Use the enhances inbound Queue to view detailed request information for the sales and order management workflows and improve user experience. |
| Decision tables in Workflow Studio | **Theme updates**<br>Some details in the decision table UI have been updated to follow standard ServiceNow AI Platform themes.<br>**Usability enhancement for scrolling within decision tables**<br>In large decision tables, scroll within the table to see more rows. Note that the headers stay at the top of the table. |
| DevOps Change Velocity | **Reflow for configurable workspace** |

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| | DevOps Change Configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.<br>**DevOps data in change request**<br>View, add, and edit DevOps data in a manually created change request in Service Operations Workspace for a unified change request experience in both DevOps Change Workspace and Service Operations Workspace.<br>**Enhancements to DevOps Model change**<br>• In-product guidance enables you to leverage DevOps models and easily create DevOps changes without disruption of your change process.<br>• To make the Change - DevOps – Implement flow of the DevOps model more suitable for DevOps changes, change tasks are no longer automatically created.<br>• The new Change – DevOps – Update execution state flow in the DevOps model means you no longer have to activate the DevOps Change Request Manual Approval flow to send a callback to the third-party orchestration tool.<br>• Fast-track your change process by using a new DevOps Simplified change model, which doesn't contain the Assess state. Change approval for this model is based on the DevOps Simplified Model Change policy.<br>**Branch details for artifacts and packages**<br>Branch details from pipeline executions are now available for artifacts and packages for better tracking.<br>**Create lists**<br>Option to create customized lists added to the Changes, Tools, and Administration modules in the DevOps Change Workspace.<br>**Jira Server connection using API key**<br>Connect to your Jira Server using API key authentication rather than basic authentication.<br>**GitHub Actions reruns**<br>Re-running failed GitHub jobs will now use the existing change request created for the failed jobs instead of creating new change requests.<br>**Generalized Docker Container solution to support any orchestration tool**<br>Use the generalized and extensible Docker Container solution to integrate any orchestration tool with DevOps Change Velocity for invoking pipeline actions like change request creation and collecting relevant DevOps |

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| | data without having to rely on tool specific plugins or extensions.<br>**Simplified onboarding of planning tools that are not supported in the base system**<br>Integrate planning tools that are not supported in the base system by leveraging transformer rules. GitLab Issues is now available as one of the planning tools and is built leveraging this new approach so you can discover plans, import work items, and configure webhooks for work items (issues) in GitLab.<br>**Enhanced manual DevOps change creation experience**<br>Add work items data in a manually created DevOps change request in#Service Operations Workspace#for #TSM.<br>**Default BitBucket branch property**<br>Specify the default Bitbucket branch name that must be used to create an import request in the `sn_devops.bitbucket_default_branch` property.<br>**Additional scans for DevOps Health Scan Content pack**<br>Additional set of proactive checks focused on problems that tend to occur before or after an upgrade along with identifying configuration issues like plugin and version incompatibilities, or pipelines that chronically fail, have been added.<br>**Import pull-request records for Bitbucket Server or Bitbucket Data Center**<br>Import pull-request records for Bitbucket Server or Data Center for improved insights and efficiency.<br>**Change request creation with errors in DevOps data retrieval for Harness pipelines**<br>Enable change request creation even if there is an error in retrieving the DevOps data for a Harness pipeline.<br>**Branch name filter**<br>Search for build numbers by the branch name while associating DevOps data to a change request in the Service Operations Workspace (SOW) or Classic UI.<br>**Test summary name in GitHub Actions**<br>The servicenow-devops-test-report custom action in GitHub now includes an optional test-summary-name parameter to specify the test summary results name.<br>**Token based authentication for Rally**<br>Configure webhooks for Rally using token based authentication instead of using the integration username and password.<br>**Renamed variables for Docker** |

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| | The environmental variables in the Generic Docker actions for DevOps Change Velocity have been renamed by removing the CI prefix for better clarity.<br>**Security scan results**<br>Security scan results on the change record associated to a pipeline execution with a linked package are now displayed in the **Security Summaries** tab.<br>**Source of commits in SOW**<br>View the source of commits like pipeline execution, branch, repository, and so on for a change request in the DevOps data section of the Service Operations Workspace.<br>**Track file changes**<br>The **Track file changes** option is now disabled by default when a repository is configured to prevent any potential security risks.<br>**Close code value for a change request**<br>Two new properties have been added in DevOps Change Velocity, so that you can specify a close code value for a change request based on the change request completion state when the autoCloseChange parameter is enabled.<br>**Support for MID Server cluster**<br>Improve load balancing and failover protection by selecting a MID Server cluster when connecting to a tool instance associated with a MID Server cluster. This configuration enables multiple MID Servers with relevant capabilities to be grouped.<br>**Improved UX for DevOps Change health scans**<br>Run health scans and analyze findings efficiently in the DevOps Change workspace with an intuitive and user-friendly interface.<br>**Pipeline association for GitHub Actions**<br>When onboarding GitHub Actions pipelines through the App onboarding catalog or the onboarding APIs, now only the selected pipelines are associated with the DevOps app. If no pipeline is selected, all pipelines within the specified repository are associated.<br>**Tool connection check status**<br>If a tool is marked as Disconnected because of a system-generated failure during an unsuccessful connection check, any subsequent successful check automatically updates the connection status to Connected. If you manually disconnect the tool, the tool status remains Disconnected even if there's a subsequent successful connection check.<br>**New roles for vulnerability integration** |

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| | • The sn_vul.app_sec_manager role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the DevOps Vulnerability Integrations plugin (sn_devops_vul_ints) is installed.<br>• The sn_vul_veracode.configure_integration role is added to the DevOps Tool Owner [sn_devops.tool_owner] role when the Vulnerability Response Integration with Veracode plugin (sn_vul_veracode) is installed. |
| Digital Portfolio Management | **Reflow for configurable workspace**<br>The Digital Portfolio Management configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the #unique_256_Connect_42_digital-portfolio-management-rn-accessibility that follows. |
| Dispute Rules Content Pack for Mastercard | **Updated references from questionnaire tables to intake tables in Card Operations**<br>Updated references from the old questionnaire tables to the new intake tables in Card Operations. |
| Dispute Rules Content Pack for Visa | **Questionnaire and chargeback eligibility ruless**<br>• Added new chargeback eligibility rules to reflect the latest dispute conditions from Visa.<br>• Updated the dispute questionnaire to support the following reason codes:<br>  ○ 10.3 (Other fraud—card-present environment)<br>  ○ 13.1 (Merchandise/services not received)<br>  ○ 13.5 (Misrepresentation)<br>**Visa Resolve Online (VROL) 24.2 revision Alignment**<br>• Updated chargeback reason codes and dispute questionnaire with VROL's latest release revision 24.2.<br>• Updated 12.1 chargeback rules to 11.3.<br>**Visa Resolve Online (VROL) 25.2 revision Alignment**<br>The chargeback eligibility rule under the 12.6 reason code that validates **Is the other transaction paid by other means? == N** has been removed,<br>**Updated references in Card Operations tables**<br>Updated references from the old questionnaire tables to the new intake tables in Card Operations.<br>**Updated data model** |

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| | • Enhanced Dispute Rules Content Pack for Visa to support the updated chargeback eligibility conditions and the fields used for validating disputed transactions.<br>• Moved the following tables as generic intake tables, from Dispute Rules Content Pack for Visa [sn_bom_visa_cp] to Financial Services Card Operations [sn_bom_credit_card]:<br>  ○ Visa Dispute Intake [sn_bom_visa_cp_visa_dispute_questionnaire] → Dispute Intake [sn_bom_credit_card_dispute_intake]<br>  ○ Visa Dispute Cardholder Intake [sn_bom_visa_cp_visa_dispute_cardholder_intake] → Cardholder Dispute Intake [sn_bom_credit_card_cardholder_dispute_intake]<br>**Note:** These tables have been moved only for new customers, but they are still available in the Dispute Rules Content Pack for Visa for existing customers. |
| Document Services | **Google Docs files on Google Drive**<br>Manage Google Docs files on Google Drive using Multi Provider Document Services Framework.<br>**Document viewer support for hyperlinks, attachments, and digital signature**<br>Document Viewer now supports using hyperlinks, downloading of PDF attachments, and viewing of digital signatures.<br>**Accessibility feature for DOCX to PDF conversion**<br>Accessibility support added for DOCX to PDF conversion. PDF accessibility tags are now available to help non-sighted users who rely on screen readers to navigate, understand, and interact with converted PDF documents. |
| Dynamic Translation | **Character maximum has increased for MS translation requests**<br>For users of the Microsoft Azure Translator service: the maximum character limit for a translation request has increased to 50,000. The maximum character limit for a detection request remains 50,000. |
| Employee Center | **Content Analytics**<br>Content Analytics is now part of the Platform Analytics Experience. When you navigate to **All** > **Content Analytics** > **Dashboards**, the Content Analytics dashboards are displayed alongside Platform Analytics dashboards.<br>**Experience and Service Feedback** |

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| | Access the following enhancements within the feedback functionality:<br>• Leverage three different types of feedback - Experience, Service, and Survey feedback to gain more insight from your users.<br>• Integrate the experience feedback response with the Success Dashboard indicators.<br>• Configure service feedback to keep it anonymous after feedback is submitted.<br>• Access Experience and Service Feedback in Virtual Agent assist.<br><br>**SharePoint Online Search Connector**<br>Enhance your Microsoft SharePoint experience with the following upgrades:<br>• Streamline the site permissions and other granular access controls.<br>• Grant permission and provide access to specific personas. |
| Encryption Key Management | **Changes to Code Signing requirements**<br>As a part of improving security around Root of Trust, signing of script and attachments records can only be done on your trusted non-production instance or using the standalone signing tool. The exception is notarization, which can still be performed in the protected production instance.<br>**Enhancement requests for the Code Signing Standalone signing tool**<br>Updates to Code Signing enable your administrators to work with keystores, signature records, and records to be signed outside of the local system.<br>**Improved activation process for Code Signing**<br>Activate Code signing with a new UI page that is designed to streamline the activation process.<br>**Download All Button for Multiple Attachments is available when Edge Encryption is enabled**<br>By using the download all functionality, you can now download multiple documents into a zip file when you also enable Edge Encryption.<br>**Edge Encryption jRobin dashboards have been migrated to NEXT Experience**<br>View troubleshooting and performance on dashboards that were migrated from the deprecated jRobin framework. These dashboards display the same information that was available in previous versions. |

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| | **Column Level Encryption Enterprise is installable by administrators after purchase**<br>After purchasing Column Level Encryption Enterprise, your administrator can typically activate the product without needing technical assistance.<br>**Support for full string UTF-8 in Column Level Encryption**<br>CLE supports encryption and decryption of the full range of UTF-8 characters, including emoji.<br>**Improved readability for Column Level Encryption logging**<br>With the improved system, node, application, and audit logging, your administrators can analyze and troubleshoot their CLE or CLEE implementation. |
| Event Management | **Alert page performance enhancements**<br>Benefit from the enhanced load time of the alert forms and service dashboard.<br>**Calculate impact during loop dependency**<br>Support for circular (loop) dependency between configuration items in the impact tree is enabled.<br>**Automated alert groups perform tag-based alert clustering**<br>Tag-based alert group correlation is performed as part of automated alert groups. |
| Field Service Management | **Capacity and Reservations Management**<br>Capacity and Reservations Management data model has been changed to accommodate the agent's start and end location.<br>**Reflow for Configurable Workspace**<br>Dispatcher Workspace and Workforce Optimization for Field Service support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the #unique_256_Connect_42_field-service-management-rn-accessibility section that follows.<br>**Google Maps APIs for Field Service Capabilities**<br>Upgrade to the new Places API (new) and Routes API for Field Service Capabilities.<br>Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API.<br>You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. Enable the new APIs from Google Console to continue using the API services without any issues. |

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| Application or feature | Details |
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| | If you create a new Google API key after March 1, 2025, enable the new APIs from Google Console to use these services with the new API keys.<br><br>For more information see, KB2111488, KB2112054, and Changes to Google Maps Platform automatic volume discounts, monthly credit, and services transitioning to Legacy status. |
| Financial Services Card Operations | **Updated data model**<br><br>Introduced the following two new tables for questionnaire intake:<br>• Dispute Intake [sn_bom_credit_card_dispute_intake]<br>• Cardholder Dispute Intake [sn_bom_credit_card_cardholder_dispute_intake]<br><br>**Updated Card disputes transaction table**<br><br>Removed the following fields from the Card disputes case table:<br>• Account status as of transaction date<br>• Dispute amount modification reason<br>• Reason code<br>• Reason code message<br>• Suggested reason code<br><br>**Visa Resolve Online (VROL) version 25.1 updates**<br><br>The domain value description for the **DisputeResponseReason** column has been updated from **Copy of ATM Cash Disbursement or Load Transaction** to **Copy of ATM Cash Disbursement**. |
| Financial Services Operations Integration with Visa | **Visa Resolve Online (VROL) version 25.1 updates**<br><br>Updated the following subflows to align with Visa Resolve Online (VROL) release 25.1 revision changes:<br>• Submit dispute questionnaire<br>• Submit fraud report |
| Flows, subflows, and actions in Workflow Studio | **Flow generation configures action and flow logic inputs**<br><br>Use the Now Assist for Creator flow generation skill to create and configure a flow from text directions. Flow generation uses data pills to set input values for actions and flow logic. |
| Generative AI Controller | **Directions for generative AI updates for Generative AI Controller** |

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| | The prompts, which are the instructions to the large language model (LLM), for all four capabilities (Generic Prompt, Generate Content, Summarization, and Sentiment Analysis), semantic filtering, and recursive summarization have been updated. |
| Goal Framework | **Changes to Target form**<br>• The following fields on the Target form have been renamed:<br>  ○ **Review frequency** to **Check-in frequency**<br>  ○ **Base value** to **Start value**<br>  ○ **Target value** to **Final target value**<br>  ○ **Actual value** to **Actuals to date**<br>  ○ **Review due date** to **Check-in due date**<br>• The *Fortnightly* option in the **Check-in frequency** field is no longer supported.<br>**Goal Framework tables**<br>The maximum number of characters allowed in the **Name** field has been increased from 80 to 255 for the Strategic Plan [sn_gf_strategic_plan], Strategic Priority [sn_gf_strategy], Goal [sn_gf_goal], and Target [sn_gf_goal_target] tables. |
| Goal Framework for SPM | **Changes to Target form**<br>On the Target form, the **Breakdown interval** and **Cumulative target** fields have been removed, and the **Review frequency** field has been renamed to **Check-in frequency**. |
| Healthcare and Life Sciences Service Management Core | **Workspace performance enhancements**<br>The Healthcare Workspace has received performance enhancements to optimize loading times. |
| Hermes Messaging Service | **Monitor topics in multiple cluster sets**<br>View messages from multiple cluster sets by selecting a service group in the Hermes Topic Inspector module.<br>**Test connectivity to multiple cluster sets**<br>Verify that your instance can send messages to and receive messages from multiple cluster sets by selecting a service group in the Hermes Diagnostics module. |
| ITOM AIOps | **Alert automation enhancements**<br>In Group automation, in the Simulation section, **Re-run test** has been renamed **Re-run simulation**. |

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| | The **Active** toggle switch has been replaced with a check box.<br><br>**Enrich automation**<br><br>A new section, **And finally**, featured two radio buttons, **Run other enrich alert automations** and **Don't run other enrich alert automations**, which replace the previous **Continue running automations of this type** toggle switch. Although this section is new, the functionality is unchanged. Selecting **Run other enrich alert automations** continues running automations with the same filter conditions, while **Don't run other enrich alert automations** halts additional automations after execution except for those owned by other assignment groups.<br><br>**Associate services to use in Service Reliability Management**<br><br>System admins can select any supported service and associate it to use in Service Reliability Management regardless of the owner or support group configurations. |
| ITOM Cloud Accelerate | **Enhanced Cloud Services Catalog Cloud Services Catalog experience**<br><br>Improved the hierarchical structure of multiple repositories with the support of Terraform Connector IaC discovery capabilities.<br><br>Support for integration of Google Cloud Platform (GCP) with Terraform Open Source. |
| ITOM Optimization | **Cloud Admin Portal**<br><br>The Cloud Admin Portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog application. |
| ITOM Visibility | **Use the enhanced Shazzam probe to collect data**<br><br>View the extended data collected by the Shazzam probe in the Discovery Admin Workspace **Insights** tab.<br><br>**Revised Service Mapping roles**<br><br>Gain improved visibility of ML-powered candidates in Service Mapping with updated roles:<br><br>• service_mapping_admin replaces sm_admin.<br><br>• service_mapping_user replaces sm_user.<br><br>**Use the enhanced Discovery and Service Mapping Patterns for extended discovery**<br><br>Note the following new Pattern extensions and improvements: |

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| | • Pure Storage FlashArray<br>• Azure SQL license information<br>• Google Cloud Platform (GCP) resource inventory discovery<br><br>**Scale up your Azure change processing**<br>Update your CMDB in real time with your Azure cloud resource changes. After upgrading to the enhanced November 2024 Patterns (1.21.0) version, run an Azure cloud discovery on all service accounts to ensure receiving all updates.<br>**Stay informed about Cloud Discovery patterns updates**<br>Download and use the Cloud Discovery patterns spreadsheet with the latest up-to-date information on Cloud Discovery patterns, including REST-API permissions.<br>**Run top-down discovery using Service Mapping integrated with Agent Client Collector**<br>Top-down Service Mapping and Automated Service Suggestions are supported with Agent Client Collector. |
| Impact | **Accelerator catalog**<br>• Updates to the Accelerator<br>• The UX (User Experience) Design: Employee Center Accelerator name is changed to UX: Design for Employee Center<br>• The User Experience Review: Employee Center Accelerator name is changed to UX: Portal Experience Review<br><br>**HealthScan definitions updates: November release**<br>Some definitions have been deprecated or enhanced to improve performance, reduce false positives, and meet the latest coding practices.<br>**Accelerators with minor updates to the descriptions**<br>• The Center of Excellence & Innovation Design<br>• TuneUp Your Hardware Asset Management<br>• TuneUp Your Software Asset Management<br>• UX: Design for Employee Center<br>• UX: Portal Experience Review<br>• Jumpstart Your Strategic Portfolio Management – Planning Workspace<br><br>**Objectives and outcomes** |

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| Application or feature | Details |
| --- | --- |
| | Value Blueprint is renamed to Objectives and outcomes.<br>**HealthScan definitions updates: August release**<br>Some definitions have been deprecated or enhanced to improve performance, reduce false positives, and meet the latest coding practices. |
| Incident Management | **Email notification link redirection behavior**<br>In email notifications, you can now decide where the links to an incident record are redirected. Instead of an incident record automatically opening in the classic UI16 interface in Incident Management, the incident record can be opened in SOW. The incident record link in an email notification opens in SOW only if the following conditions are met:<br>• The **Redirect SOW Email notification** (*sow_email_notification_redirect*) system property is set to true.<br>• The user selecting the incident record link has the sn_sow.sow_user role.<br>The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.<br>To ensure consistency, the email notification template is updated to send the notification from SOW in the same format as sent from classic UI16 interface. Also, the template theme is updated to match the Next Experience theme. |
| Integration Hub | **External Triggers framework to use new features provided by Platform Security**<br>Upgrade the existing external triggers framework to use new features like Hash-based and Token-based authentication profiles with access policies. |
| Intelligence for CSM | **Guided Decisions - Question field updated to type HTML**<br>The **Question** field has been updated from type=string to type=HTML. When adding a question to a decision node, decision tree authors can include the text, formatted text, and images in the **Question** field. |
| Knowledge Management | **Enable AI Search on the Knowledge Management Service Portal**<br>Displays AI-powered search results for a selected article through AI Search.<br>**Default advanced plugin installation**<br>Article versioning, article subscriptions, article templates, and an article quality index are available through the |

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| | Knowledge Management advanced plugin, which is installed by default for new customers. If you are an existing customer, you have the option to activate it. |
| MID Server | **MID Server log enhancement**<br>MID Server supports log file compression. The new log file handler settings are available as MID Server properties on the instance. The compression mode is not enabled in the base system. |
| Mobile Platform | **Now Assist for Virtual Agent enhancements**<br>Deliver direct, relevant, and conversational responses to questions using generative AI, including the ability to give feedback to messages generated by AI in Virtual Agent.<br>**Now Assist in AI Search on Mobile**<br>Provide AI-generated or AI-selected answers to user searches with the ability for users to provide feedback on the relevancy of the curated answers.<br>**Two new button instances**<br>• Provide users with an additional shortcut to items or actions in record screens with the top icon function button instance, providing support for the agent-to-agent mobile Sidebar experience.<br>• Add shortcuts to the Indoor Wayfinding experience with the custom map bottom drawer function button instance.<br>**Mobile client scripting enhancements**<br>Streamline input form screen completion with auto-filled inputs based on one or many user inputs.<br>**Navigation bar enhancement**<br>Add badging capability to navigation bar tabs, which enables badging on any navigation tab icons.<br>**Configure mobile apps to use device date/time formats**<br>Set the *`useDeviceSettingsForDateTimeFormats`* mobile property to `True` to configure the date/time fields in mobile apps to use the date/time format that is used on the mobile device. This feature is available on the 18.2.0 mobile client release version and later.<br>**Hide the seconds display in date/time fields**<br>Use mobile properties to hide the display of seconds in mobile cards, record screen details pages, or activity streams. This feature is available on the 18.2.0 mobile client release version and later.<br>**Configure an external authentication browser for iOS apps** |

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<tr><td></td><td>Configure an external browser on iOS apps that are used during authentication so external URLs that are opened by the same browser type can maintain sessions and cookies. This feature is available on the 18.3.0 mobile client release version and later.<br>Search in a ServiceNow instance with Siri shortcuts<br>Configure your ServiceNow instance to enable Siri voice search in your mobile app on the instance using global search. This feature is available on the 18.4.0 mobile client release version and later.<br>Notification tab enhancements<br>Use the following enhancements added to the Notification tab within the navigation bar:<ul><li>Option to mark all notifications as read, providing the ability to manage your notification entries.</li><li>Highlighted display of critical alerts in the notification area.</li></ul>Mobile Publishing enhancements and changes<ul><li>Auto-populate instance URLs when new branded app builds are requested and when existing branded apps are updated.</li><li>Support for unlisted iOS branded apps.</li><li>New requirement for iOS Microsoft Intune apps to be registered with Microsoft Entra ID (formerly Azure AD).</li><li>Add deep links when you make new Android branded app requests for both private and public distribution.</li></ul></td></tr>
<tr><td>Next Experience</td><td>Select a theme in Next Experience<br>If multiple core themes have been created using Theme Builder, then those themes and their alternate color palettes are displayed in the Theme user preference group.</td></tr>
<tr><td>Next Experience Components</td><td>Components<table><tr><th>Component</th><th>Enhancements</th></tr><tr><td>Appointment calendar</td><td>Reflow support in higher browser zoom levels of up to 400% in day and week view.</td></tr><tr><td>Badge</td><td>Option to enable partial number counts and additional characters, including the plus "+" symbol.</td></tr><tr><td>Breadcrumbs</td><td>Improved breadcrumb orientation experience with option to enable overflow menu.</td></tr></table></td></tr>
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| Application or feature | Details |
|---|---|

| Component | Enhancements |
|---|---|
| Calendar | • Extra content slot in the header to add buttons.<br>• Column width control in the timeline view. |
| Checkbox | Customizable slot after the information button for inserting additional elements. |
| Checklist | • Additional configuration options like Disabled, Read Only, and Invalid.<br>• Font size customization.<br>• Option to configure mandatory field indicator.<br>• Error notification appears when the user attempts to submit a form with an incomplete required field. |
| Contextual sidebar | Improved configuration with vertical tabs structure. |
| Date-time | • Time zone displays for users.<br>• Horizontal layout option for date-time input field. |
| Email composer | • Improved draft management experience with email footer and side panel action buttons.<br>• Improved drafting experience with larger compose area and enhancements to save vertical space.<br>• Option to enable auto-load of most recent draft.<br>• Option to suppress "Send email" button.<br>• Support for international characters in email IDs. |
| Email composer (mini) | • Improved draft management experience with email footer and side panel action buttons.<br>• Improved drafting experience with larger compose area and enhancements to save vertical space.<br>• Option to enable auto-load of most recent draft. |

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| Application or feature | Details |
|---|---|

| Component | Enhancements |
|---|---|
| | • Option to suppress "Send email" button.<br>• Support for international characters in email IDs. |
| Form | Support for 2 or more forms on a page.<br>**Note:**<br>If you want to add a form to a legacy page with an existing form, see the Form UIB Setup documentation. |
| Highlighted value | Improved display of long text with text wrapping functionality. |
| Input | • Customizable slot after the information button for inserting additional elements.<br>• Added a caret slot that follows the user's text cursor. |
| Node map | In the hierarchical layout:<br>• Movable nodes in the map.<br>• Customizable control panel.<br>• Customizable node connections in new nodes.<br>• Improved reflow in higher browser zoom levels.<br>• Support for pausing node map layout refresh (re-layout). |
| Radio button | Customizable slot after the information button for inserting additional elements. |
| Related items | • Show or hide the heading.<br>• Configure the background color.<br>• Refresh a specific list along with all other lists in the container. |
| Select | Customizable slot after the information button for inserting additional elements. |

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<tr><td></td><td>
<table>
<tr><th>Component</th><th>Enhancements</th></tr>
<tr><td>Text area</td><td>• Customizable slot after the information button for inserting additional elements.<br>• Added a caret slot that follows the user's text cursor.</td></tr>
<tr><td>Toggle</td><td>Customizable slot after the information button for inserting additional elements.</td></tr>
<tr><td>Typeahead</td><td>Customizable slot after the information button for inserting additional elements.</td></tr>
<tr><td>Typeahead multi</td><td>Customizable slot after the information button for inserting additional elements.</td></tr>
</table>
</td></tr>
<tr><td>Notifications</td><td>New search and category filter in notification preferences<br>Notification preferences now include the ability to search within custom notifications and filter by category in system notifications.<br>Email unsubscribe<br>Unsubscribe from emails using the unsubscribe capability in the email header.<br>Language preferences<br>Honor sys_user language preferences set by users for email translations.</td></tr>
<tr><td>Notify</td><td>Notify Twilio Direct driver<br>When the Twilio messaging service is disconnected from a ServiceNow instance, you can choose to delete the messaging records according to your data management and security retention policies or retain the records for future reference. For more details, see the Behaviour of Default Messaging Service when connecting to Twilio from ServiceNow instance [KB1644265] article in the Now Support Knowledge Base.</td></tr>
<tr><td>Now Assist</td><td>Xanadu Patch 3<br>New conditions available in Define Availability step of guided setup for chat reply recommendation<br>When activating or editing the chat reply recommendation skill, you can now add conditions to determine who can use the skill.<br>Xanadu Patch 1<br>Get started step added to guided setup for resolution note generation</td></tr>
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| | A step has been added to the guided setup for the resolution notes generation skill to remind you to update any customized code that is associated with the skill after a new release. |
| Now Assist for Customer Service Management (CSM) | **Enhancement in post-call summarization**<br>• You can now review a call that has been handed off from one live agent to another agent, and then provide a summary of the key topics that are covered during the conversation.<br>• Support for outbound calls from agents to the customers.<br>• Generate a call summary when the real-time transcript is not available.<br>**Knowledge generation from multiple cases**<br>You can now select and gather insights and data from multiple similar cases to draft an article by using Now Assist for CSM.<br>**Enhancements in chat summarization**<br>Multiple Language Support via Digital technology (DT) support and a new step in the guided flow that allows the customization of how and when the skill capability will be available in the admin console.<br>**Enhancements in Email recommendation**<br>Get recommendations for email responses when starting new emails, forwarding messages, or finalizing drafts. Help improve agent productivity by reducing the time taken to compose email and improve relevance of email reply recommendations. Also, get template recommendations while composing an email by leveraging AI search.<br>**Enhancement in Resolution notes generation**<br>Generate resolution notes and then shorten or elaborate the content using the Now Assist context menu in the resolution notes field of the case form, in both Core UI (UI16) and Workspace.<br>**Enhancements in Knowledge generation**<br>Revise the content in existing knowledge articles by using the Now Assist icon ✦, which is accessible as an inline capability, and create and refine knowledge articles. You can also generate knowledge articles in multiple languages.<br>**Xanadu Patch 7 Case summarization enhancement**<br>Extended the capabilities of the case summarization feature so it can now be used on custom tables. |

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| Now Assist for IT Service Management (ITSM) | **Xanadu Patch 9**<br>**System property to display knowledge article templates**<br>Display Knowledge article templates that you can use to create articles by using a system property. In earlier releases, the templates were displayed by default.<br>**IT Service Management AI agent collection Triage and categorize ITSM incidents agentic workflow**<br>The Categorize incidents use case has been renamed to the Triage and categorize ITSM incidents agentic workflow.<br>The following AI agents have been added to the workflow:<br>• Link major incident AI agent<br>• Link incident to problem AI agent<br>The Incident categorize AI agent has been renamed to Categorize incident AI agent.<br>**Xanadu Patch 3 Resolution notes generation skill enhancements (for upgrade customers)**<br>Enhance your existing incident resolution notes generation skill to show the root cause and resolution steps taken. Enable this enhancement by using the toggle switch on the Configure response screen in the Now Assist Admin console.<br>**Note:**<br>This option is available only when the incident resolution notes generation skill has been activated prior to upgrading. |
| Now Assist in AI Search | **Now Assist Q&A Genius Results**<br>The Now Assist Q&A Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results.<br>**Now Assist Actions Genius Results**<br>The Now Assist Actions Genius Results feature is in maintenance mode. This feature will have no new enhancements but will have continued support. Similar and improved functionality is available in the newer Now Assist Multi-Content Response Genius Results feature. For more details on this feature, see Now Assist Multi-Content Response Genius Results. |
| Now Assist in Virtual Agent | **Xanadu Patch 9** |

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| | **Standard chat**<br>The existing Now Assist in Virtual Agent LLM conversational behavior received a terminology update and is now referred to as standard chat. |
| On-Call Scheduling | **On-Call Scheduling new schedule engine**<br>The new 2024 schedule engine offers a more efficient and improved experience for managing your schedules and shifts. On-Call Scheduling supports an automatic upgrade to the new schedule engine.<br>**On-Call Scheduling new schedule engine**<br>The new schedule engine introduces the following enhancement:<br>• Shift support to resolve gaps resulting from member placement.<br>• Resolve daily rotation gaps, caused by adding or removing members, holiday schedules, or extra time.<br>• Verifies user continuity based of the last on-call member from the previous schedule.<br>• Improved performance by reducing the time required to add, remove, or move members. |
| Operational Resilience | **Reporting Operational vulnerability**<br>The Operational vulnerability related list has been added to the following modules in the List view:<br>• Importance and impact tolerance assessment<br>• Scenario analyses<br>• Self attestations<br>• Services |
| Operational Sustainability Management | **ESG program manager role enhanced**<br>The ESG program manager (sn_esg.program_manager) can now create, read, update, and delete emission factors.<br>**Changes in the metric tables**<br>Enhanced the following metric related tables with read access control lists (ACLs):<br>• Metric definition<br>• Metric<br>• Metric data<br>• Metric data task<br>• Metric data task url<br>With this change, the following changes are in effect: |

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| | • Metric level Approver user or Approver group: This means that the specified user or group designated as the approver can access only the particular metric and the tables specified for which they are the approver.<br>• Multi-level approval: This means that the specified user or group designated as the approver can access only those records in the metric related tables for which they are the approver.<br>• Enable enterprise owners to access metric records: This means that an enterprise owner can access any metric related record. |
| Operational Technology Change Management | **Updated layout of the OT change record on the Industrial Workspace**<br>The OT change record in the Industrial Workspace was updated so that all existing related lists are included under the **Related Records** tab. |
| Operational Technology Incident Management | **Updated layout of the OT incident record on the Industrial Workspace**<br>The OT incident record in the Industrial Workspace was updated to include all existing related lists under the **Related Records** tab. |
| Operational Technology Manager | **OT Devices tab data**<br>The following data available in the **OT Devices** tab of the OT Manager dashboard has been moved to the Operational Technology Visibility dashboard.<br>• New OT devices discovered<br>• Inactive OT devices<br>• OT Devices overview<br>  ○ Total CMDB OT devices<br>  ○ Unclassed OT devices<br>  ○ Unassigned OT devices<br>  ○ Unmapped OT devices<br>• OT devices by category<br>  ○ Supervisory systems<br>  ○ Control systems<br>  ○ Field devices<br>  ○ Computers and servers<br>  ○ Network Gear<br>  ○ Industrial IoT<br>• OT devices by Purdue level<br>• OT devices by type (Top Level) |

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| | • OT devices by manufacturer (Top Level)<br>• OT devices by criticality |
| Operational Technology Vulnerability Response | **OT Vulnerabilities tab data**<br>The following data that was available in the **OT Vulnerabilities** tab of the OT Manager dashboard has been moved to the OTVR (PA) dashboard:<br>• Total OT Vulnerable Items<br>• New OT Vulnerable Items<br>• OT Unassigned Vulnerable Items<br>• OT Vulnerable Items by State<br>• OT Vulnerable Items by Risk Rating |
| Order Management | **Add a sales agreement**<br>When an agent creates an order, the latest sales agreement associated with the account is automatically applied and the catalog is filtered to display the agreement's products and prices.<br>**Update product locations at the order line level**<br>Agents can create orders by location, which enables them to tailor orders for a customer location and streamline the ordering process by managing orders that have multiple locations. |
| Password Reset | **Enhancing Password Reset Security URL**<br>Control the expiration duration of a password reset URL by setting the `glide.pwd_reset.onetime.token.validity` property. By default, the URL is valid for one hour. |
| Platform Analytics experience | **Analysis cache for indicators on data visualizations**<br>You can now cache indicator data as well as table data.<br>**Prefetching cached data**<br>Cached data with an expiration time of 8 hours or more is refreshed automatically within the 30 minutes before it would expire. You therefore don't have to wait for the dashboard or visualization to load new data the first time you view it for the day.<br>**Unloading Platform Analytics dashboards to update sets simplified**<br>Unload Platform Analytics inline dashboards to update sets with one click.<br>**Migration improvements**<br>Migration to the Platform Analytics Experience has added full migration of the following items in the Xanadu release: |

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| Application or feature | Details |
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| | • V1 Pivot reports and pivot reports with multiple columns<br>• Indicator scorecards with custom order and label names<br>• Top X elements for Performance Analytics widgets for time series breakdowns<br>• Custom URL on-click behavior<br>• Act as filter capability<br>• Unconfigured reports, Performance Analytics widgets, and interactive filters: These objects are migrated to empty data visualizations and filter elements.<br>• Cascading filters<br>• Dashboard background colors<br>• Chart interactions: drilling down from chart to chart<br><br>**Migration Center Improvements**<br><br>• If you have migrated in an earlier version, previously unsupported visualizations are migrated on upgrade.<br>• Improved migration log UX.<br><br>**Platform Analytics creation rights for specific scoped apps**<br><br>Using the ServiceNow AI Platform delegated development capability, a non-admin user can get the rights to create Platform Analytics objects for a specific scoped app.<br><br>**Insights card grouping**<br><br>When multiple insights of the same type are generated, they are aggregated into a single card.<br><br>Trend and target or threshold insights are also shown on a single card.<br><br>**Insight notifications in data visualizations**<br><br>If an insight is generated regarding the data source used in a data visualization, an alert appears in that visualization. This feature applies to data visualizations on both an in-line dashboard with insights activated and a UI Builder page.<br><br>**Project does not need to be specified for process mining insights**<br><br>If you have process mining insights activated, you no longer have to specify per dashboard which process mining projects to check for insights. All relevant projects are checked automatically.<br><br>**Insight notifications in data visualizations**<br><br>If an insight is generated regarding the data source used in a data visualization, an alert appears in that visualization. This feature applies both to data |

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| Application or feature | Details |
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| | visualizations on an in-line dashboard with insights activated and to individual data visualizations on a UI Builder page.<br>**Auto sizing of single score visualizations**<br>The new Auto size option for single score visualizations fits the visualization dynamically into the available space, depending on targets or other information displayed in it.<br>**Global filters apply to advanced dashboards**<br>When opened, advanced dashboards are automatically filtered by the values of the global filter passed from the source page.<br>**Saved data visualization on dashboard can be unlinked from library**<br>If you have a shared data visualization on a dashboard that you can edit, you can unlink the local copy on the dashboard from the library and edit it without special roles and without impacting other dashboards.<br>**Simple list follows filters**<br>A simple list on a dashboard can follow filters on that dashboard. You can also add borders to a simple list. |
| Playbooks in Workflow Studio | **Updated Roles**<br>The pd_admin role is now playbook.admin.<br>**Activities trigger asynchronously**<br>To avoid slowing down the playbook runs, the first activities are triggered asynchronously. |
| Policy and Compliance Management | **Perform CRI tiering questionnaire to determine the tier value of entity**<br>In addition to the Entity owner, the Corporate compliance manager [sn_compliance_ws.corporate_compliance_manager], Corporate compliance analyst [sn_compliance_ws.corporate_compliance_analyst], and IT compliance manager [sn_compliance_ws.it_compliance_manager] can trigger CRI tiering questionnaire and initiate CRI profile assessments.<br>• UI action button **Initiate CRI tiering assessment** has been renamed as **Initiate CRI tiering questionnaire**.<br>• UI action button **Initiate CRI assessment** has been renamed as **Initiate CRI profile assessment**.<br>**Domain separation in GRC: Policy and Compliance Management**<br>Now both manually created records and auto-generated records created through scheduled jobs or scripts are domain separated based on their parent object or user |

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| | domain for all Policy and Compliance Management objects. |
| Predictive Intelligence | **Leverage new advanced options for classification solutions, from Xanadu Patch 9.**<br>Five new advanced options are available for classification solutions, including new parameters and a new algorithm.<br>• Configure include only top N labels. Limit the classification model to use only the top most frequent labels. You can choose a number as the limit.<br>• Minimum records needed for label to include it. Set a threshold for the minimum number of records a label must have in your dataset to be included in model training.<br>• Remove others label. Reduce noise in the model and enhance predictive accuracy by removing records with the label "others" from training data.<br>• Use LightGBM algo for classification model training. Enable the LightGBM (Light Gradient-Boosting Machine) algorithm for training classification models.<br>• Config parameters for model config in classification. Customize training behavior by including a dictionary of parameters in the JSON format. |
| Problem Management | **Re-assess a Problem Task from the Work in Progress state**<br>Additional flexibility for the workflow of a problem task analyst.<br>**Email notification redirection behavior**<br>When users select the problem record link in their email notifications, they can be redirected to the problem record in Service Operations Workspace instead of the classic UI16 experience. The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.<br>**Known error articles available by default**<br>Problem Knowledge Integration is activated by default for new customers.<br>**Problem Management Migration Utility**<br>The Xanadu base problem files list is updated so the Problem Management Migration Utility can detect customizations. |
| Product Catalog Management and Pricing Management | **Product Catalog Management changes**<br>**Product catalog hierarchy visualization** |

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| | Toggle the view to show the specification hierarchy along with the offer hierarchy or show just the offer hierarchy using the Catalog Hierarchy tab for a product offering.<br>**Configuration UI changes**<br>• Sorting of product entities: Product catalog categories and categories are now displayed in alphabetic order. Characteristic options and child offers in the configuration UI are also displayed in alphabetical order, unless product catalog admins set a different display order when defining the associated product offerings.<br>• Configurable products for sales agreements: Agents can select from the different options for products and characteristics within a configurable bundle or product. These selections determine what product offerings are available as part of the sales agreement when creating orders from sales agreements.<br>• Improved the display and aggregation of alerts, error, and information messages in the Configuration UI to provide more context. Added visual indicators that indicate when a configuration is incomplete.<br>**Configuration State Model API Framework enhancements**<br>Use the configuration state model to control various features in the product configurator. For example, you can define different default product configurations displayed to your agents, based on context, such as role or sales channel. You can also control the quantity values that agents can enter on a configuration node or optionally define info messages that are triggered for specific conditions that you set.<br>**Pricing Management changes**<br>**Changing a published price list**<br>Starting with the Xanadu release, you can change only the **Description** and price list **End date** fields in a published price list. You can continue to add price list lines.<br>**Copy a price list**<br>Duplicate a published price list, its price list lines, and any related attribute adjustments and decision tables, without having to re-create the price list and its price list lines. For example, you can copy a published price list and its price list lines and use the price list copy for another account or location.<br>**Cost book enhancements**<br>Create multiple cost books for a given currency and set a default cost book for a given currency. You can also do the following: |

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| | • Copy a cost book.<br>• Manage the default cost books used and set cost book validation rules by using the Cost Book Defaulting Matrix.<br>• Customize the default cost book logic called by other SOM applications by using the DefaultCostBookExtensionPoint extension point.<br><br>**Matrix rule validations**<br>Use predefined validation rules or create your own rules to validate the context variables, such as mandatory inputs, in pricing and product eligibility rule matrices. Each validation definition has a script that identifies the context variables to be validated and the corresponding error or warning messages that are displayed in the matrix decision table, depending on the validation results.<br><br>**Name change for Pricing Matrix Management application**<br>Starting with the Xanadu release, the Pricing Matrix Management application is renamed as the Product and Pricing Rules application (sn_csm_price_mtrx plugin). The application includes the product catalog eligibility matrices introduced in this release as well as the pricing matrices. |
| Project Portfolio Management | **Project Portfolio Management**<br>The new ServiceNow® Project Workspace application provides a more efficient, streamlined way for you to work. For information about how to upgrade, see Project Workspace. Project Portfolio Management is still supported in this release. |
| Public Sector Digital Services | **Constituent Service Dashboard Migration to Platform Analytics**<br>The Constituent Service Dashboard has been migrated to Next Experience Platform Analytics. Next Experience is a ServiceNow AI Platform® feature that is active by default when the user loads or upgrades to the Xanadu release. The dashboard migration to Next Experience enables continuous visualization of historical and real-time process statistics in role-based dashboards, which enable individual stakeholders to make informed decisions. The new dashboard can be accessed by navigating to **All** > **Platform Analytics** > **Library** > **Dashboards**.<br><br>**Enhancements to Social Benefits Playbook**<br>Use the enhanced Social Benefits Playbook to view an updated constituent card with more detailed information about the primary applicant. Cancel draft cases, bypass the initial eligibility screening, and skip playbook |

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| | activities by using the updated process playbook in the Government Service Portal. |
| RPA Hub | **Process job with no logs**<br>In the RPA Desktop Design Studio, the following process job records aren't displayed in the Attach log window:<br>• Process job records with no logs.<br>• Process job records that are stored in the robot machine.<br>**Credential sets are replaced by credential groups**<br>In RPA Hub, the credential sets that were created for a bot process are now replaced with credential groups. You can now define the robot credentials, Time-based One-time Password (TOTP) authentication, and application credentials outside of the bot process and reuse them in multiple bot processes. By using credential groups, you don't have to create the same credentials for each bot process.<br>For upgrading customers, the existing credential sets and associated credentials are migrated seamlessly.<br>**Changes in the Start Process UI action**<br>In RPA Hub, when you select the **Start Process** button, you can't view the robots that are in the **In Maintenance** life-cycle stage status.<br>When a bot process is either in the **In Maintenance** or **Build** life-cycle stage status and is using a robot pool, new robots aren't deployed for dynamic allocation.<br>Dynamic allocation in the robot pool is only activated for published bot processes.<br>**Changes in the Start Process action**<br>When invoking the **Start Process** Workflow Studio action, the robots that are in the **In Maintenance** life-cycle stage status are treated as failed robots.<br>**Changes in the Start Process subflow**<br>If a process job isn't in the **Running** status, the robot that is associated with the process job is treated as **Failed** in the **Start Process** subflow output.<br>**Break component issue with loops**<br>An issue with the break components in the nested activities that failed to break their loops is now fixed. For more information, see List of components compatible with latest version.<br>**Microsoft Software Installer (MSI) compatibility**<br>Older MSIs that are related to Unattended Robot, Attended Robot, and RPA Desktop Design Studio from |

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| | the RPA Hub store release versions 7.0.3 and 9.0.0 are compatible and can be used with the current store release version (10.0.X) of RPA Hub.<br><br>However, there are some limitations:<br><br>• Any new automation components available in the latest version aren't available in the older versions. For example, the CreateFile component in the Zip category in version 10.0 doesn't work in older versions.<br>• Components of the same name with different parameters aren't backward compatible.<br><br>If robot machines are using older MSIs than the current version of the instance, any new features that are added in the later versions aren't available for older MSIs. For example, the features released after version 7.0.3 don't work in version 7.0.3 MSIs. Only those features that exist in version 7.0.3 work in that version. |
| Regulatory Change Management | **Enhanced Task Management**<br><br>Enhanced the Task management feature to help the coordinator to change the ownership of change tasks and action tasks.<br><br>**Next Experience Chat Collaboration and Discuss**<br><br>Enhanced the Next Experience Chat and Collaboration and Discuss feature.<br><br>**Action Tasks**<br><br>Added action tasks that are segregated from the Regulatory Change Management or the Compliance Case Management application for differentiation and reporting in the **My Tasks** portal. |
| Resource Management Workspace | **Resource Management Workspace**<br><br>The new Resource Management Workspace provides a more efficient, streamlined way for you to work. For information about how to upgrade, see Resource Management Workspace. Resource Management classic is still supported in this release. |
| Security Center | **Scan checks**<br><br>Schedule security scans with the updated Auditor Suite to monitor access control configurations in the Security Scanner tool. The Auditor Scan suite has been streamlined to contain only access control checks and renamed to Access Control Auditor Suite. The updated access control checks generate a smaller, more focused number of findings that reflect potential security vulnerabilities according to ServiceNow security experts.<br><br>**Legacy workflows have been converted to Flow Designer workflows** |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>Legacy base system Workflows have been converted to modern Flow Designer workflows to standardize ServiceNow flows onto the modern technology. The updated low-code flows are designed to be more scalable and make updating and troubleshooting easier.</td></tr>
<tr><td>Security Incident Response</td><td>
Security Incident Response Orchestration
<table>
<tr><th>Integration Name</th><th>Integration Changes</th></tr>
<tr><td>Security Incident Response Orchestration flows and actions</td><td>Workflow is migrated to the Flow Designer in following sections:<ul><li>Create Lookup Request for IoC Changes Flow</li><li>Security Incident Response- Get Network Statistics Flow</li><li>Security Incident Response - Get Running Services Flow</li></ul></td></tr>
</table>
Security Operations common functionality
<table>
<tr><th>Integration Name</th><th>Integration Changes</th></tr>
<tr><td>Security Operations Integration- Block Request capability</td><td>Workflow is migrated to the Flow Designer flows in the following integrations:<ul><li>Run Block Request</li><li>Security Operations Integration - Block Request Flow</li></ul></td></tr>
<tr><td>Security Operations Integration- Get Network Statistics capability</td><td>Workflow is migrated to the Flow Designer in following sections:</td></tr>
</table>
</td></tr>
</table>

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| Application or feature | Details |
|---|---|

| Integration Name | Integration Changes |
|---|---|
| | • Execution Tracking - Begin (CIs) Flow Action<br>• Security Incident Response- Get Network Statistics Flow |
| Security Operations Integration- Get Running Processes capability | Workflow is migrated to the Flow Designer in following sections:<br>• Security Operations - Get Running Processes Flow<br>• Security Operations Carbon Black Integration - Get Running Processes Flow |
| Security Operations Integration- Isolate Host capability | Workflow is migrated to the Flow Designer in following sections:<br>• Security Operations - Isolate Host Flow<br>• Run Isolate Host<br>• Security Operations Carbon Black Integration - Isolate Host Flow |
| Security Operations Integration- Publish to Watchlist capability | Workflow is migrated to the Flow Designer in following section:<br>• Security Operations Integration - Publish to Watchlist Flow |
| Security Operations Integration- Sightings Search capability | Workflow is migrated to the Flow Designer in following section: |

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| Application or feature | Details |
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| Integration Name | Integration Changes |
| --- | --- |
| | • Security Operations Integration - Sightings Search Flow |

### Security Incident Response integrations

| Integration Name | Integration Changes |
| --- | --- |
| CrowdStrike Falcon Host integration | Workflow is migrated to the Flow Designer in following sections:<br>• Get started with the CrowdStrike Falcon Host integration<br>• Security Operations CrowdStrike Falcon Host - Publish to Watchlist Flow |

### Review and assign your DLP incidents

Providing a closure code when closing a DLP incident from the DLP IR analyst workspace is now mandatory.

### DLP Incident Response Administration

Adding users and groups is now accomplished through related lists rather than adding users from the respective configurations in the following Administration modules:

- DLP Default Configuration
- DLP Assignment Rules
- DLP Response Due Date Rules
- DLP Incident Assessment
- DLP User Instructions Templates
- DLP Record Level Restrictions
- DLP Field Level Restrictions

### Install and configure the Netskope DLP integration for Data Loss Prevention

The Netskope integration now supports DLP incident ingestion.

### Data Loss Prevention Incident Response Incident Management

View the forensic details of DLP Incidents in both the DLP IR Analyst workspace and DLP End user workspace.

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| | **Download evidence files**<br>The Netskope integration supports downloading the evidence file directly on demand. |
| Service Operations Workspace for ITSM | **Landing page configurations from Admin Center**<br>All landing page configurations such as the landing page redirection, donut configurations, and so on are grouped under the **Landing Page Configurations** section of the **Configurations** tab.<br>**Reordering of modules on the left navigation pane**<br>The left navigation pane modules, such as Inbox and Lists, are reordered for improved access to these modules.<br>**Role to create a request from interaction and incident records**<br>A user should now have either the itil role or sn_request_write role to create a request from interaction and incident records. Before Xanadu, users needed the interaction_agent role to create the request.<br>**DevOps data in change request**<br>• View, add, and edit DevOps data in a manually created change request in Service Operations Workspace for ITSM for a unified change request experience in the DevOps Change Workspace and Service Operations Workspace for ITSM.<br>• Starting in version 6.1, view, add, and edit work items data in a manually created DevOps change request in Service Operations Workspace for ITSM.<br>**Creating change requests from problem records**<br>You can create additional change requests, because the action is no longer hidden after it has been used once.<br>**Inline editing in the Problem Tasks tab**<br>Change a field in the problem tasks list instead of opening the record and changing it on the form.<br>**Sidebar enhancements for incidents**<br>The sidebar will now display recommendations for users who can assist agents in resolving incidents or tasks. A standard set of recommendations are provided to enhance the support workflow.<br>ITSM Pro provides the customized recommendations using an AI-based algorithm, ensuring that the most appropriate users are suggested to assist with the task.<br>The group addition feature offers the ability to add entire groups to a conversation. By default, all members of a group will be included in the conversation. For groups with designated on-call members, only those members |

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| | are added to the conversation, enabling for more focused and efficient communication.<br>**Reflow for Configurable Workspace**<br>Service Operations Workspace for ITSM configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.<br>**Email notification redirection behavior in Problem Management**<br>When users select the problem record link in their email notifications, they can be redirected to the problem record in Service Operations Workspace instead of the classic UI16 experience. The ITSM Notifications Redirection (com.snc.itsm.notifications_redirection) plugin is installed and activated automatically to support this behavior.<br>**Work notes in Compose section**<br>Starting in version 6.1, the Work notes (Private) is displayed as default in the **Compose** section instead of the **Comments (Customer visible)** section for incident records.<br>**View the Close icon**<br>Starting in version 6.1, the "X" symbol of the Close icon is clearly visible on the SOW landing page.<br>**Complementary landmark for screen reader support**<br>Starting in version 6.1, the complementary landmark is available on the SOW landing page for the screen reader support.<br>**View the Problem and Change record information with incident granular roles**<br>Starting in version 6.1, when a user with incident granular roles (sn_incident_read and sn_incident_write) selects the preview info icon on the problem and change records from the related records section of the **Details** tab on an incident record, a pop up displays a message that they don't have the permission to view the record.<br>**View impacted location for proposed major incident candidate**<br>Starting in version 6.1, you can view the impact locations for a proposed major incident candidate along with promoted major incident.<br>**Expansion of the compose section with activity stream**<br>Starting in version 6.1, when a file containing a lengthy name is attached to an incident record, and the activity stream is expanded to view the file name, the compose section also expands on the same level as the activity stream. |

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| | **Copy URL action for Incident list page**<br>Starting in version 6.1, you can copy and share the incident record on the Incident list page with the required stakeholders.<br>**Arrow orientation in record information panel**<br>Starting in version 6.1, the arrows next to the links in the Opened for card in the record information panel now point in the right direction, including for right-to-left languages.<br>**Access to form header links**<br>Starting in version 6.1, you can now select the form header links irrespective of the size of the browser. |
| Service Portal | **Show the current user in the team members list of the User Profile widget**<br>Indicate whether to include the logged-in user in the team members list when viewing another team member's user profile from the User Profile widget.<br>**Additional multi-factor authentication options**<br>Log in to portals using a biometric authenticator or hardware security key with multi-factor authentication (MFA). |
| ServiceNow SDK | **Version 2.2.3**<br>**Convert command uses module project type by default**<br>The `projectType` parameter is set to `module` by default. By converting an application with the module project type, you can gradually migrate application metadata into ServiceNow Fluent code rather than converting all application metadata into code initially.<br>**Version 2.2.1**<br>**transpiledSourceDir parameter replaced with modulePaths parameter in now.config.json file**<br>Use the `modulePaths` parameter in the `now.config.json` file for your application to map the source directory for modules to the output directory for modules instead of the deprecated `transpiledSourceDir` parameter. The `modulePaths` parameter is used to compile TypeScript source files into JavaScript modules.<br>**Version 2.1.1**<br>**Table API includes label object**<br>Configure field labels [sys_documentation] for tables and columns with the *`label`* object in the *`Table`* API.<br>**Version 2.0.1**<br>**Create and convert commands include template parameter** |

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| | Specify whether to use JavaScript or TypeScript in modules with the `template` parameter on the `now-sdk create` and `now-sdk convert` commands. This parameter determines the configuration of the `package.json` and `now.config.json` files and adds a `tsconfig.json` file for TypeScript projects.<br>**Version 2.0**<br>**Default application structure**<br>The default application structure includes some changes to directories and files, including the addition of a `.gitignore` file and moving the `now` object configuration in `package.json` to its own `now.config.json` file.<br>**Create and convert commands include project-type parameter**<br>Specify the type of application to create or convert with the `project-type` parameter on the `now-sdk create` and `now-sdk convert` commands. This parameter determines the default application structure based on whether you want to use ServiceNow Fluent and JavaScript modules and third-party libraries in the application (`fluent`) or only use JavaScript modules and third-party libraries (`module`).<br>**Fetch command includes debug parameter**<br>Return debug logs generated during the fetch process by setting the `debug` parameter to true with the `now-sdk fetch` command.<br>**Deploy command includes reinstall parameter**<br>Uninstall and reinstall the application on the instance by setting the `reinstall` parameter to true with the `now-sdk deploy` command. Reinstalling an application ensures that the metadata on the instance matches the metadata in the deployment package.<br>**⚠ Warning:**<br>Metadata that is on the instance but not in your local application is removed. |
| Sourcing and Procurement Operations | **SPO list page**<br>All playbooks in SPO have been standardized to deliver a consistent look and feel, enhancing the overall user experience.<br>**Configure conditions for merging purchase requisitions**<br>Set the conditions for merging purchase requisitions (PRs). Procurement administrators can define which fields must match for PR merges, ensuring flexibility to align with specific business processes.<br>**Add a sourcing request to a negotiation event**<br>Introduced a unified logic for calculating supplier response close dates when adding sourcing requests |

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| | to new or existing negotiation events. This ensures consistency in date calculations, regardless of whether the dates are system-generated or manually defined by procurement fulfillers.<br>**Sourcing and Procurement Operations integration with third-party sourcing solutions**<br>Enhanced the Source-to-Pay Integration Framework for integrations with third-party sourcing tools. You can now support negotiation-event-based integrations that consist of multiple sourcing requests.<br>Enhanced the purchase order cancellation flow when it's updated from the purchase order outbound table.<br>**Inbound staging tables for Sourcing and Procurement Operations**<br>Made the following updates related to inbound staging tables:<br>• Introduced the following staging table and transform map:<br>○ **Staging table**: Spend Shipment Import inbound [sn_spend_intg_imp_shipment]<br>○ **Transform map**: Spend Shipment Import<br>• Transferred attachments from the Enterprise Resource Planning (ERP) system staging table to the main Purchase Order table. These attachments are also visible on the purchase order.<br>**Source-to-Pay integration framework**<br>Updated some fields and processes in the Source-to-Pay Integration Framework to build connection points and to work with other ERP systems, including the following fields and processes:<br>• Turned off the buttons to update purchase order when the integration status in the staging table is New or In Process.<br>• Disallowed purchase order lines to be created when purchase orders haven't been brought in yet from the ERP system. Added a scheduled job to retry adding purchase order lines after a purchase order is created.<br>• Added missing columns and removed some columns in some staging and primary tables such as the outbound receipt, purchasing group primary and staging, cost center staging, and Fx currency tables. Updated the transform map logic for some of these tables to render these columns.<br>• Created the ERP plant address mapping staging table. |
| Strategic Planning | **Break down work from a parent work item** |

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| Application or feature | Details |
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| | Create child work items directly from the parent record page.<br>• The **Child items** tab on the work item record page is replaced with the tabs of each associated child item. For example, the full details page of an Epic shows separate tabs for its child work items, capabilities, features, and stories, based on the EAP configuration.<br>• New button is added to each tab to create work items directly from the parent work item record page.<br>**Enhancements to the PI planning board in EAP**<br>The PI planning board displays all work assigned to the current Agile structure level as well as its child teams.<br>**Feedback**<br>The Product Feedback application name is changed to Feedback. |
| Subscription Management | **Allocation charts reflect only active users**<br>The Allocation summary and Allocation history charts on the subscription details page reflect only subscriptions allocated to active users for each month following the upgrade. |
| Talent Development Core | **New Talent Development Core name**<br>The Talent Development Core name change enables easier alignment of growth and development goals across the enterprise. For information about the name change, see Talent Development Core. |
| Task Intelligence for ITSM | **Classification model renaming**<br>The classification model available with the base system has been renamed from **ITSM OOTB TI Solution** to **Incident Categorization**.<br>**Monitoring and Analytics**<br>You can now view the number of records predicted by the similarity models in the Task intelligence analytics page.<br>**Updated Load Records icon**<br>Starting in version 7.0.0, you can now viw the updated **Load Records** icon on Train the model screen. |
| Telecommunications Network Inventory | **Visualization of a rack or cabinet**<br>The new rack visualization provides new power, weight, and capacity metrics.<br>**Creating your inventory models**<br>The legacy product model tables are deprecated and they are migrated to Enterprise product model app. |

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| Application or feature | Details |
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| Threat Intelligence Security Center | **TISC Library Repository**<br>New aliases can now be added directly from the form views of the threat intelligence library. |
| Vendor Management Workspace | **Reflow for configurable workspace**<br>Vendor Management Workspace configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the Accessibility information section that follows. |
| Visa Spoke | **Visa Resolve Online (VROL) version 24.2 updates**<br>Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 24.2 revision changes:<br>• Submit Transaction Inquiry Request Builder<br>• Look up Queue Response Parser<br>• Look up Batch Queue Response Parser<br>• Submit Dispute Questionnaire<br>• Create Dispute Pre Arbitration<br>• Look up Dispute Details Response Parser<br>• Look up Dispute Response Details Response Parser<br>• Look up Dispute Pre Arbitration Response Details Response Parser<br>**Visa Resolve Online (VROL) version 25.1 updates**<br>Updated the following Visa Spoke actions to align with Visa Resolve Online (VROL) release 25.1 revision changes:<br>• Submit Fraud Report Request Builder<br>• Look up Fraud Report Details Response Parser<br>• Look up Dispute Response Details Response Parser<br>• Look up Dispute Details Response Parser<br>• Submit Dispute Questionnaire |
| Vulnerability Response | **Deprecated the privilege to delete a vulnerable item for the Admin role**<br>As a vulnerability admin [sn_vul.vulnerability_admin], you can't delete a vulnerable item. This privilege is now given to the sn_vul.delete granular role.<br>**Deprecated the privilege to delete source records for the sn_vul.admin and sn_vul.admin_solutions roles** |

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| Application or feature | Details |
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| | The privilege to delete the source records has been deprecated for the sn_vul.admin and sn_vul.admin_solutions roles. This privilege is given to the sn_vul_cmn.delete granular role. |
| Vulnerability Response Integration with Claroty CTD | **Updates made for Claroty CTD v5.1**<br>The following updates were made to support Claroty CTD v5.1:<br>• There's no limit now on the number of Common Vulnerabilities and Exposures (CVEs) that you can import.<br>• The **Minimum CVSS Score** field was replaced with the **CVSS V3 Score** field. |
| Workflow Studio | **Update Workflow Studio and all its dependencies**<br>As of Washington DC patch 3, updating Workflow Studio automatically updates all of its application dependencies such as Workflow Studio, Playbook, and Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow Store or the list of plugins. |
| Workforce Optimization for Customer Service CSM | **Reflow for Configurable Workspace**<br>Dispatcher Workspace and Workforce Optimization for Field Service support reflow that enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows. |
| Workforce Optimization for ITSM | **Reflow for configurable workspace**<br>Workforce Optimization for ITSM configurable workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For information about how to upgrade, see the Accessibility information section that follows.<br>**Renaming a published schedule**<br>You can edit the name of a schedule after it is published. |

### Removed features and products in Xanadu

Cumulative release notes summary on features that were removed from Xanadu features and products.

Some features were removed as part of Xanadu product updates.

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| Application or feature | Details |
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| Application Vulnerability Response | The **Close** button has been removed for a remediation task in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace. |
| Configuration Compliance | • The **Reason** field in the Resolve modal has been removed for a remediation task in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace.<br>• The **Close** button has been removed for a remediation task, in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace. |
| Configuration Management Database (CMDB) | • CMDB Health:<br>  ○ The CMDB Health Dashboard on Core UI isn't included in new Xanadu instances. On upgraded instances, this dashboard is available but no longer supported.<br>  ○ The CI dashboard isn't included in new Xanadu instances. On upgraded instances, this dashboard is available but no longer supported.<br>  ○ The following widgets have been removed from the CI Health tile in the CMDB Workspace: Incomplete Attributes vs Total Attributes, Non-compliant relationships vs Total Relationships, and Stale relationships vs Total Relationships widgets.<br>  ○ The concept of the overall health score has been removed and no longer appears in any of the CMDB Health dashboards or views.<br>  ○ The concept of weighted averages and scorecards thresholds, which specify the ranges of health states, has been removed.<br>  ○ The bar charts for metrics in the main CMDB Health Dashboard have been removed, as well as the tiles for top 10 incident, alert, and change generators.<br>  ○ The *`CMDB Health Dashboard - Top Task Generating CIs Calculation`* scheduled job has been removed.<br>• CSDM and the CMDB Data Foundations Dashboards:<br>  ○ When drilling down into the CIs Not Processed Via IRE in the Data Management Practices metric group, the **Show Records** button isn't supported.<br>  ○ When drilling down into the Orphan CIs metric, only a list view of orphan CIs appears without any Performance Analytics details. |
| Container Vulnerability Response | The **Close** button has been removed for a remediation task in the classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace. |

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| Application or feature | Details |
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| Continuous Authorization and Monitoring | • The Authorization Official (AO) (sn_irm_cont_auth.authorization_official) role no longer contains the sn_audit.user and sn_compliance.user roles. The AO role can only read and approve an authorization package.<br>• The Information System Security Officer (sn_irm_cont_auth.info_system_sec_officer) role no longer contains the sn_audit.user role.<br>• The Reader (sn_irm_cont_auth.reader) role no longer contains the sn_audit.user role. |
| Document Intelligence | Starting in the Xanadu release, the Platform Document Intelligence Usage dashboard is no longer supported or available through the Document Intelligence application. Performance metrics are available in the Document Intelligence Admin experience. For more information, see Document Intelligence monitoring dashboard. |
| Employee Center | The Content Publishing and Content Experiences demo portals have been removed. |
| Event Management | The Event Management Mobile application is no longer available. |
| Field Service Management | The Field Service dashboard is removed from the Emergency Exposure Management application. |
| Financial Services Card Operations | • Moved the reason code for Late Presentment from the processing error decision question to the authorization category.<br>• Updated the 12.1 chargeback rules to 11.3, aligning with VROL's latest release revision 24.2.<br>• Removed the **is_parcelado** column from the dispute intake table, in alignment with VROL's latest release revision 24.2. |
| Flows, subflows, and actions in Workflow Studio | • Removed the system property com.snc.process_flow.reporting.iteration.lastn that was used to specify the number of loop iterations that a flow would generate execution details for. To report on all iterations of a loop, create a flow execution settings record for the flow instead. For more information about flow execution settings, see Flow execution settings.<br>• The user preference for flow authors to include draft actions in the list of available actions has been removed. To see a custom action during flow design, publish the action. For more information, see Create an action in Workflow Studio. |

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| Application or feature | Details |
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| Integration Hub | • The Legacy Usage Overview dashboard is deprecated. This feature is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| Next Experience Developer (NED) Tools | • The Actions tab has been removed from the Next Experience Inspector. |
| Now Assist for IT Operations Management (ITOM) | • Starting with version 2.0.1 of AI Agents for Observability, the sn_obs_aia.admin role, previously required to configure AI agents in the Analyze alert impact agentic workflow, has been removed. Users must now have the credential_admin and connection_admin roles instead.<br>• Starting with version 2.0.1 of AI Agents for Observability, the prompt `How severe is this alert?` no longer appears in the Analyze alert impact agentic workflow. |
| Operational Technology Incident Management | The **Opened** column was removed from the lists under the OT Incident module in the Industrial Workspace list view. |
| Operational Technology Manager | • The **New** button has been removed from the **All OT Devices** list view and its corresponding list views.<br>• The **New** button has been removed from the Equipment Model Entities related list in the Quality Inspection Control System [cmdb_ci_ot_qics] form. |
| Playbooks in Workflow Studio | Use the Questionnaire activity instead of the Collect User Data activity. |
| RPA Hub | The credential set related list was removed from the bot process form in RPA Hub. |
| ServiceNow SDK | • The `scopeId` parameter was removed from the `now-sdk convert` command, which supported converting global applications. Only scoped applications can be converted.<br>• The `mode` parameter was removed from the `now-sdk fetch` and `now-sdk deploy` commands. A complete fetch or deploy are always executed. |
| Skills Intelligence | The Skills onboarding feature is removed and is replaced with Skill imports playbook experience. For customers who already have their data in Skills onboarding, download all the skills in the Ready for review state and re-upload them using the new import process. For more information, see . |

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| Application or feature | Details |
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| Software Asset Management | The following legacy dashboards are no longer available for new Xanadu users who have activated the Software Asset Management Professional (com.snc.samp) plugin or upgraded to Xanadu without activating the Software Asset Management Professional (com.snc.samp) plugin prior to Xanadu.<br>• Office 365 and Adobe Cloud dashboard<br>• Software Asset Analytics dashboard<br>• Software Publisher Analytics dashboard<br>• SaaS Overview dashboard<br>• Software Asset Management dashboard<br>• Engineering License Overview dashboard<br>• Normalization and Content Service dashboard<br>• Software Asset Management Foundation dashboard<br>• Overlapping Software dashboard<br>**Note:** If you activated the Software Asset Management Professional (com.snc.samp) plugin prior to Xanadu but didn't activate the Workspace plugin (com.sn_sam_workspace), you have access to the legacy dashboards. If you activate the Workspace plugin, you aren't able to access the legacy dashboards from the **Software Asset** navigation menu in your instance. You can, however, access the legacy dashboards from the **Dashboards** navigation menu. |
| Subscription Management | • The Custom tables chart has been removed from the subscription details page. |
| Theme Builder | • Removed the **Apply** button used to apply your theme to web and mobile instances. To publish your theme, use the **Publish** option from the theme card overflow menu. For more information about publishing themes, see Publish your themes with Theme Builder. |
| Vulnerability Response | The **Close** button has been removed for a remediation task in the Classic UI, Vulnerability Manager Workspace, and IT Remediation Workspace. |

### Deprecation information for all Xanadu features and products

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

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

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| Application or feature | Details |
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| AI Search | Starting with the Now Assist in AI Search 8.0 release, the External Content Q&A Genius Results feature is being prepared for future deprecation. It will continue to be supported until it is deprecated. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| Advanced Risk | • The Risk portal has been deprecated, and a navigation link has been added to access the new Risk portal. |
| Agent experience for CSM | Starting with the Xanadu release, CSM Agent Workspace is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. CSM Configurable Workspace provides the latest experience for this functionality. |
| Analytics, Intelligence, and Reporting | • Core UI Reporting functionality is deprecated in favor of Data visualizations in Platform Analytics for new instances and instances that have migrated to the Platform Analytics experience.<br>• Core UI Dashboards functionality is deprecated in favor of Dashboards in Platform Analytics for new instances and instances that have migrated to the Platform Analytics experience. |
| Authentication | • The MultiSSO v1 plugin is deprecated. Upgrade to MutliSSO v2 from MultiSSO v1. For more information on how to upgrade to MultiSSO v2, refer to the knowledge article MultiSSO v2 upgrade instructions [KB9756504] in the Now Support Knowledge Base.<br>• The SAML 1.1 and SAML 1.1 Single Sign-On - Update 1 plugin is deprecated. The SAML-based identity providers (IdP) have already migrated to SAML 2.0. To use SAML 2.0, you must activate the MultiSSO v2 plugin and configure your identity provider.<br>• The OpenID SSO plugin is deprecated. To use OpenID Connect (OIDC), you must activate the MultiSSO v2 and configure your OIDC-based identity provider. |
| Business Continuity Management | • The BCM Classic Workspace isn’t compatible with the new features and enhancements that were introduced with the Xanadu release. Any issues and errors encountered with its continued use aren't supported. To avoid any disruptions, transition to the BCM Configurable Workspace.<br>**Note:** Although the BCM Classic Workspace is still available through the URLs after its deprecation, it doesn't appear in the navigation menu. |

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| Case and Knowledge Management | Starting with the Xanadu release, HR Document Templates is being prepared for deprecation. HR Document Templates is hidden and is no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. You can use the ServiceNow Document Templates application instead of HR Document templates. |
| Case management for CSM | Starting with the Xanadu release, CSM Agent Workspace is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. CSM Configurable Workspace provides the latest experience for this functionality. |
| Cloud Cost Management 8.0.0 | Starting with the Xanadu release, note the following deprecations:<br>• The Core UI interface for the Cloud Cost Management application is no longer deployed, enhanced, or supported. For continued access and functionality, transition to the Cloud Cost Management Workspace. For more information, see Cloud Cost Management Workspace.<br>• The Cloud Spend Dashboard is no longer deployed, enhanced, or supported. The Asset Executive Workspace provides this functionality. For more information, see Visibility into Cloud Cost Management KPIs using the Asset Management Executive Dashboard.<br>• The Cloud Insights Billing application, which supports the Cloud Provisioning and Governance product with limited functionality, is being prepared for future deprecation. It will not be available on ServiceNow Store for download and installation but will continue to be supported.<br>For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| Configuration Management Database (CMDB) | • Starting with the Xanadu release, the Data Certification plugin (com.snc.certification_v2) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. The CMDB Workspace store app provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.<br>• ServiceNow hosted Service Graph Connector for ExtraHop is now deprecated and no longer supported or available for new activation. Service Graph Connector for ExtraHop provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |

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| Core ServiceNow AI Platform | • The System Performance Dashboard is deprecated as of the Xanadu release. Impact Instance Observer offers a powerful solution for enhancing system performance. Contact your account manager to discover more.<br>• Starting with the Xanadu release, Application Insights is being prepared for future deprecation. It will be hidden and no longer available in the ServiceNow Store but will continue to be supported. Instead, Impact Instance Observer offers a powerful solution for enhancing system performance. Contact your account manager to discover more. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| Dynamic Translation | With the Xanadu release, the IBM Watson Translator Service integration is no longer available in the ServiceNow® Store. For more information, see https://cloud.ibm.com/docs/language-translator?topic=language-translator-release-notes. |
| Enterprise Architecture (formerly Application Portfolio Management) | Starting with the Xanadu release, some modules are deprecated from Enterprise Architecture (formerly known as Application Portfolio Management). The navigation links to the deprecated modules are removed from the **All** menu. If you're an existing customer, you can continue to use these navigation links. However, if you're a new activation customer, navigation to these modules using the navigation links from the **All** menu won't be available. All the deprecated modules are available within the Enterprise Architecture Workspace. You're encouraged to use the Enterprise Architecture Workspace to leverage those features and functionalities. The deprecated modules are:<br>• Application Portfolio Management Home<br>• Application Portfolio<br>• Application Portfolio Analysis<br>• Architectural Artifacts<br>• Business Application Lifecycles - Service Requests<br>• Application Ratings<br>• Capability Ratings<br>• Information Portfolio<br>• Technology Portfolio Management<br>• Technology Reference Model<br>• Administration<br>  ○ Business Processes<br>  ○ Business Capabilities<br>  ○ Application Families<br>  ○ Application Category Groups<br>  ○ Application Categories<br>  ○ Application Indicators |

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| | ○ Scoring Profiles<br>○ Bubble Chart<br>○ Demand Actions<br>○ Portfolio |
| Event Management | The following dashboards have been deprecated:<br>• Event Management scorecards<br>• Event Management insights<br>• Event Management overview<br>• Health Log Analytics Overview<br><br>The Service Management dashboard is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process article (KB0867184) in the Now Support knowledge base. |
| Field Service Management | • Starting with the Xanadu release, FSM Agent Classic Workspace plugin (com.snc.agent_workspace.fsm) is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.<br>• Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being prepared for future deprecation. It will be no longer be applied for Schedule Optimization. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| Hardware Asset Management 11.0.0 | Beginning with the Xanadu release, the following Core UI Performance Analytics dashboards aren't available to new users of Hardware Asset Management:<br>• Hardware Asset Dashboard<br>• Hardware Normalization Dashboard<br>• My Assets<br>• Procurement Overview<br>• Asset Contract Overview<br>• Asset Overview<br><br>**Note:**<br>The Core UI Performance Analytics dashboards are available to the existing users of Hardware Asset Management. |
| Healthcare Computerized Maintenance Management System | Starting with the Xanadu release, Healthcare Computerized Maintenance Management System is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details on this process, see the Deprecation Process [KB0867184] article in the Now Support |

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| | Knowledge Base. For information on maintenance and servicing, please see Field Service Management. For information on inventory and management, please see Enterprise Asset Management for Healthcare. |
| ITOM AIOps | The following dashboards have been deprecated:<br>• Event Management scorecards<br>• Event Management insights<br>• Event Management overview<br>• Health Log Analytics Overview<br><br>Service Management Dashboard is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. |
| ITOM Optimization | Deprecation of Cloud API (CAPI)- based Cloud Discovery on new instances:<br>• CAPI-based Discovery is deprecated for new instances with Xanadu.<br>• Contact your administrator to install the latest version of the Discovery and Service Mapping Patterns ServiceNow® Store application to use the Discovery feature.<br>• For an existing instance, manually migrate to Patterns-based Discovery.<br>• The **Discover Schedules** tab in the Cloud Admin Portal is going to redirect to Cloud Discovery Workspace.<br><br>**Note:**<br>See Migrate from CAPI to Patterns to learn more about the migration from CAPI to Patterns-based Discovery.<br><br>For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| ITOM Visibility | Starting with the Xanadu release, the Discovery Dashboard is no longer part of the Discovery plugin. Use Discovery Admin Workspace instead. |
| Operational Sustainability Management | • Starting with the Xanadu release, the Global Reporting Initiative (GRI) content accelerator is deprecated. It will be hidden and no longer activated on new instances but will continue to be supported. The ESG content accelerator application provides the latest experience for this functionality.<br>• Starting with the Xanadu release, the Sustainability Accounting Standards Board (SASB) content accelerator is deprecated. It will be |

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| | hidden and no longer activated on new instances but will continue to be supported. The ESG content accelerator application provides the latest experience for this functionality. |
| Operational Technology Manager | • The OT Manager dashboard is no longer available in the Industrial Workspace.<br>• Starting with the Yokohama release, Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. |
| Operational Technology Vulnerability Response | • The **OT Vulnerabilities** tab is no longer available on the OT Manager dashboard in the Industrial Workspace.<br>• Starting with the Xanadu release, **Vulnerability Response Integration with Microsoft Defender for IoT (On-premises Management Console)** integration is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. |
| Opportunity Management | The following fields are deprecated in the **Details** tab on Opportunity record.<br>• Total Monthly Recurring Price<br>• Total Annual Recurring Price<br>• ARR<br>• Budget Type<br>The following fields are depracated in the **Details** tab on Opportunity Line Items record.<br>○ Estimated Unit Price<br>○ Estimated Total Price<br>○ Total Recurring Price |
| Performance Analytics | • Performance Analytics widgets are not available on new instances. Use Platform Analytics data visualizations with indicator data sources instead. Users with the admin and pa_admin roles will still be able to use Performance Analytics widgets for Service Portal.<br>• The Analytics Hub is not available on new instances or instances that have fully migrated to Platform Analytics. Use KPI Details instead.<br>• The Performance Analytics admin console is deprecated on new instances. For upgrading customers, the console is available but does not show data from the new Platform Analytics artifacts. |
| Platform Analytics experience | • Reporting is not available on new instances. Use Platform Analytics data visualizations with table data sources instead. Users with admin and report_admin roles will still be able to use Reporting for Service Portal. |

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<ul>
<li>Performance Analytics widgets are not available for new customers. Use Platform Analytics data visualizations with indicator data sources instead. Users with the admin and pa_admin roles will still be able to use Performance Analytics widgets for Service Portal.</li>
<li>Responsive dashboards are not available for new customers. Create dashboards in Platform Analytics instead.</li>
<li>Interactive filters are not available for new customers. Create filters in Platform Analytics instead.</li>
<li>The Analytics Hub is not available for new customers. Use KPI Details instead.</li>
<li>For new customers, interactive analysis is available only for Core UI lists.</li>
<li>In-form analytics are deprecated on new instances and after migrating to Platform Analytics. The feature does not apply to Platform Analytics artifacts.</li>
<li>The Performance Analytics admin console is deprecated on new instances and after migrating to Platform Analytics. The feature does not apply to Platform Analytics artifacts.</li>
<li>Dependency assessment is deprecated on new instances and after migrating to Platform Analytics. The feature does not apply to Platform Analytics artifacts.</li>
</ul>
</td></tr>
<tr><td>Predictive Intelligence</td><td>The dashboard for Solution Statistics has been deprecated. Upgrading customers can continue to use their existing Solutions Statistics dashboards from the application menu. For new customers onboarding with the Xanadu release, the Solutions Statistics dashboard is not available. For more information, see Review classification solution statistics.</td></tr>
<tr><td>Project Workspace</td><td>Starting with Xanadu release, Classic Project Workspace is being prepared for future deprecation. It will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.</td></tr>
<tr><td>Quote Management</td><td>The following table columns are deprecated from Quote Management.
Deprecations for Quote Management
<table>
<tr><th>Table name</th><th>Column name</th></tr>
<tr><td>sn_quote_mgmt_core_quote_line_item</td><td>cumulative_monthly_recurring_price, cumulative_annual_recurring_price</td></tr>
<tr><td>sn_quote_mgmt_core_quote</td><td>total_monthly_recurring_price, total_annual_recurring_price, total_recurring_price</td></tr>
</table>
</td></tr>
</table>

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| Application or feature | Details |
| --- | --- |
| RPA Hub | • The RPA Sample templates store application is deprecated and is no longer supported or available for new activation. RPA Desktop Design Studio provides the latest experience for this functionality. For more information, see RPA Desktop Design Studio user interface.<br>• In RPA Hub, the **Is Request Content Sensitive** field in the Queues form was deprecated.<br>• In RPA Hub the **Credential Set** field in the Process Robot Credentials form was deprecated. |
| Regulatory Change Management | • No plans to enhance the Calendar reporting view in the Classic UI that is shipped with the application.<br>• No plans to enhance the Overview dashboard in the Classic UI that is shipped with the application. |
| Release Management | Starting with the Xanadu release, Release Management v2 is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Digital Product Release provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| Scaled Agile Framework (SAFe) | The following SAFe-related plugins are planned for deprecation and can no longer be deployed for new activation. However, existing users can continue to use them.<br>• Essential SAFe (com.snc.sdlc.safe)<br>• Portfolio SAFe (com.snc.sdlc.portfolio_safe)<br>• Performance Analytics Content Pack for Essential SAFe (com.sn_safe_dashboards)<br>• Work Progress Status for SAFe (com.sn_safe_progress)<br>• Agile - Scaled Agile Framework - Unified Backlog (com.snc.sdlc.safe.multi_task)<br>• Read-only roles for SAFe<br>For more information on the deprecation process and its impact, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support Knowledge Base.<br>As an alternative, you can use the Enterprise Agile Planning (EAP) capability within the Strategic Planning application, which provides SAFe features with flexible team and work hierarchy configurations. With an interactive workspace experience, EAP helps you to streamline communication and collaboration between your teams. For more information, see Enterprise Agile Planning. |
| Security Center | Beginning with the ServiceNow AI Platform Xanadu release, ServiceNow will end support for Instance Security Center. |

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| Application or feature | Details |
| --- | --- |
| | For details, see the Deprecation Process article (KB 0867184) in the Now Support Knowledge Base. |
| Service Exchange | • Service Exchange (legacy) application is now deprecated and no longer supported or available for new activation. The Service Exchange for Consumers application provides the latest experience for this functionality.<br>• Service Exchange for Providers (legacy) application is now deprecated and no longer supported or available for new activation. The Service Exchange for Providers application provides the latest experience for this functionality.<br><br>See KB1499823 for details on migrating from the legacy version. |
| Software Asset Management | • In the Software installation [cmdb_sam_sw_install] table, the Installs associated to lifecycle column is deprecated.<br>• In the Software lifecycle Reports [sam_sw_product_lifecycle_report] table, the Installs column is deprecated. You can view the Software installation related list by selecting the Name column. |
| Sourcing and Procurement Operations | • SAP ECC and SAP4HANA are deprecated and no longer supported or available for new activation. Source-to-Pay Integration with SAP ECC and SAP S4 HANA provides the latest experience for this functionality.<br>• The SPO classic dashboards are now deprecated and no longer supported or available for new activation. The following Next Experience dashboards provide the latest experience for this functionality:<br>  ○ Procurement Buyer Dashboard<br>  ○ Procurement Strategy & Ops Dashboard<br>  ○ Procurement Team Performance Dashboard<br>  ○ Procurement Case Management Dashboard<br>• The classic ShoppingHub [com.snc.sn_shop] portal is now deprecated and no longer supported or available for new activation. The new Shopping Hub [com.snc.sn_spend_uib] portal provides the latest UIB-enabled experience for this functionality. |
| Supplier Lifecycle Operations | **Source-to-Pay Workspace**<br>Starting with the Washington DC release, Supplier Manager Workspace is being prepared for future deprecation. It will be hidden and no longer be activated on new instances but will continue to be supported. Source-to-Pay Workspace provides the latest experience for this functionality. |
| Third-party Risk Management | **Reminder workflows** |

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| Application or feature | Details |
| --- | --- |
| | Starting with version 19.1.x of the Third-party Risk Management application, the tiering questionnaire and external assessment reminders workflows are deprecated and migrated to Workflow Studio. If you have customized these workflows, they won't be deprecated or migrated as part of this change. |
| Vendor Management Workspace | Starting with the Xanadu release, the Vendor Success Indicators plugin (com.snc.vendor.insights) is being prepared for future deprecation. It will be hidden and no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |
| Virtual Agent | • Starting with the Xanadu release, the Conversational Analytics dashboard is being prepared for future deprecation. It will be hidden and no longer available for installation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base. |

### Activation information for all Xanadu features and products

Cumulative release notes summary on activation information for Xanadu 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 Search | AI Search is a ServiceNow AI Platform feature that is active by default. |
| AIOps LEAP | Install AIOps LEAP by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>Use one of the following steps to activate *AIOps LEAP*.<br><br>**Activate AIOps LEAP**<br><br>**Activate from:** Workspaces<br><br>**Steps:**<br>1. Select **Workspaces** on top, select *AIOps LEAP*.<br>2. Select **Now Assist Admin Workspace**, select **Activate**. |

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>
<table>
<tr><th>Activate from</th><th>Steps</th></tr>
<tr><td>Now Assist Admin</td><td>1. Select Admin > Now Assist Admin > Now Assist Skills<br>2. In the navigation pane, select ITOM.<br>3. Select Activate AIOps LEAP.</td></tr>
</table>
</td></tr>
<tr><td>API</td><td>
The following APIs are available by default:
<ul>
<li>Cloud Services Catalog API</li>
<li>DynamicSchemaAPI</li>
<li>GlideAggregate</li>
<li>GlideDate</li>
<li>GlideDynamicAttributeStore</li>
<li>GlideElementAttributeStore</li>
<li>GlideRecord</li>
<li>HistoryWalker</li>
<li>NumberFormatter</li>
<li>openFrameAPI</li>
<li>PDAutomationProvider</li>
<li>PDFGenerationAPI</li>
<li>PlaybookExperience</li>
<li>Product Catalog Open API</li>
<li>Service Order Open API</li>
</ul>
The following APIs require plugin activation:
<ul>
<li>The Appointment Open API requires the following plugins to be activated:
<ul>
<li>Appointment Booking (com.snc.appointment_booking)</li>
<li>Field Service Management (com.snc.work_management)</li>
<li>Field Service Management for Telecommunications (com.sn_fsmt)</li>
<li>Telecommunication Open APIs (com.sn_tmf_api)</li>
</ul>
</li>
<li>The AWA Manual Assignment API requires the Advanced Work Assignment (com.glide.awa) plugin to be activated.</li>
<li>The LeadtoCashCore script include requires the Lead to Cash Core (com.snd.l2c.core) plugin to be activated.</li>
<li>The PersonalAuthAPI requires the Personal Authentication (com.snc.sn_ihub_personal_auth) plugin to be activated.</li>
</ul>
</td></tr>
</table>

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| Application or feature | Details |
| --- | --- |
| | • The *Proactive Engagement* API requires the Proactive Engagement (proactive-engagement) plugin to be activated.<br>• The *PSBPublicAPIUtil* requires the Service Exchange for Providers application (sn_sb_pro) and the Service Exchange Base (sn_sb) plugins to be activated.<br>• The *Resource Inventory Open* API requires the Customer Network Inventory Core application (com.app-ni-core) plugin to be activated.<br>• The *Service Contract* API requires the following plugins to be activated:<br>  ○ Customer Contracts and Entitlements (com.sn_pss_core)<br>  ○ Customer Service Install Base Management (com.snc.install)<br>  ○ Product Catalog Management Core (com.sn_prd)<br>• The *Service Test Management Open* API requires the Customer Service Problem Management (com.sn_sprb_mgmt) plugin to be activated.<br>• The *Verify Entitlements* API requires the Entitlement Verification (sn_ent_verify) plugin to be activated.<br>• The *WSD Extra Service Request* API requires the Workplace Reservation Management (com.sn_wsd_rsv) plugin to be activated.<br>• The *WSD Reservable* API requires the Workplace Reservation Management (com.sn_wsd_rsv) plugin to be activated.<br>• The *WSD Reservable V2* API requires the Workplace Reservation Management (com.sn_wsd_rsv) plugin to be activated. |
| Access Management | Access Management is a ServiceNow AI Platform feature that is active by default. |
| Accounts Payable Operations | Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Adoption Services | Adoption Services is a ServiceNow AI Platform feature that is active by default. |
| Advanced AI Search Management Tools | Install Advanced AI Search Management Tools by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Advanced Risk | Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for |

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| Application or feature | Details |
| --- | --- |
| | information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. |
| Advanced Work Assignment | Advanced Work Assignment is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced Work Assignment plugin (com.glide.awa). For details, see Activate Advanced Work Assignment.<br><br>To use the External routing functionality on your instance, you must activate the External Routing Support plugin (com.glide.awa-external). |
| Agent Chat | Agent Chat is a ServiceNow AI Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat. |
| Agent Client Collector | Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed. |
| Agent Workspace for HR Case Management | Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Agent experience for CSM | Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Analytics, Intelligence, and Reporting | Analytics, Intelligence, and Reporting functionality is a ServiceNow AI Platform feature that is active by default. Some data sources, such as indicators, may require a subscription. |
| App Engine Studio | Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Application Manager | Application Manager is a ServiceNow AI Platform feature that is active by default. |

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| Application or feature | Details |
| --- | --- |
| Application Vulnerability Response | Install Application Vulnerability Response by requesting it from the ServiceNow Store. Application Vulnerability Response is included as a part of the Vulnerability Response application. Visit the ServiceNow Store website 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. |
| Assessments and Surveys | Assessments and Surveys is a ServiceNow AI Platform feature that is active by default. |
| Audit Management | Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Authentication | Authentication is a ServiceNow AI Platform product that is active by default. |
| Benchmarks | Benchmarks is a ServiceNow AI Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Xanadu and is available from the ServiceNow Store. |
| Business Continuity Management | Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Case and Knowledge Management | Case and Knowledge Management is a ServiceNow AI Platform feature that is available with activation of the Human Resources Scoped App: Core [com.sn_hr_core]. |
| Case management for CSM | Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.<br><br>Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management. |
| Cloud Cost Management 8.0.0 | Activate Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the |

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| Application or feature | Details |
| --- | --- |
| | store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. |
| Collaborative Work Management | Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Common Governance, Risk, and Compliance feature | Install GRC by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Compliance Case Management | Install the Regulatory Agency Library by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Configuration Management Database (CMDB) | CMDB is a ServiceNow AI Platform feature that is active by default. |
| Continuous Authorization and Monitoring | Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Core ServiceNow AI Platform | ServiceNow AI Platform is a ServiceNow AI Platform feature that is active by default. |
| Creator Studio | Install Creator Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Customer Contracts and Entitlements | Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements. |

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| Application or feature | Details |
| --- | --- |
| | **Note:** With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements remain available for viewing. |
| Customer Success Management | Install Account Lifecycle Events by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Data Management | Data Management is a ServiceNow AI Platform feature that is active by default. |
| Data management for CSM | Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.<br><br>Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.<br><br>Sales Customer Relationship Management is a ServiceNow AI Platform feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core). For details, see Exploring Sales Customer Relationship Management. |
| DevOps Change Velocity | Activate DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Digital End-User Experience | Install DEX by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Digital Portfolio Management | Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Dispute Content Pack for US Regulations | Install Dispute Content Pack for US Regulations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view |

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| Application or feature | Details |
| --- | --- |
| | 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. |
| Dispute Rules Content Pack for Mastercard | Install Dispute Rules Content Pack for Mastercard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Dispute Rules Content Pack for Visa | Install Dispute Rules Content Pack for Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Document Intelligence | Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), the Predictive Intelligence plugin (com.glide.platform_ml), and the Document Intelligence UIB component (com.sn_docintel_iframe). For more details, see Install Document Intelligence. |
| Document Services | Document Services is a ServiceNow AI Platform feature that is active by default.<br><br>Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For details, see Activate Document Management.<br><br>Multi Provider Document Services Framework Install Multi Provider Document Services Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Document Templates | Install Document Templates by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Dynamic Translation | Dynamic Translation is a ServiceNow AI Platform feature that is available with activation of the Dynamic Translation plugin |

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| Application or feature | Details |
| --- | --- |
| | (com.glide.dynamic_translation). For details, see Activate Dynamic Translation. |
| ERP Semantic Mining | Install ERP Customization Mining by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Employee Center | Install Employee Center plugins by requesting them from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Employee Relations | Employee Relations is a ServiceNow AI Platform feature that is available with activation of the Employee Relations plugin (com.sn_hr_employee_relations). For details, see Activate Employee Relations. |
| Encryption Key Management | The Platform Encryption subscription bundle is a group commercial entitlement that includes Column Level Encryption Enterprise, Cloud Encryption, and Database Encryption.<br><br>Column Level Encryption Enterprise is the unlimited license of Column Level Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle. |
| Enterprise Architecture (formerly Application Portfolio Management) | Enterprise Architecture (formerly Application Portfolio Management) is available with activation of the Enterprise Architecture (com.snc.apm), which requires a separate subscription. For details, see Enterprise Architecture. |
| Enterprise Asset Management | Install the following applications by requesting them from the ServiceNow Store:<br>• Enterprise Asset Management<br>• Enterprise Asset Management for Healthcare<br>• OT Asset Management<br>• Expanded Model and Asset Classes<br><br>Visit the ServiceNow Store website 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. |

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| Application or feature | Details |
| --- | --- |
| Event Management | Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management. |
| External Content Connectors | Install External Content Connectors by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Field Service Management | Field Service Management is a ServiceNow AI Platform feature that is available with activation of the Field Service Management plugin (field_service_management). For details, see Activate Field Service Management.<br><br>Additional Field Service Management features are available with the activation of other plugins. For details, see Additional plugins for Field Service Management.<br><br>Enable field service technicians to initiate and monitor sales opportunities directly through the Now Mobile Agent application by activating Technician driven sales with the Field Service (com.snc.fsm_technician_sales) plugin. |
| Field Service Management for Telecommunication | Telecommunications appointment booking feature is available with activation of the Telecommunications Open API (com.sn_tmf_api), Appointment Booking (com.snc.appointment_booking), Field Service Management (com.snc.work_management), Field Service Management for Telecommunications (com.sn_fsmt), and Telecommunications, Media and Technology Core (com.sn_tmt_core) applications. Install these applications by requesting them from the ServiceNow Store. |
| Financial Services Card Operations | Install Financial Services Card Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Financial Services Operations Integration with Visa | Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Flows, subflows, and actions in Workflow Studio | Workflow Studio is a ServiceNow AI Platform feature that is active by default. |

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| Application or feature | Details |
| --- | --- |
| Generative AI Controller | Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of any ServiceNow® Now Assist application. For details, see Installing Generative AI Controller. |
| Goal Framework | Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Goal Framework for SPM | Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| HR Service Delivery for Healthcare | Install HR Service Delivery for Healthcare by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Hardware Asset Management 11.0.0 | Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Health Log Analytics | Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Healthcare and Life Sciences Service Management Core | Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Hermes Messaging Service | Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect Installer (com.glide.hub.stream_connect.installer) plugin or installation of the Log Export Service application. For details, see Hermes Messaging Service activation. |

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| Application or feature | Details |
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| ITOM AIOps | ITOM Health is available with activation of the Event Management plugin (com.glideapp.itom.snac). To work with Health Log Analytics, you must purchase ITOM Predictive AIOps, a more comprehensive ITOM Health package. For details, see Event Management setup.<br><br>Install Service Operations Workspace (ITOM) by installing the AIOps Experience [sn_sow_aiops] application from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| ITOM Cloud Accelerate | The ITOM Cloud Accelerate features are available as an application with the activation of the Cloud Accelerate plugin, which requires a Cloud Governance subscription. Contact your ServiceNow sales representative to procure the ITOM Cloud Accelerate entitlement.<br><br>The https://servicenow.com/docs/bundle/xanadu-it-operations-management/page/product/cloud-services-catalog/concept/csc-home.html application is available with the ITOM Cloud Accelerate entitlements. Alternatively, you can install it by requesting them from https://store.servicenow.com/sn_appstore_store.do#!/store/application/bc3429fc24e02910f877b722d6bbdcaf.<br><br>You must have Employee Center as a prerequisite to launch and use the Cloud Service Catalog application. |
| ITOM Visibility | ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require an ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes. |
| ITSM Mobile Agent | Install ITSM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| ITSM Success Dashboard | Install ITSM Success Dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Identity | Identity is a ServiceNow AI Platform product that is active by default. |

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| Application or feature | Details |
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| Incident Management | Incident Management is a ServiceNow AI Platform feature that is active by default. |
| Individual Life Claims | Install Individual Life Claims by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Industrial Process Manager | Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>**Note:**<br>Industrial Process Manager is automatically installed with Operational Technology Incident Management and Operational Technology Change Management. |
| Insurance claims | Install Insurance claims by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Integration Hub | Integration Hub is included in Workflow Data Fabric and is available with activation of an Workflow Data Fabric subscription package. For details, see https://www.servicenow.com/products/automation-engine.html. |
| Intelligence for CSM | Install the Guided Decisions, Recommended Actions, and Task Intelligence applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Journey designer | Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Knowledge Management | Knowledge Management is a ServiceNow AI Platform feature that is active by default. |

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| Application or feature | Details |
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| Lead Management | Install Lead Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Leader Hub | Install Leader Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Localization Framework | Localization Framework is a ServiceNow AI Platform feature that is available with activation of the Localization Framework installer (com.glide.localization_framework.installer). For details, see Activate Localization Framework. |
| MID Server | MID Server is a ServiceNow AI Platform feature that is active by default. |
| Manufacturing Commercial Operations | Install Manufacturing applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Manufacturing Commercial Operations. Visit the ServiceNow Store website 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. |
| Microsoft Azure DevOps Integration for Agile Development | Install Microsoft Azure DevOps Integration for Agile Development by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Mobile Platform | ServiceNow Mobile Platform is a ServiceNow AI Platform® feature that is active by default. |
| Next Experience | Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Xanadu release. An opt-out system property can be created prior to upgrade if there are known problems with turning on Next Experience on an instance.<br><br>Install Theme Builder by requesting it from the ServiceNow Store. |
| Next Experience Components | Next Experience Components is a ServiceNow AI Platform feature that is active by default. |

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| Application or feature | Details |
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| Notifications | Notifications is a ServiceNow AI Platform feature that is active by default. |
| Notify | Notify is a ServiceNow AI Platform feature that is available with activation of the Notify (com.snc.notify) plugin. For details, see Notify. |
| Now Assist | Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available:<br>• Now Assist for Accounts Payable Operations (APO)<br>• Now Assist for Configuration Management Database (CMDB)<br>• Now Assist for Creator<br>• Now Assist for Customer Service Management (CSM)<br>• Now Assist for Field Service Management (FSM)<br>• Now Assist for Financial Services Operations (FSO)<br>• Now Assist for Health and Safety<br>• Now Assist for HR Service Delivery (HRSD)<br>• Now Assist for IT Operations Management (ITOM)<br>• Now Assist for IT Service Management (ITSM)<br>• Now Assist for Legal Service Delivery (LSD)<br>• Now Assist for PSDS<br>• Now Assist for Security Incident Response<br>• Now Assist for Supplier Lifecycle Operations (SLO)<br>• Now Assist for Sourcing and Procurement Operations (SPO)<br>• Now Assist for Strategic Portfolio Management (SPM)<br>• Now Assist for Telecommunications, Media and Technology (TMT)<br>For more information, see Install Now Assist plugins. |
| Now Assist AI agents | Now Assist in AI agents is available with activation of any Now Assist plugin from the ServiceNow Store. For more information about the prerequisites for using Now Assist, see Install Now Assist AI agents. |
| Now Assist for Creator | Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Now Assist for Customer Service Management (CSM) | Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.<br>Starting with Vancouver Patch 4, Now Assist for CSM is supported. |

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| Application or feature | Details |
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| | Starting with Xanadu Patch 7, Customer Service Management AI agent collection is supported. |
| Now Assist for Enterprise Architecture (EA) | Now Assist features are available with activation of the Now Assist for Enterprise Architecture (EA) plugin. The Now Assist for Enterprise Architecture (EA) application requires an Enterprise Architecture Pro plus license. For more information, see Install Now Assist plugins. |
| Now Assist for Field Service Management (FSM) | Now Assist features are available with activation of the Now Assist for FSM plugin. For more information, see Install Now Assist plugins. |
| Now Assist for Financial Services Operations (FSO) | Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Now Assist for Hardware Asset Management (HAM) | Install Now Assist for Hardware Asset Management (HAM) by requesting it from the ServiceNow Store.<br>**Note:**<br>To take full advantage of the Now Assist for HAM features, you should upgrade to Xanadu Patch 10 and install the Now Assist for Hardware Asset Management (HAM) store application.<br>Visit the ServiceNow Store website 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. |
| Now Assist for IT Operations Management (ITOM) | Install Now Assist for ITOM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Now Assist for IT Service Management (ITSM) | Install Now Assist for ITSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |

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| Application or feature | Details |
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| | • **Important:** To enable the display of the Generate post incident reviews use case, you must activate the Incident Management - Major Incident Management plugin (com.snc.incident.mim). For more information, see Activate Incident Management - Major Incident Management.<br>• **Important:** To enable the display of the Notify users with Twilio use case, you must activate the Twilio Spoke plugin (sn_twilio_spoke). For more information, see Twilio Spoke. |
| Now Assist for Security Operations | Install Now Assist for Security Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Now Assist for Source-to-Pay Operations | Install Now Assist for Source-to-Pay Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Now Assist for Strategic Portfolio Management (SPM) | Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins. |
| Now Assist for Telecommunications, Media and Technology (TMT) | Now Assist features are available with activation of the Now Assist for TMT plugin. For more information, see Install Now Assist plugins. |
| Now Assist in AI Search | Now Assist in AI Search is installed when you install any of the following licensed applications from the ServiceNow Store.<br>•<br>Visit the ServiceNow Store website 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. |
| Now Assist in Virtual Agent | Now Assist features are available with activation of any Now Assist plugin from the ServiceNow Store. The following plugins are available:<br>• Now Assist for Accounts Payable Operations (APO)<br>• Now Assist for Configuration Management Database (CMDB)<br>• Now Assist for Creator |

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| Application or feature | Details |
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| | • Now Assist for Customer Service Management (CSM)<br>• Now Assist for Field Service Management (FSM)<br>• Now Assist for Financial Services Operations (FSO)<br>• Now Assist for Health and Safety<br>• Now Assist for HR Service Delivery (HRSD)<br>• Now Assist for IT Operations Management (ITOM)<br>• Now Assist for IT Service Management (ITSM)<br>• Now Assist for Legal Service Delivery (LSD)<br>• Now Assist for PSDS<br>• Now Assist for Security Incident Response<br>• Now Assist for Supplier Lifecycle Operations (SLO)<br>• Now Assist for Sourcing and Procurement Operations (SPO)<br>• Now Assist for Strategic Portfolio Management (SPM)<br>• Now Assist for Telecommunications, Media and Technology (TMT)<br><br>For more information, see Configuring Now Assist in Virtual Agent. |
| On-Call Scheduling | On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries:<br>• FullCalendar library<br>• DHTMLX scheduler<br><br>**Note:**<br>The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers. |
| Operational Resilience | Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Operational Sustainability Management | Install ESG Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Operational Technology Change Management | Install Operational Technology Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for |

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| Application or feature | Details |
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| | all released apps, see the ServiceNow Store version history release notes.<br><br>**Note:**<br>Operational Technology Change Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager. |
| Operational Technology Incident Management | Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>**Note:**<br>Operational Technology Incident Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager. |
| Operational Technology Manager | Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Operational Technology Request Management | Operational Technology Request Management is included with the Industrial Workspace Common. No additional plugins are needed. |
| Operational Technology Vulnerability Response | Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Opportunity Management | Install Opportunity Management by requesting it from ServiceNow Store. |
| Order Management | Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Password Reset | Password Reset is a ServiceNow AI Platform feature that is active by default. |

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| Application or feature | Details |
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| Performance Analytics | Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this application.<br><br>The full features of Performance Analytics are available with a subscription. Activate the Performance Analytics plugin that matches your subscription. For details, see Activating your Performance Analytics subscription. |
| Platform Analytics experience | Platform Analytics is a ServiceNow AI Platform feature that is active by default. Some data sources, such as indicators, may require a subscription. |
| Playbooks in Workflow Studio | The application comes with the Workflow Studio ServiceNow Store app. Workflow Studio is part of the ServiceNow AI Platform® and is available by default. Get the latest Workflow Studio features by downloading the app in the ServiceNow Store, as well as related applications like the Process Automation Experience Demo application.<br><br>To use the playbook generation feature in Workflow Studio, download the Now Assist for Creator application.<br><br>Visit the ServiceNow Store website 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. |
| Policy and Compliance Management | Install Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Portfolio Planning | Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Predictive Intelligence | Predictive Intelligence is a ServiceNow AI Platform feature that is available with activation of the Predictive Intelligence Reports (com.glide.platform_ml_pa) plugin and its dependent Predictive Intelligence (com.glide.platform_ml) plugin. For details, see Install Predictive Intelligence. |
| Privacy Management | Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For |

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| Application or feature | Details |
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| | cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. |
| Proactive Engagement | Install Proactive Engagement by requesting it from the ServiceNow Store. Activate the following plugins:<br>• Proactive Engagement (sn_pren)<br>• DEX Application and Device Health (sn_dex)<br>• Glide Virtual Agent (com.glide.cs.chatbot)<br><br>Visit the ServiceNow Store website 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. |
| Proactive Service Experience Workflows | Install Proactive Service Experience Workflows by requesting it from the ServiceNow Store. |
| Problem Management | Problem Management is a ServiceNow AI Platform feature that is active by default. |
| Process Mining | Process Mining is available with activation of the sn_po plugin. |
| Product Catalog Management and Pricing Management | The Product Catalog Management and Pricing Management features are included with each store application and don't need activation. Depending on your entitlements, you can install the Product and Pricing Rules application for pricing and product eligibility matrices and the Product Configurator feature from the ServiceNow Store. |
| Project Portfolio Management | Project Portfolio Management is a ServiceNow AI Platform feature that is active by default. |
| Project Workspace | Install Project Workspace by requesting it from the ServiceNow Store. Starting with the Xanadu release, installing the PPM Standard plugin (com.snc.financial_planning_pmo) also installs the Project Workspace application. |
| Public Sector Digital Services | Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services. Visit the ServiceNow Store website 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. |
| Quote Management | Install Quote Management by requesting it from the ServiceNow Store. |

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| Application or feature | Details |
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| RPA Hub | Install RPA Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>For cumulative release notes information on RPA Hub, see RPA Hub release notes.<br><br>For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes.<br><br>If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your ServiceNow AI Platform instance at **All** > **System Applications** > **All Available Applications**. |
| Regulatory Change Management | Install Regulatory Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Release Management | Release Management is available with activation of the Release Management plugin (com.snc.release_management_v2). For details, see Activate Release Management. |
| Resource Management Workspace | Install the Resource Management Workspace application by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Retail Operations | Install Retail Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Security Center | Security Center v1.5 is installed by default with the Xanadu family release. Version 1.6 provides significant enhancements. To get Security Center v1,6, visit the ServiceNow store. |
| Security Incident Response | Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |

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| Application or feature | Details |
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| Security Posture Control | Install Security Posture Control by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Service Catalog | Service Catalog is a ServiceNow AI Platform feature that is active by default. |
| Service Exchange | Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Service Graph Connector Integration for Claroty CTD | Install Service Graph Connector Integration for Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>**Note:**<br>Claroty CTD v5.1 is also supported for the Service Graph Connector Integration for Claroty CTD application. |
| Service Graph Connector for Microsoft Defender for IoT (Azure) | Install Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Service Operations Workspace for ITSM | Service Operations Workspace for ITSM is active by default and its default version is 5.0 in Xanadu. When you upgrade from any previous release to Xanadu from ServiceNow Store, Service Operations Workspace for ITSM 5.0 is automatically installed. |
| Service Portal | Service Portal is a ServiceNow AI Platform feature that is active by default. |
| Service Portfolio Management | The Service Portfolio Management Core plugin [com.snc.service_portfolio_core] is available by default for IT Service Management licensed customers. For more information, see Activate Service Portfolio Management. |
| Service Reliability Management | Install Service Reliability Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the |

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| | 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. |
| ServiceNow IDE | Install ServiceNow IDE (sn_glider) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| ServiceNow SDK | The ServiceNow SDK is available as an npm package from the public npm registry and installed locally. For information about installing the ServiceNow SDK, see Install the ServiceNow SDK in an application. |
| ServiceNow Studio | Install ServiceNow Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Sidebar | Install Sidebar by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Skills Intelligence | Install Skills Foundation by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Skills Management | Skills Management is available with the activation of the Skills Management (com.snc.skills_management) plugin. For details, see Activating Skills Management. |
| Smart Assessment Engine | Install SAE by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Software Asset Management | Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace plugin (com.sn_sam_workspace). |

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| Application or feature | Details |
| --- | --- |
| | After the new plugin is activated, you can't access the classic user interface. For details about the plugins and how to request them, see Components installed with Software Asset Management Professional.<br><br>In the ServiceNow AI Platform® Xanadu release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, you can move to the new workspace for an intuitive and personalized experience.<br><br>For releases prior to Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic user interface. For details about the plugins and how to request them, see Request the Software Asset Management plugins.<br><br>To activate Next Experience, make sure that the *glide.ui.polaris.experience* system property in your instance is set to true.<br><br>Install the following Software Asset Management applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website 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.<br>• Software Asset Management - SaaS License Management<br>• Data Collection for Oracle Global Licensing and Advisory Services<br>• IBM License Compliance for Software Asset Management<br>• ITAM Health Check<br>• Software Asset Management Guided Experiences |
| Sourcing and Procurement Operations | Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Strategic Planning | Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Stream Connect dashboard | Install the Stream Connect dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the |

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| Application or feature | Details |
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| | store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. |
| Subscription Management | Subscription Management is a ServiceNow AI Platform feature that is active by default. Updates for Subscription Management are available through the *https://store.servicenow.com/sn_appstore_store.do#!/store/home*. For cumulative release notes information for applications available on the ServiceNow AI Platform, see ServiceNow Store release notes. |
| Supplier Lifecycle Operations | Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Task Intelligence for ITSM | Install Task Intelligence for ITSM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Telecommunications Network Inventory | The Telecommunications Network Inventory application is a ServiceNow AI Platform feature that is available with activation of the Network Inventory Advanced plugin (sn_ni_adv). For details, see Install Telecommunications Network Inventory. |
| Theme Builder | Install Theme Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>**Note:**<br>As of Theme Builder version 4.1, you see when a new Theme Builder update is available from within the Editor page view. |
| Third-party Risk Management | Install Third-party Risk Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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.<br><br>Quick start tests for TPRM. After upgrades and deployments of new applications or integrations, run quick start tests to verify that TPRM works as expected. If you customized TPRM, copy the quick start tests and configure them for your customizations. |
| Threat Intelligence Security Center | Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the |

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| Application or feature | Details |
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| | 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.<br>**Security Operations common functionality**<br>When any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated, the Security Support Common plugin is activated. |
| UI Builder | UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the ServiceNow Store. |
| UI Component CLI Extension | To install the UI Component CLI extension, install the ServiceNow CLI and add the UI component extension. For details, see Environment Setup. |
| Upgrade Center | Upgrade Center is a ServiceNow AI Platform feature that is active by default. |
| Vendor Management Workspace | Install Vendor Management Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. For more information, see Activate Vendor Management Workspace. |
| Verifi Spoke | Install Verifi Spoke by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Virtual Agent | Virtual Agent is a ServiceNow AI Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent.<br>**Note:** The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics apps. Subsequent updates to these apps must be installed from the ServiceNow Store.<br>ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers. |

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| Application or feature | Details |
| --- | --- |
| Visa Spoke | Install Now Assist for FSO by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Vulnerability Response Integration with Claroty CTD | Install Vulnerability Response Integration with Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Workflow Studio | Install Workflow Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Workforce Optimization for Customer Service CSM | Install Workforce Optimization for Customer Service by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |
| Workforce Optimization for ITSM | Activate the Workforce Optimization for ITSM plugin (sn_wfo_cfg_itsm) by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM Visit the ServiceNow Store website 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. |
| Workspace | Workspace is a ServiceNow AI Platform feature that is active by default. |
| Zero Copy Connector for ERP | Install ERP Data Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website 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. |

### Additional requirements for all Xanadu features and products

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

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

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| Application or feature | Details |
| --- | --- |
| AIOps LEAP | You should have the following dependencies installed:<br>• Now Assist for Platform<br>• Now Assist for Creator (optional) |
| Advanced AI Search Management Tools | You must have the User Experience Analytics API application installed from the ServiceNow Store in order to use Advanced AI Search Management Tools. |
| Creator Studio | You must have the App Engine Enterprise license to use Creator Studio. |
| Dispute Rules Content Pack for Mastercard | This application requires Financial Services Card Operations (sn_bom_credit_card). |
| Leader Hub | You must have Talent Development Core to use Leader Hub. |
| Now Assist | The Next Experience UI Framework must be enabled to use the Now Assist panel. |
| Now Assist AI agents | You must first install the supported Now Assist version of ServiceNow to be able to use the Now Assist AI agents. For more information, see Install Now Assist AI agents.<br>Enable the Next Experience UI Framework before you can use the Now Assist panel. |
| Now Assist for Customer Service Management (CSM) | The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license. |
| Now Assist for Field Service Management (FSM) | The Now Assist for FSM application requires Field Service Management. |
| Now Assist for Financial Services Operations (FSO) | The Now Assist for FSO application requires a Financial Services Operations Professional Plus or Enterprise Plus license. |
| Now Assist for Hardware Asset Management (HAM) | The Now Assist for Hardware Asset Management (HAM) application requires the Hardware Asset Management Pro plus license. |
| Now Assist for IT Operations Management (ITOM) | Now Assist for ITOM is supported on Vancouver Patch 7 and later releases. |
| Now Assist for IT Service Management (ITSM) | The Now Assist for ITSM application requires an IT Service Management Pro Plus or Enterprise Plus license. |

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| Application or feature | Details |
| --- | --- |
| Now Assist for Strategic Portfolio Management (SPM) | The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. Now Assist for SPM is supported from Xanadu patch 3 release. |
| Now Assist for Telecommunications, Media and Technology (TMT) | The Now Assist for TMT application requires a Proactive Service Experience Workflows Pro Plus or Enterprise Plus license. |
| Now Assist in Virtual Agent | Now Assist in Virtual Agent requires a license for Virtual Agent and at least one Now Assist product. |
| Opportunity Marketplace | Required plugins and products<br>• Talent Development SKU<br>• Manager Hub<br>• Proactive Prompts<br>• Skills Intelligence<br>• Employee Profiles<br>• Talent Development Core |
| Playbooks in Workflow Studio | The following features are part of the ServiceNow AI Platform® and are active by default:<br>• Archived data enhancements<br>• Script support for activate, restart, and deactivate<br>• Updated roles<br>• Greater access controls<br><br>Download the app in the ServiceNow Store to access the following features:<br>• Variants<br>• Questionnaire activity<br>• Playbook Recommendations<br>• Re-prompt and preview<br><br>For access to all Xanadu features, download the latest app in the store. |
| RPA Hub | To use the Unattended Robot application, the minimum requirements are:<br>• Intel Processor (1vCPU).<br>• 4-GB RAM.<br>• Minimum 20-GB free disk space after installing the OS, patches, and base software. |

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| Application or feature | Details |
| --- | --- |
| | • Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.<br>• At least .NET Framework 4.7.1.<br>• DPI scaling setting must be deactivated.<br><br>To use the Unattended Robot application, the requirements are:<br>• Intel Processor (4vCPU).<br>• 8-GB RAM.<br>• Minimum 50-GB free disk space after installing the OS, patches, and base software.<br>• Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.<br>• At least .NET Framework 4.7.1.<br>• DPI scaling setting must be deactivated.<br><br>An unattended robot is mapped to only one machine.<br><br>Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.<br><br>To use the Attended Robot application, the minimum requirements are:<br>• Intel Processor (1vCPU).<br>• 4-GB RAM.<br>• Minimum 20-GB free disk space after installing the OS, patches, and base software.<br>• Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.<br>• At least .NET Framework 4.7.1.<br>• DPI scaling setting must be deactivated.<br><br>To use the Attended Robot application, the requirements are:<br>• Intel Processor (4vCPU).<br>• 8-GB RAM.<br>• Minimum 50-GB free disk space after installing the OS, patches, and base software.<br>• Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.<br>• At least .NET Framework 4.7.1.<br>• DPI scaling setting must be deactivated.<br><br>An attended robot is mapped to only one user.<br><br>To use the RPA Desktop Design Studio application, the minimum requirements are: |

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| Application or feature | Details |
| --- | --- |
| | • Intel Processor (At least, Core i5).<br>• 4-GB RAM.<br>• 20-GB free disk space.<br>• Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.<br>• At least .NET Framework 4.7.1.<br>• Monitor with 1920x1080p resolution.<br>• DPI scaling setting must be deactivated.<br><br>To use the RPA Desktop Design Studio application, the requirements are:<br>• Intel Processor (Core i7).<br>• 8-GB RAM.<br>• 50-GB free disk space.<br>• Microsoft Windows 10, Windows Server 2016, or Windows Server 2019.<br>• At least .NET Framework 4.7.1.<br>• Monitor with 1920x1080p resolution.<br>• DPI scaling setting must be deactivated. |
| ServiceNow SDK | You must have Node.js and npm installed to install the ServiceNow SDK. For more information, see Install the ServiceNow SDK in an application. |
| Skills Intelligence | The Skills Workspace plugin (sn_skills_int_ws) must be installed to access the workspace experience. |
| Stream Connect dashboard | Stream Connect requires an Workflow Data Fabric subscription and a Stream Connect subscription. For more information on the Workflow Data Fabric product, see Automation Engine on the ServiceNow website. |
| Talent Development Core | Talent Development includes a suite of products the work and interact to create a better user experience.<br>• Talent Development SKU<br>• Manager Hub<br>• Proactive Prompts<br>• Skills Intelligence<br>• Employee Profiles<br>• Talent Development Core |

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| Application or feature | Details |
| --- | --- |
| UI Component CLI Extension | The UI Component CLI extension requires either Windows 10 or a MacOS with Yosemite or later. |
| Zero Copy Connector for ERP | SAP ECC and S/4 HANA are currently the only available systems that integrate with ERP Data Hub. |

### Browser requirements for all Xanadu features and products

Cumulative release notes summary on browser requirements for Xanadu 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 Search | AI Search doesn't support Internet Explorer. |
| Advanced Work Assignment | Advanced Work Assignment doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge -Chromium or one of the other supported browsers that are listed in Browser support. |
| Agent experience for CSM | ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support. |
| Business Continuity Management | Business Continuity Management requires the following browsers:<br>• Google Chrome<br>• Firefox and Firefox Extended Support Release (ESR)<br>• Microsoft Edge Chromium<br>• Safari 12.0 and later versions |
| Case management for CSM | ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support. |
| Data management for CSM | Starting with the Xanadu release, ServiceNow® Data Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support. |
| Digital End-User Experience | For the web/SaaS application, enable the DEX browser extension for monitoring web/SaaS applications to collect various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension. |

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| Application or feature | Details |
| --- | --- |
| Next Experience | Xanadu no longer supports Internet Explorer 11. You can't log in through that browser. The iOS version of Firefox is also not supported. |
| Next Experience Developer (NED) Tools | Download Next Experience Developer Tools from the Google Chrome Web Store. |
| Now Assist | Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn’t supported in Microsoft Internet Explorer. |
| Now Assist AI agents | Now Assist AI agents supports various browsers, including Google Chrome and Microsoft Edge. Now Assist AI agents isn’t supported in Internet Explorer. |
| Now Assist in Virtual Agent | Now Assist in Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support. |
| Operational Resilience | Business Continuity Management requires the following browsers:<br>• Google Chrome<br>• Firefox and Firefox Extended Support Release (ESR)<br>• Microsoft Edge Chromium<br>• Safari 12.0 and later versions |
| Policy and Compliance Management | GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers:<br>• Google Chrome<br>• Firefox and Firefox Extended Support Release (ESR)<br>• Microsoft Edge Chromium<br>• Safari 12.0 and later versions |
| RPA Hub | ServiceNow workspaces don’t support mobile devices. For more information about the list of supported browsers, see Browser support. |
| Service Portal | The Xanadu release doesn't support Internet Explorer 11.<br>The iOS version of Firefox doesn’t support Service Portal pages.<br>For more information about Service Portal browser support, see Browser support. |
| UI Builder | Internet Explorer isn't supported for UI Builder. |

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| Application or feature | Details |
| --- | --- |
| Virtual Agent | Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support. |

### Accessibility information for all Xanadu features and products

Cumulative release notes summary on accessibility information for Xanadu 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 |
| --- | --- |
| Agent Workspace for HR Case Management | **Accessibility improvements**<br>Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br>**Reflow**<br>The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.<br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| Agent experience for CSM | The following templates were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.<br>• Case playbook: horizontal stages template<br>• Case playbook: vertical stages template<br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, |

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| Application or feature | Details |
| --- | --- |
| | poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| Analytics, Intelligence, and Reporting | Reflow is supported for low-vision users. The following changes have been made to provide this support:<br>• At 400% zoom, legends move to the bottom of the screen.<br>• At 400% zoom, zoom is enabled by default on bubble visualizations.<br>• At 400% or higher zoom, tooltips fit inside the screen.<br>• Tooltips are shown when hovering over data points on bar and time series visualizations.<br>• On gauge visualizations, range labels are shown as legends. |
| Business Continuity Management | Accessibility improvements for the Business Continuity Workspace include the following updates.<br>Screen reader support has been improved for the following features:<br>• Business impact analysis assessment<br>• Business impact analysis dashboard<br>• Contributors side panel<br>• **Assets** tab in the plans and events (Element picker) |
| Case management for CSM | The following templates were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.<br>• Case playbook: horizontal stages template<br>• Case playbook: vertical stages template |
| Core ServiceNow AI Platform | **TinyMCE Upgrade**<br>Tiny MCE is an open-source rich text editor used in the HTML editor field. The upgrade of TinyMCE from v.4 to v.6.8.2 provides the following accessibility improvements:<br>• **Keyboard**:<br>◦ The color picker slider is now accessible using both keyboards and screen readers.<br>◦ There is also now a check mark to indicate the color selected by the user.<br>◦ The close dialog buttons in the modal dialogs are now accessible.<br>◦ The keyboard focus indicator is now clearly visible in the font color selection menu items.<br>• **Screen reader**: |

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| Application or feature | Details |
| --- | --- |
| | ○ The selected value of drop-down menus like **Font** and **Font-size** is now announced by the screen reader.<br>• **Low vision**:<br>○ The script editor and the HTML editor tool bar is now dark theme compatible.<br><br>**Admin Center and Adoption Blueprints accessibility enhancements**<br>Accessibility issues have been fixed for the following personas as part of Xanadu in Admin Center and Adoption Blueprints:<br>• persona_low_vision<br>• persona_no_vision<br>• persona_color<br>• persona_auditory<br>• persona_speech<br>• persona_cognitive<br>• persona_physical |
| Creator Studio | As of Creator Studio version 26.2.1, the following enhancements were made for accessibility:<br>• To ensure that users know if a question has dynamic behavior without opening the side panel, questions within the form canvas are tagged.<br>○ For sighted users, the tag is an icon.<br>○ For screen reader users, the corresponding ARIA tags indicate the same information on the focusable element.<br>• Navigating between tabs on the app settings modal no longer selects the close (X) button. |
| DevOps Change Velocity | **Accessibility improvements**<br>Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br>**Reflow**<br>The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. |

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| Application or feature | Details |
| --- | --- |
| | This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| Digital Portfolio Management | **Accessibility improvements**<br>Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br>**Reflow**<br>The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.<br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| Document Intelligence | **Support for reflow**<br>The sn-docintel-iframe component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.<br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| Document Services | Accessibility support has been added for document conversion from DOCX to PDF. PDF accessibility tags are now available to help users who rely on screen readers to navigate, understand, and interact with converted PDF documents. |
| Field Service Management | **Accessibility improvements** |

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| Application or feature | Details |
| --- | --- |
| | Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br>**Reflow**<br>The Dispatcher Workspace and Workforce Optimization for Field Service workspace support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.<br>In addition, the following pages were updated to support reflow:<br>• Territory planning<br>• Service location<br>• Geography<br>• Agent recommendation<br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| ITSM Mobile Agent | **Dark theme**<br>Starting in version 9.0, enable the dark theme for active calls in the Collaborate section of the My work applet in ITSM Mobile Agent. This option is commonly used to alleviate eye strain and improve readability.<br>**Data visualization changes**<br>Starting in version 9.0, accessible data visualizations for the analytics on sections of the applets are available. For more information, see the UI changes section. |
| Mobile Platform | Accessibility improvements for the ServiceNow Mobile Platform include the following updates:<br>• Improved the ability to connect your mobile device to a Bluetooth keyboard, especially in the areas of maps and filters. This update improves navigation throughout mobile apps.<br>• Improved management and layout of banner messages, when multiple messages are displayed simultaneously. |
| Next Experience | **Next Experience keyboard shortcuts** |

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| Application or feature | Details |
| --- | --- |
| | In addition to the 40 keyboard shortcuts available, there is a new keyboard shortcut to reduce the time required opening the OpenFrame window. This shortcut allows agents to dial and answer the phone from the platform. |
| Next Experience Components | Next Experience Components are updated for accessibility in the Xanadu release.<br>**Updated components**<br>The following components were updated to support Web Content Accessibility Guidelines (WCAG) 2.1 level AA:<br>• 360 degree visualization [sn-grc-360-degree-visualization]<br>• Agent Messaging [sn-agent-messaging]<br>• Analytics Q&A [sn-nlq-analytics]<br>• Appointment calendar [now-appointment-calendar]<br>• Audio player [sn-audio-player]<br>• BCM Crisis map [sn-bcm-crisis-map-connected]<br>• Calendar [now-calendar]<br>• Capacity Planning [sn-capacity]<br>• Catalog Wizard [sn-catalog-wizard-connected]<br>• Chat Popover [now-requestor-chat-popover]<br>• Circuit map [sn-circuit-map]<br>• Confirmation message [now-confirmation-message]<br>• Q1 Dashboards Overview [sn-dashboards-overview]<br>• Data Grid UI Component [sn-datagrid]<br>• Data Visualization Designer [sn-viz-designer]<br>• DevOps Pipeline [sn-devops-pipeline]<br>• Display Only Form [now-record-form-section-connected]<br>• Email composer [now-email-client-composer-connected]<br>• FAM Map [sn-fam-map]<br>• Form record presence [now-record-common-record-presence]<br>• Funnel [sn-va-funnel]<br>• Gantt Chart [now-gantt]<br>• Geo Map [sn-geo-map]<br>• Guided Decisions App Shell Header [sn-gd-app-shell-header]<br>• Guided Decisions Builder [sn-guided-decisions-builder] |

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| Application or feature | Details |
| --- | --- |
| | • Guided Decisions Experience [sn-guided-decisions-card]<br>• Indoor Mapping [sn-map-component]<br>• Metric datatable component [sn-metric-datatable]<br>• Node map [sn-node-map]<br>• OHS Injury Picker [sn-ohs-injury-picker-connected]<br>• PaCE dynamic form for inputing variables [sn-pace-policy-dynamic-form]<br>• PaCE Policy Builder [sn-pace-policy-builder]<br>• PaCE Policy Input [sn-pace-policy-builder-io]<br>• PAR Component Builder [sn-par-component-builder]<br>• Playbook Activity Picker [now-playbook-activity-picker]<br>• Playbook Form [now-playbook-experience-form-connected]<br>• Policy as Code Engine Test Playground Control [sn-pace-test-playground-control]<br>• Presentational List [now-list]<br>• Process Mining - Automation Discovery Report [sn-promin-automation-discovery-report]<br>• Process Mining - Improvement Initiatives [sn-promin-initiatives-connected]<br>• Process Mining - Improvement Opportunities [sn-promin-process-findings-connected]<br>• Process Mining - Notes [sn-promin-notes-connected]<br>• Process Mining - Projects List [sn-promin-process-list-connected]<br>• Process Mining - Routes [sn-promin-process-routes-connected]<br>• Process Mining Workbench [sn-promin-workbench-connected]<br>• Process Optimization - Map [sn-promin-process-map-connected]<br>• Quick Filter [sn-quick-filter]<br>• Quick Filter Popover [sn-quick-filter-popover]<br>• Reference Selector using Condition Builder [sn-pace-policy-reference-selector-cb]<br>• Risk Heatmap [sn-risk-heatmap]<br>• Roadmap [sn-roadmap]<br>• Scheduled Export [sn-par-scheduled-export]<br>• Search facets [sn-search-facets]<br>• Search input [sn-search-combobox] |

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| Application or feature | Details |
| --- | --- |
| | • Search Result Wrapper [sn-search-result-wrapper]<br>• Split view [split view]<br>• Tab filter [sn-tab-filter]<br>• Task Planner [sn-task-planner]<br>• VA Analytics Chart Container [sn-va-slotted-tile]<br>• VA Analytics Event Property Set [sn-va-custom-event-props]<br>• VA Analytics Trend Score [sn-va-score-trend]<br>• Workplace Stack Plan [sn-wsd-stackplan] |
| Notifications | Screen reader support has been extended to the aria labels in the notification preferences and the advanced preferences. The support provides an explanation for button actions, such as the toggle button. |
| Now Assist AI agents | **Voice Input for Now Assist AI agents**<br>Administrators can enable an optional voice input setting for the Now Assist panel in the Now Assist Admin console. This feature gives users a voice-to-text input option to access the Now Assist skills in the panel in any supported language. For more information, see Enable voice input for Now Assist panel.<br>Once enabled, the Enable voice input for the Now Assist panel option will be available in individual user accessibility preferences. See Configure Next Experience accessibility preferences for more information.<br>Voice-to-text input can help users with mobility impairments access generative AI skills without using a keyboard. This feature can also be useful to blind or low-vision users, neurodivergent users, non-native language speakers, or mobile users on the go, such as field service agents. |
| Operational Resilience | Improved screen reader and translation support by adding ARIA button labels, tooltips, and alt text to the Operational Resilience Workspace. This support provides an explanation for button actions and identifies tooltip text to be translated. |
| Platform Analytics experience | Reflow is supported for low-vision users. The following changes were made to provide this support:<br>• The view mode of the Platform Analytics dashboard editor and the Visualization designer support reflow.<br>• All charts: At 400% zoom, if the legend is originally in any position other than the top or the bottom, it is moved to the bottom.<br>• Bubble chart: XY zoom is enabled by default during reflow at 400% zoom. |

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| Application or feature | Details |
| --- | --- |
| | • Donut and pie charts: Range labels are shown as legends by default at 400% zoom.<br>• Gauge chart: Range labels can be shown as a legend instead. At 400% zoom, this option is enabled automatically.<br>• GeoMap: Zoom controls are persistent during reflow at 200%+ zoom.<br>• Pivot Table: Row headers and footers and the first column unfreeze by default during reflow at 400% zoom.<br>• Time Series and bar charts: New configuration option to show the specific data point in the tooltip instead of all data points. A single data point is shown by default during reflow at 400% zoom. Also, these charts do not show points with no data.<br>• Date filters: During reflow, the date picker is not available in the configuration panel. Instead, you can select the start and end date and time from the Select a date range menu. Also, all components are stacked vertically.<br>• Multi-select filters: Checkbox groups with a horizontal layout reflow to a vertical layout when zoomed.<br>• True/false filters: Popovers and the Clear, Cancel, and Apply buttons are removed during reflow at 400% zoom.<br><br>Other accessibility changes include:<br>• Data tables can be shown for all relevant visualizations, to aid screen readers. These data tables break down the proportion of values by percentage.<br>• All charts: The “More options” menu now includes the chart title.<br>• Indicator Scorecard: Keyboard navigation to expand and collapse rows and speech output are now supported. |
| Service Operations Workspace for ITSM | **Accessibility improvements**<br>Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br>**Reflow**<br>The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.<br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system |

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| Application or feature | Details |
| --- | --- |
| | property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.<br>**Resize text**<br>Starting in version 6.1, text size can be increased to 400% through your browser settings without loss of content or functionality for Incident Management and Password Reset in SOW. |
| Theme Builder | Accessibility improvements for Theme Builder include the following updates:<br>• Added a dark alternate color palette that makes the display easier for your eyes and less disturbing in low-light settings is available for creation. For more information, see Add an alternate color palette.<br>• Updated modal when you publish a theme group for your web instance. A warning appears if there's an accessibility error within the base theme or the theme's alternate color palettes. A link within the modal navigates you to the correct theme or alternate color palette with accessibility errors.<br>• Improved Accessibility Inspector detects and guides you through fixing accessibility issues in your theme. This tool includes the total number of violations and a list of specific components with accessibility issues. For more information, see Adjust a component to meet accessibility standards.<br>• Updated reflow feature ensures the content within the Component Editor view automatically adjusts when the screen size is reduced. This improvement eliminates the need for horizontal scrolling. |
| Third-party Risk Management | Accessibility improvements for the Third-party Risk Management application include the following updates.<br>• Keyboard focus: Improved visual accessibility in the Third-party portal by increasing contrast between the focus border and white background.<br>• Screen reader support has been extended to announce the following:<br>○ Completed status after all questions have been completed in a section of an external questionnaire in the Third-party portal.<br>○ Correct labels and other relevant information for controls, images, card regions, menu items, and links in the Vendor Management Workspace. |
| Vendor Management Workspace | **Accessibility improvements**<br>Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br>**Reflow**<br>The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content |

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| Application or feature | Details |
| --- | --- |
| | or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.<br><br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| Workforce Optimization for Customer Service CSM | **Accessibility improvements**<br><br>Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br><br>**Reflow**<br><br>The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.<br><br>This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |
| Workforce Optimization for ITSM | **Accessibility improvements**<br><br>Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.<br><br>**Reflow**<br><br>The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. |

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| Application or feature | Details |
| --- | --- |
| | This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. |

### Product localization information in Xanadu

Cumulative release notes summary on new Xanadu features and products.

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

| Application or feature | Details |
| --- | --- |
| AI Search | AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search. |
| Accounts Payable Operations | Accounts Payable Operations supports multiple languages. The current DocIntel model is trained to extract invoices in the English language only. If you want to process an invoice in the multiple languages supported by DocIntel, you must train the DocIntel model. |
| Decision tables in Workflow Studio | The Localization Framework is integrated in decision tables. However, because editing in Excel doesn't support localization, you cannot use this feature in any instance that doesn't use English. |
| Digital End-User Experience | Localization is applicable to DEX in all languages supported by the ServiceNow AI Platform. |
| Document Intelligence | **Chinese and Japanese language support**<br>Process documents in additional languages with added support for Simplified Chinese and Japanese. |
| Generative AI Controller | Generative AI Controller uses Microsoft Azure OEM for Dynamic Translation in Now Assist for multi-language support. You can enable dynamic translation from the Now Assist Admin console. |
| Health Log Analytics | The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English. |
| Now Assist | Now Assist supports Dynamic Translation for Xanadu. |
| Now Assist AI agents | Now Assist AI agents is built on the GPT-4o-based framework and supports localization as per the GPT-4o model. |

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| Application or feature | Details |
|---|---|
| Now Assist in AI Search | Now Assist in AI Search supports Dynamic Translation in Now Assist Genius Results. For details, see Dynamic Translation for Now Assist Q&A Genius Results and Dynamic Translation for Now Assist Actions Genius Results. |
| Now Assist in Virtual Agent | Dynamic Translation is supported in Now Assist Virtual Agent conversations. For details, see Enable translation for Now Assist applications and Localization options for Virtual Agent. |
| Playbooks in Workflow Studio | Playbook generation with images is not available in the APAC region. |
| RPA Hub | RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub. |
| Virtual Agent | The ServiceNow® Localization Framework is integrated in Virtual Agent. |

## Changes to plugins in the Xanadu release

This table lists the existing plugins that were deprecated, planned for deprecation, renamed, or changed in some way.

- Planned for deprecation: In preparation for the future deprecation. The application is being prepared for future deprecation. The plugin will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- Deprecated: The application is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- Maintenance mode: The application will have no new enhancements or activations but will have continued support.

### Deprecated plugins

This table lists the existing plugins that were deprecated in Xanadu and Washington DC that weren't previously listed as planned for deprecation.

| Plugin | Status | Description | Details |
|---|---|---|---|
| HR Agent Workspace<br><br>[com.sn_hr_agent_workspace] | Deprecated in Xanadu | Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly. | Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | (Configurable) and this Community Article. |
| HR Service Delivery v1.0 (Legacy)<br><br>[com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal] | Deprecated in Xanadu | Unlocks enterprise productivity and give your employees the service experience they deserve. | Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core]. |
| FSM Agent Classic Workspace<br><br>[com.snc.agent_workspace.fsm] | Deprecated in Xanadu | — | Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace. |
| HR Agent Mobile<br><br>[com.sn_hr_mobile_agent] | Deprecated in Xanadu | — | No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code. |
| Instance Security Center<br><br>[sn_isc_core, sn_isc_nlu, sn_isc_va] | Deprecated in Xanadu | Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center. | Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center. |
| Field Service Map<br><br>[com.snc.fsm_map] | Deprecated in Xanadu | Displays the dispatch map for viewing agents, tasks, and agent routes. | Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace. |
| Cloud Discovery setup using classic Cloud Discovery | Deprecated in Xanadu | Enables you to set up Cloud Discovery for | Install Cloud Operations Workspace (COW) |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources. | on the ServiceNow Store. |
| Cloud Spend Dashboard<br><br>[sn_sam_cld_spend] | Deprecated in Xanadu | Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure. | Install the Asset Executive Workspace on the ServiceNow Store. |
| Global Reporting Initiative (GRI) Content Accelerator for ESG<br><br>[com.sn_esg_gri] | Deprecated in Xanadu | Offers ESG frameworks such as authority documents and citations and provides the related metric definitions. | Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator. |
| RPA Sample Template [com.sn_rpa_template] | Deprecated in Xanadu | RPA templates are prebuilt automations that enable customers to kickstart their RPA initiatives. | Install RPA Hub version 9.0.0 or later from the ServiceNow Store.<br>• Download and install RPA Desktop Design Studio using the guidance in the documentation.<br>• You can access the templates (referred to as sample automations) within the RPA Desktop Design Studio home page. Open RPA Desktop Design Studio and on the Home page, select "Automation Projects" to view a list of sample automations. For more |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | information, see the documentation. |
| Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG<br><br>[com.sn_esg_sasb] | Deprecated in Xanadu | The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures. | Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator. |
| Service Bridge for Providers (Legacy) [com.sn_nowebonding_provider] | Deprecated in Xanadu | Allows providers to publish catalogs for customers and receive and fulfill customer service requests. | • Install the Service Bridge for Providers application from the ServiceNow Store and review the documentation.<br>• Follow the guidance in KB1499823 to: Migrate your configurations Have your consumers install the new Service Bridge for Consumers application from the ServiceNow store. Test the new application with your consumers. Once it has been validated, remove the entitlements for the Service Bridge (Legacy) content and entitle the content for Service Bridge for Providers. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Service Bridge (Legacy) [com.sn_nowebonding] | Deprecated in Xanadu | Allows customers to submit service requests to their provider and monitor these requests. | • Install the Service Bridge for Consumers application from the ServiceNow Store and review the documentation.<br>• Reach out to your Service Bridge Provider to coordinate the migration to the new Service Bridge application. They'll need to coordinate the migration with you along with any testing. Once ready, they'll send you a registration link to connect the new application. |
| Jenkins plug-in for ServiceNow DevOps | Deprecated in Xanadu | The ServiceNow DevOps plugin extends the default behaviors of Jenkins, and provides a mechanism to control job executions via the ServiceNow Change Management application. | Install all future releases of this application directly from the Jenkins store. |
| Human Resources Scoped App: Parental Journey [com.sn_hr_parental_journey] | Deprecated in Xanadu | Provides a prepackaged configuration for parental leaves of absence (LOAs) in an HR organization. Parental LOAs include maternity, paternity, or adoption leave. | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Human Resources Scoped App: Data Migration [sn_hr_migration] | Deprecated in Xanadu | Allows you to migrate HR tables and roles from the non-scoped to the scoped version of HR. | — |
| Service Graph Connector for Extra Hop<br><br>[com.snc.cmdb.extrahop_integration] | Deprecated in Xanadu | Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance. | Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop. |
| Cloud Native Operations [sn_k8s] | Deprecated in Washington DC | Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms. | Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the Agent Client Collector for Visibility documentation. |
| Item Designer [com.glideapp.servicecatalog.item_designer] | Deprecated in Washington DC | The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage. | The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.catalo |
| CSM Agent Workspace [com.snc.agent_workspace.csm] | Deprecated in Washington DC | CSM Agent Workspace enables you to integrate Customer Service Management with other applications. | Install the CSM Configurable Workspace application from the ServiceNow Store. |
| Customer Service Management for Orders [com.snc.csm.order] | Deprecated in Washington DC | The Customer Service Management for Orders feature adds support for orders and order line items to the | Install the Order Management store application. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | Customer Service Management application. | |
| Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship] | Deprecated in Washington DC | Enables self-service for customers to request services on products by creating relationships between product models and catalog items. | Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature. |
| Central Dispatch [com.snc.central_dispatch] | Deprecated in Washington DC | Provides both a list and calendar view of unassigned tasks. | Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_works |
| Journey Accelerator v4.0.3 and below [com.sn_ja] | Deprecated in Washington DC | Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC). | Migrate to a replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer. |
| Mobile Studio [com.glide.sg-studio] | Deprecated in Washington DC | Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps. | Transition to replacement Mobile App Builder. |
| HTML Processor | Deprecated in Washington DC | — | Review KB1119956 for steps to disable this feature on your instance. |
| Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader) | Deprecated in Washington DC | Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your | Review the guidance for building a customer badge reader client. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | on-site walk-up queue locations. | |
| ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace] | Deprecated in Washington DC | Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace. | Install the Service Operations Workspace for ITSM application from the ServiceNow Store. |
| Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace] | Deprecated in Washington DC | — | Install the Service Operations Workspace for ITOM application from the ServiceNow Store. |

### Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Release Management [com.snc.release_management_v2] | Planned for June 2031 or contract term end date (whichever is earlier) | Provides release tables that store information about the planned release and tasks that are required to execute the release. | — |
| Healthcare Computerized Maintenance Management System [com.sn_hcls_cmms] | Planned for deprecation September 2029 or contract term end date (whichever is earlier) | Manage medical device-related in-service process, alternative equipment maintenance (AEM) review process, medical device issues, and out-of-service process | Enterprise Asset Management for Healthcare requires the CDMv2 SKU. Contact your Account Executive for assistance.<br>• Install the Enterprise Asset Management for Healthcare application from the ServiceNow Store and review the configuration guidance in the Install Enterprise Asset |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | Management for healthcare documentation.<br>• Review the Managing work orders for your enterprise assets documentation for creating and managing work orders for your Enterprise Assets.<br>• Field Service Management must be installed as a pre-requisite as it is a dependency for EAM for Healthcare. |
| Cloud Insights Billing [sn_clin_billing] | Planned for deprecation in the Z release | The Cloud Insights Billing application provides the tools to download the billing data for the provisioned Amazon Web Services (AWS), Google Cloud Platform (GCP) and Microsoft Azure resources and visualize the data in a dashboard. | — |
| Performance Analytics - Content Pack - GRC: Policy and Compliance Management [app-compliance-pa] | Planned for deprecation in the Z release | — | — |
| Performance Analytics - Content Pack - GRC: Risk Management [app-risk-pa] | Planned for deprecation in the Z release | — | — |
| Performance Analytics - GRC: Audit Management [app-audit-pa] | Planned for deprecation in the Z release | — | — |
| Vendor Success Indicators [com.snc.vendor.insights] | Planned for deprecation in the Z release | Vendor Success Indicators to utilize Odds Ratio and other ML | Install the Vendor Manager Workspace from the ServiceNow |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | capabilities for Vendor Manager Workspace. | Store and use the KPI Groups feature. Review the Create KPI groups to track metrics for your vendors documentation. |
| Safe Workplace Dashboard [sn_imt_dashboard] | Planned for deprecation in the Z release | Quickly assess workplace and employee safety information. | — |
| Scaled Agile Framework [com.sn_safe_dashboards, com.snc.sdlc.safe.atf, com.snc.sdlc.safe.multi_task, com.snc.sdlc.portfolio_safe, com.snc.sdlc.safe, sn_safe_progress, com.snc.business_stakeholder] | Planned for deprecation September 2030 or contract term end date (whichever is earlier) | Helps you apply lean and agile principles to your large enterprise enabling you to develop and deliver software products with fewer defects in the shortest viable lead time. | Select and activate a replacement application. Enterprise Agile Planning requires an SPM Pro subscription. If you aren't a Pro customer, work with your Account Executive to discuss your options. Install the Strategic Planning Workspace application from the ServiceNow Store to start using Enterprise Agile Planning. |
| Employee Campaigns for Workplace from Facebook<br><br>[com.snc.sn_fb_wp_campaigns] | Planned for deprecation September 2025 | Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook. | No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code. |
| Timeline Visualization/ CIO Roadmap [com.snc.timeline_visualization] | Planned for deprecation in the Z release | Enables graphical representation of activities over time to provide a high-level view of strategic and operational activities in your organization such as incidents, problems, changes, and projects. | Install the Portfolio Planning (standard customers) or Strategic Planning (Pro customers) application from the ServiceNow Store. Review the Planning roadmaps in Portfolio Planning or Roadmaps |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | in Strategic Planning documentation for guidance on the roadmap functionality available within these workspaces. Migrate to the Portfolio Planning Workspace (SPM Standard) application that provides latest experience for this functionality. |
| Human Resources: Lifecycle Events - Performance Analytics [com.sn_hr_lifecycle_pa] | Planned for deprecation in the Z release | — | — |
| Data Certification [com.snc.certification_v2] | Planned for deprecation in the Z release | Data Certification manages scheduled and on-demand validations of the configuration management database (CMDB) data. | Install the CMDB Workspace v6.0+ application (compatible with Washington D.C. and later) from the ServiceNow Store to use the CMDB Data Manager feature. See Working with CMDB Data Manager. |
| Instance Troubleshooter [com.sn_troubleshooter] | Planned for deprecation in the Y release | — | Transition to one of the following alternative applications:<br>• Use the instance scan tool installed on your instance by default. Review the Product Documentation.<br>• Evaluate the HealthScan product available with the ServiceNow Impact packages. Work with your Account Team |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | to procure an Impact package required to use this product. |
| Enterprise Employee Experience Pack [app-hr-swc-content] | Planned for deprecation in the Z release | Delivers preconfigured process flows and sample content to help you quickly implement enterprise-wide use cases across multiple departments. | — |
| Application Insights [sn_app_insights] | Planned for deprecation in the Z release | Application Insights provides a centralized location where you can visualize and monitor system health. | Evaluate the Impact Instance Observer product available with the Impact packages. Work with your Account Team to procure an Impact package required to use this product. |
| Workplace Service Delivery Integration with Mappedin [com.sn_wsd_mappedin] | Planned for deprecation in the Z release | Provides interactive digital mapping solution. | Install the Indoor Mapping application from the ServiceNow Store. |
| DevOps Config [com.snc.devops_config]<br>• DevOps Config Exporter Content Pack [com.snc.devops.config.exporter.content]<br>• DevOps Config Policy Content Pack [com.snc.devops.config.policy.content]<br>• Configuration Data Management [com.sn_cdm]<br>• Context Menu Component for Configuration Data Management UI [com.servicenow_cdm_context_menu] | Planned for deprecation on customer's specific contract end term for the DevOps Config application. | Manages and validates configuration data in your DevOps environment using a single system. | — |
| GRC: DevOps Accelerator [com.sn_grc_devops] | Planned for deprecation in the Y release | Enables your customers to evaluate the compliance | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | for DevOps policies and GRC control objectives integrating with Policy as a Code Engine (PaCE). | |
| Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content] | Planned for deprecation in the Y release | Enables a customer to seed domain-specific content to provide implementation guidance for use cases created through Predictive Intelligence Workbench | Install the Task Intelligence for ITSM application from the ServiceNow Store and use the Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation. |
| Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps] | Planned for deprecation in the Y release | Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues. | Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation. |
| Order Management for Customer Service Management [com.sn_csm_order_mgmt] | Planned for deprecation in September 2028 or Order Management subscription term end date (whichever is earlier) | Order Management provides the ability to create, manage, and track orders. | Install the new Order Management application from the ServiceNow Store. |
| IBM Dynamic Translation [com.glide.ibm_translation_spoke] | Planned for deprecation in December 2024 | This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available. | IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | services with Google and Microsoft. |
| Site Reliability Metrics and [com.sn_srm] | Planned for deprecation in the Y release | Captures application performance signals from the Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions. | Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features. |
| Site Reliability Operations [com.sn_srops] | Planned for deprecation in the Y release | Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation. | Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features. |
| Knowledge Management v3 [com.snc.knowledge3] | Planned for deprecation in the Y release | The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release. | Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceportal) using the guidance in Configuring Knowledge Management, and set the |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | *sn_km_portal.glide.knowm* system property to true to activate redirection from the v3 homepage to the Portal. |
| Facilities Service Management<br><br>[com.snc.facilities_service_automation] | Planned for deprecation in March 2025 or last subscription term end. | Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. | Transition to Workplace Service Delivery. |
| Facilities Visualization Workbench<br><br>[com.snc.facilities_service_automation.fvw] | Planned for deprecation in March 2025 or subscription term end. | Enables the interactive floor plan functionality. | Transition to Workplace Service Delivery. |
| Finance Service Management<br><br>[com.snc.finance_service_automation] | Planned for deprecation in February 2023 or last subscription term end. | Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details. | — |
| ITSM Pro - Service Owner Workspace<br><br>[com.spm_owner_workspace] | Planned for deprecation on subscription term end or on migration to Digital Portfolio Management. | Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services. | Migrate to Digital Portfolio Management on the ServiceNow Store. |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| MaestroRS<br><br>[app-irm-bcm] | Planned for deprecation on customer's specific contract end term for MaestroRS application. | — | Activate the four Business Continuity Management replacement applications on the ServiceNow Store;<br>• GRC: Business Continuity Management – Core<br>• GRC: Business Continuity Planning<br>• GRC: Business Impact Analysis<br>• GRC: Business Continuity Management – Components |
| Marketing Service Management<br><br>[com.snc.marketing_service_automation] | Planned for deprecation in February 2023 or last subscription term end. | Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details. | — |
| Microsoft AD Spoke for IntegrationHub<br><br>[com.sn.ad.spoke] | Planned for deprecation on contract end date or March 2028 (whichever is earlier). | Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD. | Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583]. |
| Social Q&A<br><br>[com.sn_kb_social_qa] | Planned for deprecation in a future release. | Allows users to ask and respond to questions and vote on questions and answers. Social | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. | |
| Trusted Security Circles<br><br>[sn_ti], [sn_tis_a] | Planned for deprecation in September 2023 or last subscription term end. | — | — |
| Vendor Performance Management<br><br>[com.snc.vendor_performance], [com.snc.vendor_ticket] | Planned for deprecation in March 2024 or subscription term end. | Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views. | Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package. |

### Renamed and changed plugins

This table lists the existing plugins that were renamed or changed in Xanadu or Washington DC.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Application Portfolio Management Core [com.snc.apm_core] | Renamed in Xanadu | This plugin contains core functionality for Enterprise Architecture available out of the box by default. | Renamed to Enterprise Architecture Core [com.snc.apm_core] |
| Read only roles for Application Portfolio Management [com.snc.apm_read_roles] | Renamed in Xanadu | The plugin provides read-only roles for Enterprise Architecture. | Renamed to Read only roles for Enterprise Architecture [com.snc.apm_read_roles] |
| Application Portfolio Management - TRM [com.snc.apm_trm] | Renamed in Xanadu | This plugin includes TRM lifecycles for Enterprise Architecture. | Renamed to Enterprise Architecture - TRM [com.snc.apm_trm] |
| Performance Analytics - Content Pack - Application Portfolio Management [com.snc.pa.apm] | Renamed in Xanadu | Enterprise Architecture dashboards developed using | Renamed to Performance Analytics - Content Pack - Enterprise |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | Performance analytics premium. | Architecture [com.snc.pa.apm] |
| Performance Analytics - Content Pack - Application Portfolio Management and Change Management [com.snc.pa.apm.change_request] | Renamed in Xanadu | Provides integration of Enterprise Architecture with Change Management, which includes performance analytics dashboards of business applications associated with Change requests. | Renamed to Performance Analytics - Content Pack - Enterprise Architecture and Change Management [com.snc.pa.apm.change_request] |
| Performance Analytics - Content Pack - Application Portfolio Management and Problem Management [com.snc.pa.apm.problem] | Renamed in Xanadu | Provides integration of Enterprise Architecture with Problem Management, which includes performance analytics dashboards of business applications. | Renamed to Performance Analytics - Content Pack - Enterprise Architecture and Problem Management [com.snc.pa.apm.problem] |
| Application Portfolio Management Digital Integration Management [com.snc.apm_digital_integration] | Renamed in Xanadu | Provides modeling and flow for managing digital integrations between business applications. | Renamed to Digital Integration Management plugin [com.snc.apm_di] |
| Application Portfolio Management - Predictive Intelligence [com.snc.apm.predictive_intelligence] | Renamed in Xanadu | This plugin provides Predictive Intelligence Solutions for Enterprise Architecture. It helps in prediction by applying algorithms like similarity on business applications-related data. | Renamed to Enterprise Architecture - Predictive Intelligence [com.snc.apm.predictive_intelligenc |
| Application Portfolio Management - ATF Tests [com.snc.apm.atf] | Renamed in Xanadu | The plugin provides ATF test cases and test suites that can be | Renamed to Enterprise Architecture - ATF Tests [com.snc.apm.atf] |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | run on Enterprise Architecture. | |
| Application Portfolio Management [com.snc.apm] | Renamed in Xanadu | The plugin helps enterprises have visibility into their Business Applications Inventory, rationalize Business Applications, provide business context, and determine business value of each Business Application. It also helps with understanding of the technology (Software and Hardware) components of Business Applications, capture the organizations Information Assets and Business Applications use of those Information Assets. | Renamed to Enterprise Architecture [com.snc.apm] |
| Virtual Agent API (sn_va_as_service) | Changed in Washington DC | Integrates any chat interface or a bot with Virtual Agent or Agent Chat. | The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ut plugin is now a dependency. |

### Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Advanced Work Assignment for CSM<br><br>[com.sn_csm.awa] | Maintenance mode only. | Activating Customer Service (com.sn_customerservice) plugin will activate this plugin. | — |
| CMS User Interface - Service Management Core | Maintenance mode only. | All Content Management | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| [com.snc.service_management.core.cms] | | System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications. | |
| Content Management<br><br>[com.glide.cms] | Maintenance mode only. | — | — |
| Content Management Extended Types<br><br>[com.glide.cms.types] | Maintenance mode only. | An extension to Content Management that adds iFrames and Flash frames.<br><br>Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal. | — |
| Content Management IFrame Type<br><br>[com.glide.cms.type.iframe] | Maintenance mode only. | — | — |
| Content Management Flash Type<br><br>[com.glide.cms.type.flash] | Maintenance mode only. | — | — |
| CSM Account Hierarchy<br><br>[com.snc.sn_csm_account_hierarchy] | Maintenance mode only. | — | — |
| CSM Lookup and Verify | Maintenance mode only. | — | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| [com.snc.sn_csm_lookup_verify] | | | |
| CSM Workspace - Components<br><br>[com.csm_workspace_components] | Maintenance mode only. | — | — |
| Facilities Move Management<br><br>[com.snc.facilities_service_automation.move] | Maintenance mode only.<br>Planned for deprecation in March 2025 or subscription term end. | Enables single user move functionality as well as Enterprise Move and move planning functionality. | Transition to Workplace Service Delivery. |
| Facilities Service Management CMS Portal<br><br>[com.snc.facilities_service_automation.cms] | Maintenance mode only. | — | — |
| Facilities Service Management Mobile<br><br>[com.snc.facilities_service_automation_m] | Maintenance mode only. | Manages facilities service management mobile components. | — |
| Field Service Management CMS Portal<br><br>[com.snc.work_management.cms] | Maintenance mode only. | Lets you launch Field Service Automation and other service management applications from a single CMS page. | — |
| Human Resources Application: Core CMS<br><br>[com.snc.hr.core.cms] | Maintenance mode only. | Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in. | — |
| Lookup and Verify<br><br>[com.snc.sn_lookup_and_verify_config] | Maintenance mode only. | — | — |
| Service Catalog CMS Extension<br><br>[com.glideapp.servicecatalog.cms] | Maintenance mode only. | Provides the ability to define the | — |

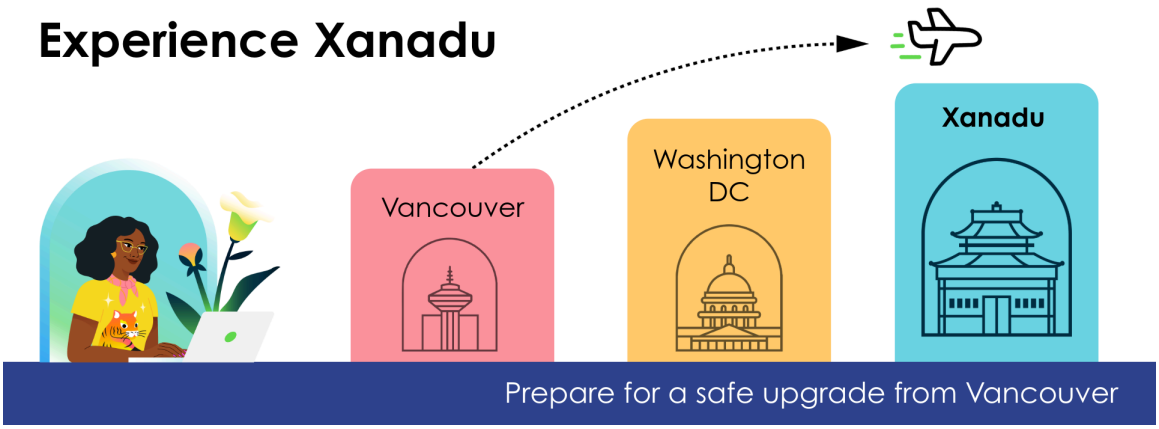
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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | catalog experience within CMS. | |

## Release notes for upgrading from Vancouver

When you upgrade from the Vancouver 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 Vancouver to Xanadu**




**Combined product release notes**

Detailed information on new products and features from Vancouver to Xanadu

**Personalized PRB release notes**

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

**Changes to plugins from Vancouver to Xanadu**

List of new, changed, renamed, and deprecated plugins

**Accessibility and conformance**

Accessibility highlights and accessibility conformance reports based on the 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 Vancouver to Xanadu

To help you upgrade from Vancouver to Xanadu, 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 Vancouver to Xanadu

The table below has a list of all products available between Vancouver and Xanadu. 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 |
| Account Lifecycle Events | Link |
| Accounts Payable Operations | Link |
| Admin Center | Link |
| Adoption Services | Link |
| Advanced AI Search Management Tools | 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 Desktop | Link |
| Agent Workspace for HR Case Management | Link |
| AI Control Tower | Link |

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| Product | Combined release notes |
| --- | --- |
| AIOps LEAP | Link |
| AI Risk and Compliance | Link |
| AI Search | Link |
| Alumni Center | Link |
| Analytics, Intelligence, and Reporting | Link |
| API | Link |
| App Engine Management Center | Link |
| App Engine Studio | Link |
| Applicant Center | Link |
| Application Manager | Link |
| Application Portfolio Management | Link |
| Application Vulnerability Response | Link |
| Assessments and Surveys | Link |
| Asset Audit Response | Link |
| Audit Management | Link |
| Authentication | Link |
| Automated Test Framework | Link |
| Automation Discovery | Link |
| Benchmarks | Link |
| Business Continuity Management | Link |

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| Product | Combined release notes |
| --- | --- |
| Card data security | Link |
| Career Assessment | 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 |
| Case and Knowledge Management | Link |
| Case management for CSM | Link |
| Change Management | Link |
| Classic Workflow | Link |
| Clinical Device Management | Link |
| Clone Admin Console | Link |
| Cloud Account Management | Link |
| Cloud Cost Management | Link |
| Cloud Cost Management 8.0.0 | Link |
| Cloud Cost Management 9.0 | Link |
| Cloud Exposure View | Link |
| Coaching | Link |

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| Product | Combined release notes |
| --- | --- |
| Code Signing | Link |
| Collaborative Work Management | Link |
| Commercial Lines Claims | Link |
| Common Core | Link |
| Common Governance, Risk, and Compliance feature | Link |
| Common GRC feature | Link |
| Compliance Case Management | Link |
| Configurable Workspace | Link |
| Configuration Compliance | Link |
| Configuration Management Database (CMDB) | Link |
| Container Vulnerability Response | Link |
| Continual Improvement Management | Link |
| Continuous Authorization and Monitoring | Link |
| Continuous Authorization and Monitoring (CAM) | Link |
| Contract Management Pro | Link |
| Contract Management Pro for Legal Service Delivery | Link |
| Conversation Improvement Themes | Link |
| Conversation Insights | Link |
| Core ServiceNow AI Platform | Link |
| CPQ Configurator | Link |

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| Product | Combined release notes |
| --- | --- |
| Creator Studio | Link |
| Customer Contracts and Entitlements | Link |
| Customer Engagement Sequences | Link |
| Customer self-service for Sales and Order Management | Link |
| Customer Service Management (CSM) | Link |
| Customer Service Problem Management | Link |
| Customer Success Management | Link |
| Data Discovery | Link |
| Data Loss Prevention Incident Response | Link |
| Data Management | Link |
| Data management for CSM | Link |
| Data Privacy | Link |
| Data Separation | Link |
| Decision Builder | Link |
| Decision Builder in Workflow Studio | Link |
| Decision tables in Workflow Studio | Link |
| Delegated Development | Link |
| Developer Sandboxes | Link |
| DevOps Change Velocity | Link |
| DevOps Config | Link |

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| Product | Combined release notes |
| --- | --- |
| Digital End-User Experience | Link |
| Digital Portfolio Management | Link |
| Digital Portfolio Management (DPM) | 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 |
| Document Templates | Link |
| Domain Separation | Link |
| Dynamic Translation | Link |
| Employee Center | Link |
| Employee Center Pro | Link |
| Employee Relations | Link |
| EMR Help | Link |
| Encryption | Link |
| Encryption Key Management | Link |
| Enterprise Architecture | Link |
| Enterprise Architecture (formerly Application Portfolio Management) | Link |

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| Product | Combined release notes |
| --- | --- |
| Enterprise Asset Management | Link |
| Environmental, Social, and Governance Management | Link |
| Equifax spoke | Link |
| ERP Canvas | Link |
| ERP Customization Mining | Link |
| ERP Data Hub | Link |
| ERP Semantic Mining | Link |
| Event Management | 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 Guidewire | Link |
| Financial Services Operations Integration with Mastercard | Link |
| Financial Services Operations Integration with Visa | Link |
| Financial Services Operations Platform Analytics Solutions | Link |
| Flow Designer | Link |
| Flows, subflows, and actions in Workflow Studio | Link |
| Generative AI Controller | Link |

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| Product | Combined release notes |
| --- | --- |
| Goal Framework | Link |
| Goal Framework for SPM | Link |
| Hardware Asset Management | Link |
| Hardware Asset Management 10.0.0 | Link |
| Hardware Asset Management 11.0.0 | Link |
| Hardware Asset Management 8.0.0 | Link |
| Healthcare and Life Sciences Service Management Core | Link |
| Healthcare Computerized Maintenance Management System | Link |
| Healthcare Operations Core | Link |
| Health Log Analytics | Link |
| Hermes Messaging Service | Link |
| Hiring | Link |
| HR Multi Instance Integration | Link |
| HR Service Delivery for Healthcare | Link |
| HR Service Delivery integration with Accurate Background service | Link |
| HR Service Delivery integration with First Advantage service | Link |
| HR Service Delivery Integration with Magnit | Link |
| HR Service Delivery integration with Sterling Talent Solutions service | Link |
| Identity | Link |
| Identity and Authentication | Link |

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| Product | Combined release notes |
| --- | --- |
| Impact | Link |
| Incident Management | Link |
| Individual Life Claims | Link |
| Industrial Process Manager | Link |
| Instance Data Replication | Link |
| Instance Scan | Link |
| Insurance claims | Link |
| Insurance Claims Core | Link |
| Integration Hub | Link |
| Intelligence for CSM | Link |
| Interview management | Link |
| Investment Funding | Link |
| ITOM AIOps | Link |
| ITOM Cloud Accelerate | Link |
| ITOM Health | Link |
| ITOM Optimization | Link |
| ITOM Visibility | Link |
| ITSM Mobile Agent | Link |
| ITSM Predictive Intelligence Workbench | Link |
| ITSM Success Dashboard | Link |

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| Product | Combined release notes |
| --- | --- |
| ITSM Virtual Agent | Link |
| Journey designer | Link |
| Knowledge Center | Link |
| Knowledge Graph | Link |
| Knowledge Management | Link |
| Leader Hub | Link |
| Lead Management | Link |
| Lead-to-Cash Process Management | Link |
| Learning | Link |
| Learning Posts | Link |
| Legacy Application Manager | Link |
| Legacy Studio | Link |
| Legal Hold Notification | Link |
| Lifecycle Events | Link |
| Listening Posts | Link |
| Localization Framework | Link |
| Localization Workspace | Link |
| Manager Hub | Link |
| Manufacturing Commercial Operations | Link |
| Mastercard Spoke | Link |

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| Product | Combined release notes |
| --- | --- |
| MCP Server Console | Link |
| Mentoring | Link |
| Microsoft Azure DevOps Integration for Agile Development | Link |
| MID Server | Link |
| Mobile | Link |
| Mobile Platform | Link |
| Model Risk Management | Link |
| Natural Language Query | Link |
| Natural Language Understanding | Link |
| Next Experience | Link |
| Next Experience Components | Link |
| Next Experience Developer (NED) Tools | Link |
| Next Experience Developer Tools | Link |
| Notifications | Link |
| Notify | Link |
| Now Assist | Link |
| Now Assist AI agents | Link |
| Now Assist Analytics | Link |
| Now Assist for App Engine | Link |
| Now Assist for CMDB | Link |

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| Product | Combined release notes |
| --- | --- |
| Now Assist for Collaborative Work Management | Link |
| Now Assist for Collaborative Work Management (CWM) | Link |
| Now Assist for Configuration Management Database (CMDB) | Link |
| Now Assist for Creator | Link |
| Now Assist for CSM | Link |
| Now Assist for Customer Service Management (CSM) | Link |
| Now Assist for Enterprise Architecture (EA) | Link |
| Now Assist for Environmental, Social, and Governance (ESG) Management | Link |
| Now Assist for Field Service Management (FSM) | Link |
| Now Assist for Financial Services Operations (FSO) | Link |
| Now Assist for FSM | Link |
| Now Assist for Hardware Asset Management (HAM) | Link |
| Now Assist for HR Service Delivery (HRSD) | Link |
| Now Assist for IT Operations Management (ITOM) | Link |
| Now Assist for IT Service Management (ITSM) | Link |
| Now Assist for Legal Service Delivery (LSD) | Link |
| Now Assist for Manufacturing Commercial Operations (MCO) | Link |
| Now Assist for Operational Technology Manager (OTM) | Link |
| Now Assist for Order Management | Link |

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| Product | Combined release notes |
| --- | --- |
| Now Assist for Retail Service Management (RSM) | Link |
| Now Assist for Sales and Order Management for Telecommunications (SOMT) | Link |
| Now Assist for Sales and Order Management (SOM) | Link |
| Now Assist for Security Incident Response and Now Assist for Vulnerability Response | Link |
| Now Assist for Security Incident Response (SIR) and Now Assist for Vulnerability Response (VR) | Link |
| Now Assist for Security Operations | Link |
| Now Assist for Software Asset Management (SAM) | Link |
| Now Assist for Source-to-Pay Operations | Link |
| Now Assist for Strategic Portfolio Management (SPM) | Link |
| Now Assist for Telecommunications, Media and Technology (TMT) | Link |
| Now Assist for Third-party Risk Management (TPRM) | Link |
| Now Assist for Vault | Link |
| Now Assist for Workplace Service Delivery (WSD) | 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 Assist Skill Kit | Link |

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| Product | Combined release notes |
| --- | --- |
| Now Mobile | Link |
| On-Call Scheduling | Link |
| Operational Resilience | Link |
| Operational Technology Change Management | Link |
| Operational Technology Incident Management | Link |
| Operational Technology Incident Management v2 | Link |
| Operational Technology Knowledge Management | Link |
| Operational Technology Manager | Link |
| Operational Technology Request Management | 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 AnalyticsITSM dashboards | Link |
| Performance Analyzer | Link |
| Personal Lines Claims | Link |

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| Product | Combined release notes |
| --- | --- |
| Platform Analytics experience | Link |
| Platform Analytics Workspace | Link |
| Playbooks in Workflow Studio | Link |
| Policy and Compliance Management | Link |
| Portfolio Planning | Link |
| Predictive Intelligence | Link |
| Pre-Visit Management | Link |
| Privacy Management | Link |
| Proactive Engagement | Link |
| Proactive Service Experience Workflows | Link |
| Proactive Triggers | Link |
| Problem Management | Link |
| Process Automation Designer | Link |
| Process Mining | Link |
| Product Catalog Management and Pricing Management | Link |
| Project Portfolio Management | Link |
| Project Workspace | Link |
| Public Sector Digital Services | Link |
| Purchase Order Management | Link |
| Quote Management | 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 |
| Release Management | Link |
| ReleaseOps | Link |
| Request Management | Link |
| Resource Management Workspace | Link |
| Retail applications | Link |
| Retail Core | Link |
| Retail Operations | Link |
| Retail Task Management Core | Link |
| Return Merchandise Authorization | Link |
| Robotic Process Automation (RPA) Hub | Link |
| RPA Hub | Link |
| Sales Agreement Management | Link |
| Sales Forecasting | Link |
| Sales Territory Management | Link |
| Scaled Agile Framework (SAFe) | Link |

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| Product | Combined release notes |
| --- | --- |
| Security Center | Link |
| Security Incident Response | Link |
| Security Posture Control | Link |
| Self-Service and Omnichannel engagement for CSM | Link |
| Service Bridge | Link |
| Service Builder | Link |
| Service Catalog | Link |
| Service Creator | Link |
| Service Exchange | Link |
| Service Graph Connector for Microsoft Defender for IoT (Azure) | Link |
| Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) | Link |
| Service Graph Connector Integration for Claroty CTD | Link |
| Service Level Management | Link |
| ServiceNow Add-in for Microsoft 365 | Link |
| ServiceNow AI Lens | Link |
| ServiceNow AI Platform core feature | Link |
| ServiceNow IDE | Link |
| ServiceNow SDK | Link |
| ServiceNow Studio | Link |

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| Product | Combined release notes |
| --- | --- |
| ServiceNow Vault | Link |
| Service Observability | Link |
| Service Operations Workspace for IT Service Management | Link |
| Service Operations Workspace for ITSM | Link |
| Service Portal | Link |
| Service Portfolio Management | Link |
| Service Reliability Management | Link |
| Sidebar | Link |
| Site Reliability Operations | Link |
| Skills Foundation | Link |
| Skills Intelligence | Link |
| Skills Management | Link |
| Smart Assessment Engine | Link |
| Software Asset Management | Link |
| Source-to-Pay Operations Integrations | Link |
| Sourcing and Procurement Operations | Link |
| Strategic Planning | Link |
| Strategic Portfolio Management for Telecom | Link |
| Stream Connect dashboard | Link |
| Subscription Management | Link |

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| Product | Combined release notes |
| --- | --- |
| Supplier Lifecycle Operations | Link |
| Synthetic monitoring | Link |
| System Clone | Link |
| System Update Sets | Link |
| Table Builder | Link |
| Table Builder for App Engine | Link |
| Talent Development Core | Link |
| Talent Feedback | Link |
| Talent profile | Link |
| Task Intelligence for ITSM | Link |
| Telecommunications Network Inventory | Link |
| Telecommunications Service Operations Management | Link |
| Telecommunications Service Operations Management (TSOM) | Link |
| Theme Builder | Link |
| Third-party Risk Management | Link |
| Threat Intelligence Security Center | Link |
| UI Builder | Link |
| UI Component CLI Extension | Link |
| Unified Security Exposure Management | Link |
| Upgrade Center | Link |

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| Product | Combined release notes |
| --- | --- |
| Upgrade Console | Link |
| User Experience Analytics | Link |
| Vendor Management Workspace | Link |
| Verifi Spoke | Link |
| Virtual Agent | Link |
| Visa Spoke | Link |
| Vulnerability Response | Link |
| Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) | Link |
| Vulnerability Response integrations | Link |
| Vulnerability Response Integration with Claroty CTD | Link |
| Vulnerability Response Integration with Microsoft Defender for IoT (Azure) | Link |
| Walk-up Experience | Link |
| Workflow Data Fabric Hub | Link |
| Workflow Studio | Link |
| Workforce Optimization for Customer Service | Link |
| Workforce Optimization for Customer Service CSM | Link |
| Workforce Optimization for ITSM | Link |
| Workspace | Link |
| Zero Copy Connector for ERP | Link |

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| Product | Combined release notes |
| --- | --- |
| Zing text indexing and search engine | Link |

## Changes to plugins from Vancouver to Xanadu

Before you upgrade from Vancouver to Washington DC, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

## Vancouver and Washington DC plugin changes

See Vancouver plugin changes for more information.

See Washington DC plugin changes for more information.

### Deprecated plugins from Vancouver to Xanadu

This table lists the existing plugins that were deprecated in Vancouver, Washington DC, or Xanadu.

| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader) | Deprecated in Washington DC | Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations. | Review the guidance for building a customer badge reader client. |
| Central Dispatch [com.snc.central_dispatch] | Deprecated in Washington DC | Provides both a list and calendar view of unassigned tasks. | Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_works |
| Cloud Discovery setup using classic Cloud Discovery | Deprecated in Xanadu | Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources. | Install Cloud Operations Workspace (COW) on the ServiceNow Store. |
| Cloud Native Operations [sn_k8s] | Deprecated in Washington DC | Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms. | Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the Agent Client Collector for |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | Visibility documentation. |
| Cloud Spend Dashboard<br><br>[sn_sam_cld_spend] | Deprecated in Xanadu | Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure. | Install the Asset Executive Workspace on the ServiceNow Store. |
| CMDB Search<br><br>[com.snc.cmdb_search] | Deprecated in Vancouver. | Provides enhanced capabilities for searching the CMDB. | Transition to CMDB Workspace. |
| Conversational Integration with Google Assistant<br><br>[com.sn.va.google.assistant] | Deprecated in Vancouver. | Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics. | Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the 'Conversational Integration with Google Assistant' store application also is end. |
| CSM Agent Workspace [com.snc.agent_workspace.csm] | Deprecated in Washington DC | CSM Agent Workspace enables you to integrate Customer Service Management with other applications. | Install the CSM Configurable Workspace application from the ServiceNow Store. |
| Customer Service Management for Orders [com.snc.csm.order] | Deprecated in Washington DC | The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application. | Install the Order Management store application. |
| DevOps Config Insights<br><br>[com.snc.devops.config.insights] | Deprecated in Vancouver. | Displays reports to quickly identify configuration errors and take action. | The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | released with the DevOps Config application. No customer action is required with this change. |
| Field Service Management Mobile (Legacy)<br><br>[com.snc.work_management_m] | Deprecated in Vancouver. | Helps your organization manage location-based work more efficiently and safely. | Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and better offline capabilities. |
| Field Service Map<br><br>[com.snc.fsm_map] | Deprecated in Xanadu | Displays the dispatch map for viewing agents, tasks, and agent routes. | Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace. |
| FSM Agent Classic Workspace<br><br>[com.snc.agent_workspace.fsm] | Deprecated in Xanadu | — | Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace. |
| Global Reporting Initiative (GRI) Content Accelerator for ESG<br><br>[com.sn_esg_gri] | Deprecated in Xanadu | Offers ESG frameworks such as authority documents and citations and provides the related metric definitions. | Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator. |
| Google Hangouts Spoke<br><br>[com.sn.ghangouts.spoke] | Deprecated in Vancouver. | Provides actions to perform Google Hangouts tasks when events occur in ServiceNow. | If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | configuration of the Google Calendar application on the ServiceNow Store. |
| HR Agent Mobile<br><br>[com.sn_hr_mobile_agent] | Deprecated in Xanadu | — | No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code. |
| HR Agent Workspace<br><br>[com.sn_hr_agent_workspace] | Deprecated in Xanadu | Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly. | Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management (Configurable) and this Community Article. |
| HR Service Delivery v1.0 (Legacy)<br><br>[com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal] | Deprecated in Xanadu | Unlocks enterprise productivity and give your employees the service experience they deserve. | Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core]. |
| HTML Processor [n/a] | Deprecated in Washington DC | | Review KB1119956 for steps to disable this feature on your instance. |
| Human Resources Scoped App: Data Migration [sn_hr_migration] | Deprecated in Xanadu | Allows you to migrate HR tables and roles from the non-scoped to the scoped version of HR. | — |
| Human Resources Scoped App: Parental Journey [com.sn_hr_parental_journey] | Deprecated in Xanadu | Provides a prepackaged configuration for parental leaves of absence (LOAs) in | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | an HR organization. Parental LOAs include maternity, paternity, or adoption leave. | |
| IE11 Support for Virtual Agent<br><br>[com.glide.cs.chatbot, com.glide.cs.chatbot.lite] | Support ended for the IE11 browser. | | |
| Instance Security Center<br><br>[sn_isc_core, sn_isc_nlu, sn_isc_va] | Deprecated in Xanadu | Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center. | Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center landing page. |
| Item Designer [com.glideapp.servicecatalog.item_designer] | Deprecated in Washington DC | The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage. | The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.catalo |
| ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace] | Deprecated in Washington DC | Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace. | Install the Service Operations Workspace for ITSM application from the ServiceNow Store. |
| ITSM Workforce Optimization<br><br>[sn_wfo_itsm, sn_wfo_itsm_cnt] | Deprecated in Vancouver. | Helps you manage and maintain the productivity of your workforce from a single location. | Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store. |
| Jenkins plug-in for ServiceNow DevOps | Deprecated in Xanadu | The ServiceNow DevOps plugin extends the | Install all future releases of this application directly |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | default behaviors of Jenkins, and provides a mechanism to control job executions via the ServiceNow Change Management application. | from the Jenkins store. |
| Journey Accelerator v4.0.3 and below [com.sn_ja] | Deprecated in Washington DC | Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC). | Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer. |
| Map plugin<br><br>[com.snc.fsm_map] | Deprecated in Vancouver. | Displays the dispatch map for viewing agents, tasks, and agent routes. | Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_works |
| Mobile Studio [com.glide.sg-studio] | Deprecated in Washington DC | Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps. | Transition to replacement Mobile App Builder. |
| Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace] | Deprecated in Washington DC | | Install the Service Operations Workspace for ITOM application from the ServiceNow Store. |
| Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship] | Deprecated in Washington DC | Enables self-service for customers to request services on products by creating relationships | Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | between product models and catalog items. | |
| RPA Sample Template [com.sn_rpa_template] | Deprecated in Xanadu | RPA templates are prebuilt automations that enable customers to kickstart their RPA initiatives. | Install RPA Hub version 9.0.0 or later from the ServiceNow Store.<br>• Download and install RPA Desktop Design Studio using the guidance in the documentation.<br>• You can access the templates (referred to as sample automations) within the RPA Desktop Design Studio home page. Open RPA Desktop Design Studio and on the Home page, select "Automation Projects" to view a list of sample automations. For more information, see the documentation. |
| Service Bridge (Legacy) [com.sn_nowebonding] | Deprecated in Xanadu | Allows customers to submit service requests to their provider and monitor these requests. | • Install the Service Bridge for Consumers application from the ServiceNow Store and review the documentation.<br>• Reach out to your Service Bridge Provider to coordinate the migration to the new Service Bridge application. They'll need |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | to coordinate the migration with you along with any testing. Once ready, they'll send you a registration link to connect the new application. |
| Service Bridge for Providers (Legacy) [com.sn_nowebonding_provider] | Deprecated in Xanadu | Allows providers to publish catalogs for customers and receive and fulfill customer service requests. | • Install the Service Bridge for Providers application from the ServiceNow Store and review the documentation.<br>• Follow the guidance in KB1499823 to: Migrate your configurations Have your consumers install the new Service Bridge for Consumers application from the ServiceNow store. Test the new application with your consumers. Once it has been validated, remove the entitlements for the Service Bridge (Legacy) content and entitle the content for Service Bridge for Providers. |
| Service Graph Connector for Extra Hop<br><br>[com.snc.cmdb.extrahop_integration] | Deprecated in Xanadu | Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance. | Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | is owned by ExtraHop. |
| Service Management Geolocation Mobile<br><br>[com.snc.service_management_m] | Deprecated in Vancouver. | Provides a menu in the mobile UI for Service Management Geolocation. | Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience. |
| Standardized Information Gathering (SIG) Assessment<br><br>[com.snc.sig_asmt_core] | Deprecated in Vancouver. | Processor that was required for importing answers to the SIG questionnaire via excel sheets. | Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application. |
| Standardized Information Gathering (SIG) Questionnaire<br><br>[com.sn_sig_app] | Deprecated in Vancouver. | Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow. | Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the SIG Questionnaire (2023, 2022, 2021). |
| Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG<br><br>[com.sn_esg_sasb] | Deprecated in Xanadu | The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures. | Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator. |
| Tanium Integration V2 for Security Operations<br><br>[com.snc.secops.tanium.v2] | Deprecated in Vancouver. | Supports expanded use cases for Tanium capabilities. | Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow Store. |
| Workforce Optimization for CSM (Legacy)<br><br>[com_snc_wfo_csm] | Deprecated in Vancouver. | Provides Channel Management, Team Performance, Scheduling, Skill | Transition to the Workforce Optimization for CSM application |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction. | that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder. |
| Workforce Optimization for ITSM (Legacy)<br><br>[com.snc.wfo_itsm] | Deprecated in Vancouver. | Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace. | Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder. |

### Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Release Management [com.snc.release_management_v2] | Planned for June 2031 or contract term end date (whichever is earlier) | Provides release tables that store information about the planned release and tasks that are required to execute the release. | — |
| Healthcare Computerized Maintenance Management System [com.sn_hcls_cmms] | Planned for deprecation September 2029 or contract term end date (whichever is earlier) | Manage medical device-related in-service process, alternative equipment maintenance (AEM) review process, medical device issues, and out-of-service process | Enterprise Asset Management for Healthcare requires the CDMv2 SKU. Contact your Account Executive for assistance.<br>• Install the Enterprise Asset Management |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | for Healthcare application from the ServiceNow Store and review the configuration guidance in the Install Enterprise Asset Management for healthcare documentation.<br>• Review the Managing work orders for your enterprise assets documentation for creating and managing work orders for your Enterprise Assets.<br>• Field Service Management must be installed as a pre-requisite as it is a dependency for EAM for Healthcare. |
| Cloud Insights Billing [sn_clin_billing] | Planned for deprecation in the Z release | The Cloud Insights Billing application provides the tools to download the billing data for the provisioned Amazon Web Services (AWS), Google Cloud Platform (GCP) and Microsoft Azure resources and visualize the data in a dashboard. | — |
| Performance Analytics - Content Pack - GRC: Policy and Compliance Management [app-compliance-pa] | Planned for deprecation in the Z release | — | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Performance Analytics - Content Pack - GRC: Risk Management [app-risk-pa] | Planned for deprecation in the Z release | — | — |
| Performance Analytics - GRC: Audit Management [app-audit-pa] | Planned for deprecation in the Z release | — | — |
| Vendor Success Indicators [com.snc.vendor.insights] | Planned for deprecation in the Z release | Vendor Success Indicators to utilize Odds Ratio and other ML capabilities for Vendor Manager Workspace. | Install the Vendor Manager Workspace from the ServiceNow Store and use the KPI Groups feature. Review the Create KPI groups to track metrics for your vendors documentation. |
| Safe Workplace Dashboard [sn_imt_dashboard] | Planned for deprecation in the Z release | Quickly assess workplace and employee safety information. | — |
| Scaled Agile Framework [com.sn_safe_dashboards, com.snc.sdlc.safe.atf, com.snc.sdlc.safe.multi_task, com.snc.sdlc.portfolio_safe, com.snc.sdlc.safe, sn_safe_progress, com.snc.business_stakeholder] | Planned for deprecation September 2030 or contract term end date (whichever is earlier) | Helps you apply lean and agile principles to your large enterprise enabling you to develop and deliver software products with fewer defects in the shortest viable lead time. | Select and activate a replacement application. Enterprise Agile Planning requires an SPM Pro subscription. If you aren't a Pro customer, work with your Account Executive to discuss your options. Install the Strategic Planning Workspace application from the ServiceNow Store to start using Enterprise Agile Planning. |
| Employee Campaigns for Workplace from Facebook<br><br>[com.snc.sn_fb_wp_campaigns] | Planned for deprecation September 2025 | Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook. | No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Timeline Visualization/ CIO Roadmap [com.snc.timeline_visualization] | Planned for deprecation in the Z release | Enables graphical representation of activities over time to provide a high-level view of strategic and operational activities in your organization such as incidents, problems, changes, and projects. | Install the Portfolio Planning (standard customers) or Strategic Planning (Pro customers) application from the ServiceNow Store. Review the Planning roadmaps in Portfolio Planning or Roadmaps in Strategic Planning documentation for guidance on the roadmap functionality available within these workspaces. Migrate to the Portfolio Planning Workspace (SPM Standard) application that provides latest experience for this functionality. |
| Human Resources: Lifecycle Events - Performance Analytics [com.sn_hr_lifecycle_pa] | Planned for deprecation in the Z release | — | — |
| Data Certification [com.snc.certification_v2] | Planned for deprecation in the Z release | Data Certification manages scheduled and on-demand validations of the configuration management database (CMDB) data. | Install the CMDB Workspace v6.0+ application (compatible with Washington D.C. and later) from the ServiceNow Store to use the CMDB Data Manager feature. See Working with CMDB Data Manager. |
| Instance Troubleshooter [com.sn_troubleshooter] | Planned for deprecation in the Y release | — | Transition to one of the following alternative applications: |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | • Use the instance scan tool installed on your instance by default. Review the Product Documentation.<br>• Evaluate the HealthScan product available with the ServiceNow Impact packages. Work with your Account Team to procure an Impact package required to use this product. |
| Enterprise Employee Experience Pack [app-hr-swc-content] | Planned for deprecation in the Z release | Delivers preconfigured process flows and sample content to help you quickly implement enterprise-wide use cases across multiple departments. | — |
| Application Insights [sn_app_insights] | Planned for deprecation in the Z release | Application Insights provides a centralized location where you can visualize and monitor system health. | Evaluate the Impact Instance Observer product available with the Impact packages. Work with your Account Team to procure an Impact package required to use this product. |
| Workplace Service Delivery Integration with Mappedin [com.sn_wsd_mappedin] | Planned for deprecation in the Z release | Provides interactive digital mapping solution. | Install the Indoor Mapping application from the ServiceNow Store. |
| DevOps Config [com.snc.devops_config] | Planned for deprecation on customer's specific contract end term for the | Manages and validates configuration data in your DevOps | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| • DevOps Config Exporter Content Pack [com.snc.devops.config.exporter.content]<br>• DevOps Config Policy Content Pack [com.snc.devops.config.policy.content]<br>• Configuration Data Management [com.sn_cdm]<br>• Context Menu Component for Configuration Data Management UI [com.servicenow_cdm_context_menu] | DevOps Config application. | environment using a single system. | |
| GRC: DevOps Accelerator [com.sn_grc_devops] | Planned for deprecation in the Y release | Enables your customers to evaluate the compliance for DevOps policies and GRC control objectives integrating with Policy as a Code Engine (PaCE). | — |
| Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content] | Planned for deprecation in the Y release | Enables a customer to seed domain-specific content to provide implementation guidance for use cases created through Predictive Intelligence Workbench | Install the Task Intelligence for ITSM application from the ServiceNow Store and use the Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation. |
| Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps] | Planned for deprecation in the Y release | Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues. | Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation. |
| Order Management for Customer Service Management [com.sn_csm_order_mgmt] | Planned for deprecation in September 2028 or Order Management subscription | Order Management provides the ability to create, manage, and track orders. | Install the new Order Management application from the ServiceNow Store. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | term end date (whichever is earlier) | | |
| IBM Dynamic Translation [com.glide.ibm_translation_spoke] | Planned for deprecation in December 2024 | This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available. | IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation services with Google and Microsoft. |
| Site Reliability Metrics and [com.sn_srm] | Planned for deprecation in the Y release | Captures application performance signals from the Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions. | Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features. |
| Site Reliability Operations [com.sn_srops] | Planned for deprecation in the Y release | Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes.<br>It improves observability by | Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation. | |
| Knowledge Management v3 [com.snc.knowledge3] | Planned for deprecation in the Y release | The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release. | Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceportal) using the guidance in Configuring Knowledge Management, and set the *sn_km_portal.glide.knowm* system property to true to activate redirection from the v3 homepage to the Portal. |
| Facilities Service Management [com.snc.facilities_service_automation] | Planned for deprecation in March 2025 or last subscription term end. | Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. | Transition to Workplace Service Delivery. |
| Facilities Visualization Workbench [com.snc.facilities_service_automation.fvw] | Planned for deprecation in March 2025 or subscription term end. | Enables the interactive floor plan functionality. | Transition to Workplace Service Delivery. |
| Finance Service Management [com.snc.finance_service_automation] | Planned for deprecation in February 2023 or last subscription term end. | Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | license. Contact ServiceNow for details. | |
| ITSM Pro - Service Owner Workspace<br><br>[com.spm_owner_workspace] | Planned for deprecation on subscription term end or on migration to Digital Portfolio Management. | Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services. | Migrate to Digital Portfolio Management on the ServiceNow Store. |
| MaestroRS<br><br>[app-irm-bcm] | Planned for deprecation on customer's specific contract end term for MaestroRS application. | — | Activate the four Business Continuity Management replacement applications on the ServiceNow Store;<br>• GRC: Business Continuity Management – Core<br>• GRC: Business Continuity Planning<br>• GRC: Business Impact Analysis<br>• GRC: Business Continuity Management – Components |
| Marketing Service Management<br><br>[com.snc.marketing_service_automation] | Planned for deprecation in February 2023 or last subscription term end. | Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | ServiceNow for details. | |
| Microsoft AD Spoke for IntegrationHub<br><br>[com.sn.ad.spoke] | Planned for deprecation on contract end date or March 2028 (whichever is earlier). | Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD. | Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583]. |
| Social Q&A<br><br>[com.sn_kb_social_qa] | Planned for deprecation in a future release. | Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. | — |
| Trusted Security Circles<br><br>[sn_ti], [sn_tis_a] | Planned for deprecation in September 2023 or last subscription term end. | — | — |
| Vendor Performance Management<br><br>[com.snc.vendor_performance], [com.snc.vendor_ticket] | Planned for deprecation in March 2024 or subscription term end. | Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views. | Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package. |

### Renamed and changed plugins from Vancouver to Xanadu

This table lists the existing plugins that were renamed or changed in Vancouver, Washington DC, or Xanadu.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Application Portfolio Management [com.snc.apm] | Renamed in Xanadu | The plugin helps enterprises have visibility into their Business | The plugin name is changed to Enterprise |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | Applications Inventory, rationalize Business Applications, provide business context, and determine business value of each Business Application. It also helps with understanding of the technology (Software and Hardware) components of Business Applications, capture the organizations Information Assets and Business Applications use of those Information Assets. | Architecture [com.snc.apm] |
| Application Portfolio Management - ATF Tests [com.snc.apm.atf] | Renamed in Xanadu | The plugin provides ATF test cases and test suites that can be run on Enterprise Architecture. | The plugin name is changed to Enterprise Architecture - ATF Tests [com.snc.apm.atf] |
| Application Portfolio Management Core [com.snc.apm_core] | Renamed in Xanadu | This plugin contains core functionality for Enterprise Architecture available out of the box by default. | The plugin name is changed to Enterprise Architecture Core [com.snc.apm_core] |
| Application Portfolio Management Digital Integration Management [com.snc.apm_digital_integration] | Renamed in Xanadu | Provides modeling and flow for managing digital integrations between business applications. | The plugin name is changed to Digital Integration Management plugin [com.snc.apm_di] |
| Application Portfolio Management - Predictive Intelligence [com.snc.apm.predictive_intelligence] | Renamed in Xanadu | This plugin provides Predictive Intelligence Solutions for Enterprise Architecture. It helps in prediction by applying | The plugin name is changed to Enterprise Architecture - Predictive Intelligence [com.snc.apm.predictive_intelligenc |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | algorithms like similarity on business applications-related data. | |
| Application Portfolio Management - TRM [com.snc.apm_trm] | Renamed in Xanadu | This plugin includes TRM lifecycles for Enterprise Architecture. | The plugin name is changed to Enterprise Architecture - TRM [com.snc.apm_trm] |
| Manufacturing Common<br><br>[com.sn_mfg_common] | Renamed in Vancouver. | Common dependencies that enable you to use the Operational Technology solution. | Renamed to Industrial Workspace Common. |
| Manufacturing Process Manager<br><br>[com.sn_otsm] | Renamed in Vancouver. | Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities. | Renamed to Industrial Process Manager. |
| Performance Analytics - Content Pack - Application Portfolio Management [com.snc.pa.apm] | Renamed in Xanadu | Enterprise Architecture dashboards developed using Performance analytics premium. | The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture [com.snc.pa.apm] |
| Performance Analytics - Content Pack - Application Portfolio Management and Change Management [com.snc.pa.apm.change_request] | Renamed in Xanadu | Provides integration of Enterprise Architecture with Change Management, which includes performance analytics dashboards of business applications associated with Change requests. | The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Change Management [com.snc.pa.apm.change_request] |
| Performance Analytics - Content Pack - Application Portfolio Management and Problem Management [com.snc.pa.apm.problem] | Renamed in Xanadu | Provides integration of Enterprise Architecture with Problem Management, | The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | which includes performance analytics dashboards of business applications. | and Problem Management [com.snc.pa.apm.problem] |
| Process Optimization Content Pack for FSM<br><br>[com.snc.fsm_process_optimization] | Renamed in Vancouver. | Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes. | Renamed to Process Mining Conent Pack for FSM. |
| Read only roles for Application Portfolio Management [com.snc.apm_read_roles] | Renamed in Xanadu | The plugin provides read-only roles for Enterprise Architecture. | The plugin name is changed to Read only roles for Enterprise Architecture [com.snc.apm_read_roles] |
| Software Asset Management Playbook<br><br>[com.sn_sam_playbook] | Renamed in Vancouver. | Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities. | Renamed to Software Asset Management Playbooks and Guided Setups. |
| Virtual Agent API (sn_va_as_service) | Changed in Washington DC. | Integrates any chat interface or a bot with Virtual Agent or Agent Chat. | The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ut plugin is now a dependency. |
| Workplace Safety Management<br><br>[sn_wsd_core] | Renamed in Vancouver. | Helps to create a safe, seamless and managed processes for employees in the workplace. | Renamed to Workplace Core. |

### Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Advanced Work Assignment for CSM<br><br>[com.sn_csm.awa] | Maintenance mode only. | Activating Customer Service (com.sn_customerservice) plugin will activate this plugin. | — |
| CMS User Interface - Service Management Core<br><br>[com.snc.service_management.core.cms] | Maintenance mode only. | All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications. | — |
| Content Management<br><br>[com.glide.cms] | Maintenance mode only. | — | — |
| Content Management Extended Types<br><br>[com.glide.cms.types] | Maintenance mode only. | An extension to Content Management that adds iFrames and Flash frames.<br><br>Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal. | — |
| Content Management IFrame Type<br><br>[com.glide.cms.type.iframe] | Maintenance mode only. | — | — |
| Content Management Flash Type | Maintenance mode only. | — | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| [com.glide.cms.type.flash] | | | |
| CSM Account Hierarchy<br><br>[com.snc.sn_csm_account_hierarchy] | Maintenance mode only. | — | — |
| CSM Lookup and Verify<br><br>[com.snc.sn_csm_lookup_verify] | Maintenance mode only. | — | — |
| CSM Workspace - Components<br><br>[com.csm_workspace_components] | Maintenance mode only. | — | — |
| Facilities Move Management<br><br>[com.snc.facilities_service_automation.move] | Maintenance mode only.<br>Planned for deprecation in March 2025 or subscription term end. | Enables single user move functionality as well as Enterprise Move and move planning functionality. | Transition to Workplace Service Delivery. |
| Facilities Service Management CMS Portal<br><br>[com.snc.facilities_service_automation.cms] | Maintenance mode only. | — | — |
| Facilities Service Management Mobile<br><br>[com.snc.facilities_service_automation_m] | Maintenance mode only. | Manages facilities service management mobile components. | — |
| Field Service Management CMS Portal<br><br>[com.snc.work_management.cms] | Maintenance mode only. | Lets you launch Field Service Automation and other service management applications from a single CMS page. | — |
| Human Resources Application: Core CMS<br><br>[com.snc.hr.core.cms] | Maintenance mode only. | Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in. | — |

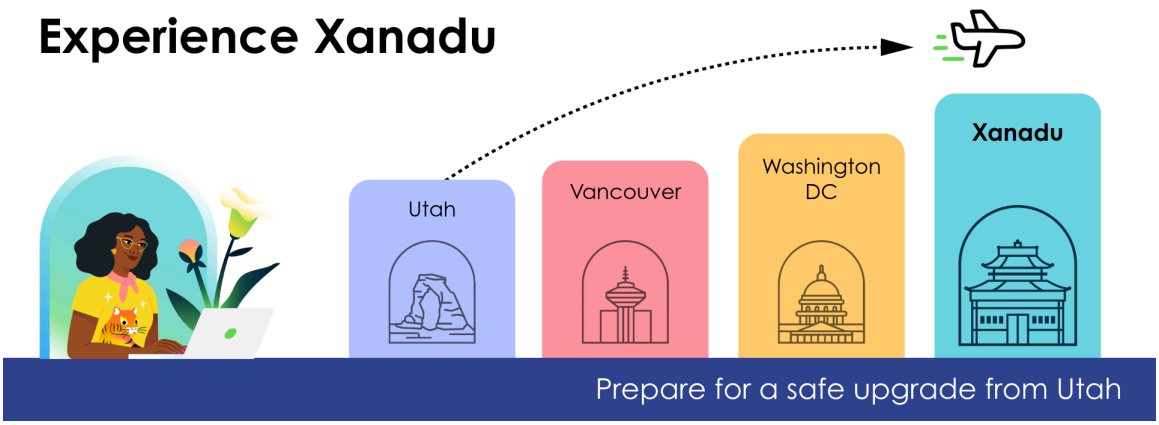
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| Plugin | Status | Description | Details |
|---|---|---|---|
| Lookup and Verify<br><br>[com.snc.sn_lookup_and_verify_config] | Maintenance mode only. | — | — |
| Service Catalog CMS Extension<br><br>[com.glideapp.servicecatalog.cms] | Maintenance mode only. | Provides the ability to define the catalog experience within CMS. | — |

## Release notes for upgrading from Utah

When you upgrade from the Utah 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 Utah to Xanadu




**Personalized PRB release notes**

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

**Changes to plugins from Utah to Xanadu**

List of new, changed, renamed, and deprecated plugins

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| Accessibility and conformance | Available patches and hotfixes | Browser support |
|---|---|---|
|  |  |  |
| Accessibility highlights and accessibility conformance reports based on the VPAT | Release notes for fixed issues | Supported browser versions and additional requirements for specific products |

## Changes to plugins from Utah to Xanadu

Before you upgrade from Utah to Xanadu, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

## Utah, Vancouver, and Washington DC plugin changes

See Utah plugin changes for more information.

See Vancouver plugin changes for more information.

See Washington DC plugin changes for more information.

### Deprecated plugins

This table lists the existing plugins that were deprecated in Utah, Vancouver, Washington DC, or Xanadu.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader) | Deprecated in Washington DC | Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations. | Review the guidance for building a customer badge reader client. |
| Central Dispatch [com.snc.central_dispatch] | Deprecated in Washington DC | Provides both a list and calendar view of unassigned tasks. | Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_works |
| Cloud Discovery setup using classic Cloud Discovery | Deprecated in Xanadu | Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing | Install Cloud Operations Workspace (COW) on the ServiceNow Store. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | discovered cloud resources. | |
| Cloud Native Operations [sn_k8s] | Deprecated in Washington DC | Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms. | Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the Agent Client Collector for Visibility documentation. |
| Cloud Provisioning and Governance - Terraform Connector for IBM Cloud | Deprecated in Utah. | | |
| Cloud Spend Dashboard<br><br>[sn_sam_cld_spend] | Deprecated in Xanadu | Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure. | Install the Asset Executive Workspace on the ServiceNow Store. |
| CMDB: IT Fundamentals<br><br>[com.sn_apphealth] | Deprecated in Utah. | | Transition to CMDB Data Workspace/ Insights and Data Foundation Dashboard. |
| CMDB Search<br><br>[com.snc.cmdb_search] | Deprecated in Vancouver. | Provides enhanced capabilities for searching the CMDB. | Transition to CMDB Workspace. |
| Connect Support<br><br>[com.glide.connect.support] | Deprecated in Utah. | Builds on the Connect messaging platform and enables support agents to provide real-time assistance to end users, using queues. | Migrate to Advanced Work Assignment and Agent Chat on the Agent Workspace. |
| Conversational Integration with Google Assistant<br><br>[com.sn.va.google.assistant] | Deprecated in Vancouver. | Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics. | Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the 'Conversational |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | Integration with Google Assistant' store application also is end. |
| CSM Agent Workspace [com.snc.agent_workspace.csm] | Deprecated in Washington DC | CSM Agent Workspace enables you to integrate Customer Service Management with other applications. | Install the CSM Configurable Workspace application from the ServiceNow Store. |
| Customer Service Management for Orders [com.snc.csm.order] | Deprecated in Washington DC | The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application. | Install the Order Management store application. |
| DevOps Config Insights<br><br>[com.snc.devops.config.insights] | Deprecated in Vancouver. | Displays reports to quickly identify configuration errors and take action. | The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now released with the DevOps Config application. No customer action is required with this change. |
| Field Service Management Mobile (Legacy)<br><br>[com.snc.work_management_m] | Deprecated in Vancouver. | Helps your organization manage location-based work more efficiently and safely. | Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and better offline capabilities. |
| Field Service Map<br><br>[com.snc.fsm_map] | Deprecated in Xanadu | Displays the dispatch map for viewing agents, | Install and configure the Field Service Dispatcher workspace. For |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | tasks, and agent routes. | guidance, see Configuring Dispatcher Workspace. |
| FSM Agent Classic Workspace<br><br>[com.snc.agent_workspace.fsm] | Deprecated in Xanadu | — | Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace. |
| Global Reporting Initiative (GRI) Content Accelerator for ESG<br><br>[com.sn_esg_gri] | Deprecated in Xanadu | Offers ESG frameworks such as authority documents and citations and provides the related metric definitions. | Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator. |
| Google Hangouts Spoke<br><br>[com.sn.ghangouts.spoke] | Deprecated in Vancouver. | Provides actions to perform Google Hangouts tasks when events occur in ServiceNow. | If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store. |
| HR Agent Mobile<br><br>[com.sn_hr_mobile_agent] | Deprecated in Xanadu | — | No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code. |
| HR Agent Workspace<br><br>[com.sn_hr_agent_workspace] | Deprecated in Xanadu | Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly. | Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | Management (Configurable) and this Community Article. |
| HR Service Delivery v1.0 (Legacy)<br><br>[com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal] | Deprecated in Xanadu | Unlocks enterprise productivity and give your employees the service experience they deserve. | Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core]. |
| HTML Processor [n/a] | Deprecated in Washington DC | | Review KB1119956 for steps to disable this feature on your instance. |
| Human Resources Scoped App: Data Migration [sn_hr_migration] | Deprecated in Xanadu | Allows you to migrate HR tables and roles from the non-scoped to the scoped version of HR. | — |
| Human Resources Scoped App: Parental Journey [com.sn_hr_parental_journey] | Deprecated in Xanadu | Provides a prepackaged configuration for parental leaves of absence (LOAs) in an HR organization. Parental LOAs include maternity, paternity, or adoption leave. | — |
| IBM Connector<br><br>[com.sn.cmp.ibm] | Deprecated in Utah. | | Select and activate alternative capability, Integrations Hub or Integrations with Anisble. |
| IE11 Support for Virtual Agent<br><br>[com.glide.cs.chatbot, com.glide.cs.chatbot.lite] | Support ended for the IE11 browser. | | |
| Instance Security Center<br><br>[sn_isc_core, sn_isc_nlu, sn_isc_va] | Deprecated in Xanadu | Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance | Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center landing page. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | security settings all from within the Instance Security Center. | |
| Item Designer [com.glideapp.servicecatalog.item_designer] | Deprecated in Washington DC | The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage. | The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.catalo |
| ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace] | Deprecated in Washington DC | Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace. | Install the Service Operations Workspace for ITSM application from the ServiceNow Store. |
| ITSM Workforce Optimization<br><br>[sn_wfo_itsm, sn_wfo_itsm_cnt] | Deprecated in Vancouver. | Helps you manage and maintain the productivity of your workforce from a single location. | Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store. |
| Jenkins plug-in for ServiceNow DevOps | Deprecated in Xanadu | The ServiceNow DevOps plugin extends the default behaviors of Jenkins, and provides a mechanism to control job executions via the ServiceNow Change Management application. | Install all future releases of this application directly from the Jenkins store. |
| Journey Accelerator v4.0.3 and below [com.sn_ja] | Deprecated in Washington DC | Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans | Migrate to replacement Journey Designer application. Journey designer will automatically install Journey |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC). | Accelerator v5.0+ which is the supported version with Journey designer. |
| Legal Service Management<br><br>[com.snc.legal_service_automation, com.snc.marketing_service_automation, com.snc.finance_service_automation] | Deprecated in Utah. | Lets you launch Legal Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details. | Customer should find a replacement technology. |
| Map plugin<br><br>[com.snc.fsm_map] | Deprecated in Vancouver. | Displays the dispatch map for viewing agents, tasks, and agent routes. | Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_works |
| Mobile Studio [com.glide.sg-studio] | Deprecated in Washington DC | Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps. | Transition to replacement Mobile App Builder. |
| OpenID Single Sign-On<br><br>[com.snc.integrations.sso.openid] | Deprecated in Utah. | | Transition to "Integration - Multiple Provider Single Sign-On Installer " plugin (com.snc.integration.sso.multi.instal and configure IDP to use the SSO feature. |
| Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace] | Deprecated in Washington DC | | Install the Service Operations Workspace for ITOM application from the ServiceNow Store. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship] | Deprecated in Washington DC | Enables self-service for customers to request services on products by creating relationships between product models and catalog items. | Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature. |
| RPA Sample Template [com.sn_rpa_template] | Deprecated in Xanadu | RPA templates are prebuilt automations that enable customers to kickstart their RPA initiatives. | Install RPA Hub version 9.0.0 or later from the ServiceNow Store.<br>• Download and install RPA Desktop Design Studio using the guidance in the documentation.<br>• You can access the templates (referred to as sample automations) within the RPA Desktop Design Studio home page. Open RPA Desktop Design Studio and on the Home page, select "Automation Projects" to view a list of sample automations. For more information, see the documentation. |
| SAML 1.1 Single Sign-on - Update 1<br><br>[com.snc.sso.saml11.update1]<br><br>SAML 1.1 Single Sign-On<br><br>[com.snc.sso.saml11]<br><br>Integration - OpenID SSO | Deprecated in Utah. | Legacy version of single sign-on used with an external OpenID Provider (OP). OpenID Connect is provided in London but is limited to web services. | Transition to the "Integration - Multiple Provider Single Sign-On Installer" plugin (com.snc.integration.sso.multi.instal and configure IDP to use OIDC-based SSO feature. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| [com.snc.integration.sso.openid] | | | |
| Service Bridge (Legacy) [com.sn_nowebonding] | Deprecated in Xanadu | Allows customers to submit service requests to their provider and monitor these requests. | • Install the Service Bridge for Consumers application from the ServiceNow Store and review the documentation.<br>• Reach out to your Service Bridge Provider to coordinate the migration to the new Service Bridge application. They'll need to coordinate the migration with you along with any testing. Once ready, they'll send you a registration link to connect the new application. |
| Service Bridge for Providers (Legacy) [com.sn_nowebonding_provider] | Deprecated in Xanadu | Allows providers to publish catalogs for customers and receive and fulfill customer service requests. | • Install the Service Bridge for Providers application from the ServiceNow Store and review the documentation.<br>• Follow the guidance in KB1499823 to: Migrate your configurations Have your consumers install the new Service Bridge for Consumers application from the ServiceNow store. Test the new application with your consumers. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | Once it has been validated, remove the entitlements for the Service Bridge (Legacy) content and entitle the content for Service Bridge for Providers. |
| Service Graph Connector for Extra Hop<br><br>[com.snc.cmdb.extrahop_integration] | Deprecated in Xanadu | Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance. | Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop. |
| Service Management Geolocation Mobile<br><br>[com.snc.service_management_m] | Deprecated in Vancouver. | Provides a menu in the mobile UI for Service Management Geolocation. | Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience. |
| Software Asset Management Classic UI | Deprecated in Utah. | Classic user interface for Software Asset Management (com.snc.software_asset_management). | Migrate to Software Asset Workspace (com.sn_sam_workspace) as the new user interface. |
| Standardized Information Gathering (SIG) Assessment<br><br>[com.snc.sig_asmt_core] | Deprecated in Vancouver. | Processor that was required for importing answers to the SIG questionnaire via excel sheets. | Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application. |
| Standardized Information Gathering (SIG) Questionnaire<br><br>[com.sn_sig_app] | Deprecated in Vancouver. | Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow. | Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | SIG Questionnaire (2023, 2022, 2021). |
| Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG<br><br>[com.sn_esg_sasb] | Deprecated in Xanadu | The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures. | Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see ESG content accelerator. |
| Tanium Integration V2 for Security Operations<br><br>[com.snc.secops.tanium.v2] | Deprecated in Vancouver. | Supports expanded use cases for Tanium capabilities. | Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow Store. |
| Vendor Manager Workspace (Legacy)<br><br>[com.snc.vlm.vmw] | Deprecated in Utah. | Access to the Vendor Manager Workspace. | Migrate to the new workspace, Vendor Management Workspace on the ServiceNow Store. |
| Workforce Optimization for CSM (Legacy)<br><br>[com_snc_wfo_csm] | Deprecated in Vancouver. | Provides Channel Management, Team Performance, Scheduling, Skill Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction. | Transition to the Workforce Optimization for CSM application that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder. |
| Workforce Optimization for ITSM (Legacy)<br><br>[com.snc.wfo_itsm] | Deprecated in Vancouver. | Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace. | Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | Optimization for IT Service Management using the UI Builder. |

### Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Release Management [com.snc.release_management_v2] | Planned for June 2031 or contract term end date (whichever is earlier) | Provides release tables that store information about the planned release and tasks that are required to execute the release. | — |
| Healthcare Computerized Maintenance Management System [com.sn_hcls_cmms] | Planned for deprecation September 2029 or contract term end date (whichever is earlier) | Manage medical device-related in-service process, alternative equipment maintenance (AEM) review process, medical device issues, and out-of-service process | Enterprise Asset Management for Healthcare requires the CDMv2 SKU. Contact your Account Executive for assistance.<br>• Install the Enterprise Asset Management for Healthcare application from the ServiceNow Store and review the configuration guidance in the Install Enterprise Asset Management for healthcare documentation.<br>• Review the Managing work orders for your enterprise assets documentation for creating and managing work orders for |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | | your Enterprise Assets.<br>• Field Service Management must be installed as a pre-requisite as it is a dependency for EAM for Healthcare. |
| Cloud Insights Billing [sn_clin_billing] | Planned for deprecation in the Z release | The Cloud Insights Billing application provides the tools to download the billing data for the provisioned Amazon Web Services (AWS), Google Cloud Platform (GCP) and Microsoft Azure resources and visualize the data in a dashboard. | — |
| Performance Analytics - Content Pack - GRC: Policy and Compliance Management [app-compliance-pa] | Planned for deprecation in the Z release | — | — |
| Performance Analytics - Content Pack - GRC: Risk Management [app-risk-pa] | Planned for deprecation in the Z release | — | — |
| Performance Analytics - GRC: Audit Management [app-audit-pa] | Planned for deprecation in the Z release | — | — |
| Vendor Success Indicators [com.snc.vendor.insights] | Planned for deprecation in the Z release | Vendor Success Indicators to utilize Odds Ratio and other ML capabilities for Vendor Manager Workspace. | Install the Vendor Manager Workspace from the ServiceNow Store and use the KPI Groups feature. Review the Create KPI groups to track metrics for your vendors documentation. |
| Safe Workplace Dashboard [sn_imt_dashboard] | Planned for deprecation in the Z release | Quickly assess workplace and employee safety information. | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Scaled Agile Framework [com.sn_safe_dashboards, com.snc.sdlc.safe.atf, com.snc.sdlc.safe.multi_task, com.snc.sdlc.portfolio_safe, com.snc.sdlc.safe, sn_safe_progress, com.snc.business_stakeholder] | Planned for deprecation September 2030 or contract term end date (whichever is earlier) | Helps you apply lean and agile principles to your large enterprise enabling you to develop and deliver software products with fewer defects in the shortest viable lead time. | Select and activate a replacement application. Enterprise Agile Planning requires an SPM Pro subscription. If you aren't a Pro customer, work with your Account Executive to discuss your options. Install the Strategic Planning Workspace application from the ServiceNow Store to start using Enterprise Agile Planning. |
| Employee Campaigns for Workplace from Facebook<br><br>[com.snc.sn_fb_wp_campaigns] | Planned for deprecation September 2025 | Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook. | No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code. |
| Timeline Visualization/ CIO Roadmap [com.snc.timeline_visualization] | Planned for deprecation in the Z release | Enables graphical representation of activities over time to provide a high-level view of strategic and operational activities in your organization such as incidents, problems, changes, and projects. | Install the Portfolio Planning (standard customers) or Strategic Planning (Pro customers) application from the ServiceNow Store. Review the Planning roadmaps in Portfolio Planning or Roadmaps in Strategic Planning documentation for guidance on the roadmap functionality available within these workspaces. Migrate to the Portfolio Planning Workspace (SPM Standard) |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | application that provides latest experience for this functionality. |
| Human Resources: Lifecycle Events - Performance Analytics [com.sn_hr_lifecycle_pa] | Planned for deprecation in the Z release | — | — |
| Data Certification [com.snc.certification_v2] | Planned for deprecation in the Z release | Data Certification manages scheduled and on-demand validations of the configuration management database (CMDB) data. | Install the CMDB Workspace v6.0+ application (compatible with Washington D.C. and later) from the ServiceNow Store to use the CMDB Data Manager feature. See Working with CMDB Data Manager. |
| Instance Troubleshooter [com.sn_troubleshooter] | Planned for deprecation in the Y release | — | Transition to one of the following alternative applications:<br>• Use the instance scan tool installed on your instance by default. Review the Product Documentation.<br>• Evaluate the HealthScan product available with the ServiceNow Impact packages. Work with your Account Team to procure an Impact package required to use this product. |
| Enterprise Employee Experience Pack [app-hr-swc-content] | Planned for deprecation in the Z release | Delivers preconfigured process flows and sample content to help you quickly implement enterprise- | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | wide use cases across multiple departments. | |
| Application Insights [sn_app_insights] | Planned for deprecation in the Z release | Application Insights provides a centralized location where you can visualize and monitor system health. | Evaluate the Impact Instance Observer product available with the Impact packages. Work with your Account Team to procure an Impact package required to use this product. |
| Workplace Service Delivery Integration with Mappedin [com.sn_wsd_mappedin] | Planned for deprecation in the Z release | Provides interactive digital mapping solution. | Install the Indoor Mapping application from the ServiceNow Store. |
| DevOps Config [com.snc.devops_config]<br>• DevOps Config Exporter Content Pack [com.snc.devops.config.exporter.content]<br>• DevOps Config Policy Content Pack [com.snc.devops.config.policy.content]<br>• Configuration Data Management [com.sn_cdm]<br>• Context Menu Component for Configuration Data Management UI [com.servicenow_cdm_context_menu] | Planned for deprecation on customer's specific contract end term for the DevOps Config application. | Manages and validates configuration data in your DevOps environment using a single system. | — |
| GRC: DevOps Accelerator [com.sn_grc_devops] | Planned for deprecation in the Y release | Enables your customers to evaluate the compliance for DevOps policies and GRC control objectives integrating with Policy as a Code Engine (PaCE). | — |
| Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content] | Planned for deprecation in the Y release | Enables a customer to seed domain-specific content to provide implementation guidance for use | Install the Task Intelligence for ITSM application from the ServiceNow Store and use the Task |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | cases created through Predictive Intelligence Workbench | Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation. |
| Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps] | Planned for deprecation in the Y release | Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues. | Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation. |
| Order Management for Customer Service Management [com.sn_csm_order_mgmt] | Planned for deprecation in September 2028 or Order Management subscription term end date (whichever is earlier) | Order Management provides the ability to create, manage, and track orders. | Install the new Order Management application from the ServiceNow Store. |
| IBM Dynamic Translation [com.glide.ibm_translation_spoke] | Planned for deprecation in December 2024 | This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available. | IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation services with Google and Microsoft. |
| Site Reliability Metrics and [com.sn_srm] | Planned for deprecation in the Y release | Captures application performance signals from the Application Performance Management (APM) tool, typically referred | Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions. | application and features. |
| Site Reliability Operations [com.sn_srops] | Planned for deprecation in the Y release | Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation. | Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features. |
| Knowledge Management v3 [com.snc.knowledge3] | Planned for deprecation in the Y release | The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release. | Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceportal) using the guidance in Configuring Knowledge Management, and set the *sn_km_portal.glide.knowm* system property to true to activate redirection from the v3 homepage to the Portal. |
| Facilities Service Management [com.snc.facilities_service_automation] | Planned for deprecation in March 2025 or last subscription term end. | Manages facilities requests and enables users to report and track requests by their location. To view | Transition to Workplace Service Delivery. |

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| Plugin | Status | Description | Details |
| --- | --- | --- | --- |
| | | requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. | |
| Facilities Visualization Workbench<br><br>[com.snc.facilities_service_automation.fvw] | Planned for deprecation in March 2025 or subscription term end. | Enables the interactive floor plan functionality. | Transition to Workplace Service Delivery. |
| Finance Service Management<br><br>[com.snc.finance_service_automation] | Planned for deprecation in February 2023 or last subscription term end. | Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details. | — |
| ITSM Pro - Service Owner Workspace<br><br>[com.spm_owner_workspace] | Planned for deprecation on subscription term end or on migration to Digital Portfolio Management. | Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services. | Migrate to Digital Portfolio Management on the ServiceNow Store. |
| MaestroRS<br><br>[app-irm-bcm] | Planned for deprecation on customer's specific contract end term for MaestroRS application. | — | Activate the four Business Continuity Management replacement applications on the ServiceNow Store;<br>• GRC: Business Continuity Management – Core |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | | • GRC: Business Continuity Planning<br>• GRC: Business Impact Analysis<br>• GRC: Business Continuity Management – Components |
| Marketing Service Management<br><br>[com.snc.marketing_service_automation] | Planned for deprecation in February 2023 or last subscription term end. | Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details. | — |
| Microsoft AD Spoke for IntegrationHub<br><br>[com.sn.ad.spoke] | Planned for deprecation on contract end date or March 2028 (whichever is earlier). | Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD. | Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583]. |
| Social Q&A<br><br>[com.sn_kb_social_qa] | Planned for deprecation in a future release. | Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. | — |
| Trusted Security Circles | Planned for deprecation in | — | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| [sn_ti], [sn_tis_a] | September 2023 or last subscription term end. | | |
| Vendor Performance Management<br><br>[com.snc.vendor_performance], [com.snc.vendor_ticket] | Planned for deprecation in March 2024 or subscription term end. | Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views. | Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package. |

### Renamed and changed plugins from Utah to Xanadu

This table lists the existing plugins that were renamed or changed in Utah, Vancouver, Washington DC, or Xanadu.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Advanced Goal Framework<br><br>[sn_gfa] | Renamed in Utah. | Provides the capability to monitor the goal progress in real-time by automating the actual value of the targets from any source present on the ServiceNow AI Platform. | Renamed to Goal Framework for SPM. |
| Alignment Planner Workspace<br><br>[sn_align_ws] | Renamed in Utah. | Prioritize, roadmap, and track work for traditional waterfall approaches and enhance your project and demand management. | Renamed to Portfolio Planning. |
| Application Portfolio Management [com.snc.apm] | Renamed in Xanadu | The plugin helps enterprises have visibility into their Business Applications Inventory, rationalize Business Applications, provide business context, and determine business value of each Business Application. It | The plugin name is changed to Enterprise Architecture [com.snc.apm] |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | also helps with understanding of the technology (Software and Hardware) components of Business Applications, capture the organizations Information Assets and Business Applications use of those Information Assets. | |
| Application Portfolio Management - ATF Tests [com.snc.apm.atf] | Renamed in Xanadu | The plugin provides ATF test cases and test suites that can be run on Enterprise Architecture. | The plugin name is changed to Enterprise Architecture - ATF Tests [com.snc.apm.atf] |
| Application Portfolio Management Core [com.snc.apm_core] | Renamed in Xanadu | This plugin contains core functionality for Enterprise Architecture available out of the box by default. | The plugin name is changed to Enterprise Architecture Core [com.snc.apm_core] |
| Application Portfolio Management Digital Integration Management [com.snc.apm_digital_integration] | Renamed in Xanadu | Provides modeling and flow for managing digital integrations between business applications. | The plugin name is changed to Digital Integration Management plugin [com.snc.apm_di] |
| Application Portfolio Management - Predictive Intelligence [com.snc.apm.predictive_intelligence] | Renamed in Xanadu | This plugin provides Predictive Intelligence Solutions for Enterprise Architecture. It helps in prediction by applying algorithms like similarity on business applications-related data. | The plugin name is changed to Enterprise Architecture - Predictive Intelligence [com.snc.apm.predictive_intelligenc |
| Application Portfolio Management - TRM [com.snc.apm_trm] | Renamed in Xanadu | This plugin includes TRM lifecycles for Enterprise Architecture. | The plugin name is changed to Enterprise Architecture - TRM [com.snc.apm_trm] |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Cloud Insights<br><br>[sn_clin] | Renamed in Utah. | Enables to analyze the full range of costs associated with your cloud assets so you can identify and take action on opportunities to optimize operations and save money. | Renamed to Cloud Cost Management. |
| Lenses for Alignment Planner Workspace<br><br>[sn_apw_advanced] | Renamed in Utah. | Prioritize all work, align goals, visually roadmap, and track progress when using Agile, waterfall, or hybrid approaches. | Renamed to Strategic Planning. |
| Manufacturing Common<br><br>[com.sn_mfg_common] | Renamed in Vancouver. | Common dependencies that enable you to use the Operational Technology solution. | Renamed to Industrial Workspace Common. |
| Manufacturing Process Manager<br><br>[com.sn_otsm] | Renamed in Vancouver. | Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities. | Renamed to Industrial Process Manager. |
| Performance Analytics - Content Pack - Application Portfolio Management [com.snc.pa.apm] | Renamed in Xanadu | Enterprise Architecture dashboards developed using Performance analytics premium. | The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture [com.snc.pa.apm] |
| Performance Analytics - Content Pack - Application Portfolio Management and Change Management [com.snc.pa.apm.change_request] | Renamed in Xanadu | Provides integration of Enterprise Architecture with Change Management, which includes performance analytics dashboards of business applications | The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Change Management [com.snc.pa.apm.change_request] |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | associated with Change requests. | |
| Performance Analytics - Content Pack - Application Portfolio Management and Problem Management [com.snc.pa.apm.problem] | Renamed in Xanadu | Provides integration of Enterprise Architecture with Problem Management, which includes performance analytics dashboards of business applications. | The plugin name is changed to Performance Analytics - Content Pack - Enterprise Architecture and Problem Management [com.snc.pa.apm.problem] |
| Process Optimization Content Pack for FSM<br><br>[com.snc.fsm_process_optimization] | Renamed in Vancouver. | Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes. | Renamed to Process Mining Conent Pack for FSM. |
| Read only roles for Application Portfolio Management [com.snc.apm_read_roles] | Renamed in Xanadu | The plugin provides read-only roles for Enterprise Architecture. | The plugin name is changed to Read only roles for Enterprise Architecture [com.snc.apm_read_roles] |
| Software Asset Management Playbook<br><br>[com.sn_sam_playbook] | Renamed in Vancouver. | Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities. | Renamed to Software Asset Management Playbooks and Guided Setups. |
| Virtual Agent API (sn_va_as_service) | Changed in Washington DC. | Integrates any chat interface or a bot with Virtual Agent or Agent Chat. | The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ut plugin is now a dependency. |
| Workplace Safety Management<br><br>[sn_wsd_core] | Renamed in Vancouver. | Helps to create a safe, seamless and managed processes for | Renamed to Workplace Core. |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | employees in the workplace. | |

### Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

| Plugin | Status | Description | Details |
|---|---|---|---|
| Advanced Work Assignment for CSM<br><br>[com.sn_csm.awa] | Maintenance mode only. | Activating Customer Service (com.sn_customerservice) plugin will activate this plugin. | — |
| CMS User Interface - Service Management Core<br><br>[com.snc.service_management.core.cms] | Maintenance mode only. | All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications. | — |
| Content Management<br><br>[com.glide.cms] | Maintenance mode only. | — | — |
| Content Management Extended Types<br><br>[com.glide.cms.types] | Maintenance mode only. | An extension to Content Management that adds iFrames and Flash frames.<br><br>Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal. | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| Content Management IFrame Type<br><br>[com.glide.cms.type.iframe] | Maintenance mode only. | — | — |
| Content Management Flash Type<br><br>[com.glide.cms.type.flash] | Maintenance mode only. | — | — |
| CSM Account Hierarchy<br><br>[com.snc.sn_csm_account_hierarchy] | Maintenance mode only. | — | — |
| CSM Lookup and Verify<br><br>[com.snc.sn_csm_lookup_verify] | Maintenance mode only. | — | — |
| CSM Workspace - Components<br><br>[com.csm_workspace_components] | Maintenance mode only. | — | — |
| Facilities Move Management<br><br>[com.snc.facilities_service_automation.move] | Maintenance mode only.<br>Planned for deprecation in March 2025 or subscription term end. | Enables single user move functionality as well as Enterprise Move and move planning functionality. | Transition to Workplace Service Delivery. |
| Facilities Service Management CMS Portal<br><br>[com.snc.facilities_service_automation.cms] | Maintenance mode only. | — | — |
| Facilities Service Management Mobile<br><br>[com.snc.facilities_service_automation_m] | Maintenance mode only. | Manages facilities service management mobile components. | — |
| Field Service Management CMS Portal<br><br>[com.snc.work_management.cms] | Maintenance mode only. | Lets you launch Field Service Automation and other service management applications from a single CMS page. | — |
| Human Resources Application: Core CMS<br><br>[com.snc.hr.core.cms] | Maintenance mode only. | Provides case and knowledge management for HR. Standardizes the documentation, interaction, and | — |

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| Plugin | Status | Description | Details |
|---|---|---|---|
| | | fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in. | |
| Lookup and Verify<br><br>[com.snc.sn_lookup_and_verify_config] | Maintenance mode only. | — | — |
| Service Catalog CMS Extension<br><br>[com.glideapp.servicecatalog.cms] | Maintenance mode only. | Provides the ability to define the catalog experience within CMS. | — |

## Personalized PRB release notes for upgrades to Xanadu

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

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 |
|---|---|---|
| | | |

## Available patches and hotfixes

The Xanadu family includes patches and hotfixes.

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

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

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Q2 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 |
|---|---|---|
| Zurich | Zurich Patch 7a | Zurich |
| Yokohama | Yokohama Patch 12 Hotfix 1a | Yokohama |
| Xanadu | Xanadu Patch 11 Hotfix 1a | Xanadu |

## 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 |
|---|---|---|---|
| Xanadu Patch 11 Hotfix 3a | Hotfix | 2026/03/31 | Available by request |
| Xanadu Patch 11 Hotfix 2a | Hotfix | 2026/03/05 | Unavailable |
| Xanadu Patch 11 Hotfix 1a | Security patch | 2026/01/16 | Available |
| Xanadu Patch 11 Hotfix 1 | Hotfix | 2025/12/29 | Unavailable |
| Xanadu Patch 11<br>Xanadu Patch 11 security fixes | Patch | 2025/12/11 | Unavailable |
| Xanadu Patch 10 Hotfix 1b | Security patch | 2025/11/12 | Unavailable |
| Xanadu Patch 10 Hotfix 1a | Security patch | 2025/10/25 | Unavailable |
| Xanadu Patch 10 Hotfix 1 | Hotfix | 2025/09/24 | Unavailable |
| Xanadu Patch 10<br>Xanadu Patch 10 security fixes | Patch | 2025/08/27 | Unavailable |
| Xanadu Patch 9 Hotfix 1 | Hotfix | 2025/06/20 | Unavailable |
| Xanadu Patch 9b | Security patch | 2025/08/19 | Unavailable |
| Xanadu Patch 9a Hotfix 1 | Hotfix | 2025/08/05 | Unavailable |
| Xanadu Patch 9a | Security patch | 2025/07/25 | Unavailable |
| Xanadu Patch 9 | Patch | 2025/06/05 | Unavailable |

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| Release version | Release type | Released on | Availability |
|---|---|---|---|
| Xanadu Patch 9 security fixes | | | |
| Xanadu Patch 8 Hotfix 4 | Hotfix | 2025/11/03 | Unavailable |
| Xanadu Patch 8 Hotfix 3 | Hotfix | 2025/05/08 | Unavailable |
| Xanadu Patch 8 Hotfix 2 | Hotfix | 2025/04/30 | Unavailable |
| Xanadu Patch 8 Hotfix 1 | Hotfix | 2025/04/17 | Unavailable |
| Xanadu Patch 8<br>Xanadu Patch 8 security fixes | Patch | 2025/04/10 | Unavailable |
| Xanadu Patch 7b Hotfix 1 | Hotfix | 2025/05/27 | Unavailable |
| Xanadu Patch 7b | Security patch | 2025/05/20 | Unavailable |
| Xanadu Patch 7a Hotfix 1 | Hotfix | 2025/05/09 | Unavailable |
| Xanadu Patch 7a | Security patch | 2025/04/10 | Unavailable |
| Xanadu Patch 7 Hotfix 1 | Hotfix | 2025/04/04 | Unavailable |
| Xanadu Patch 7<br>Xanadu Patch 7 security fixes | Patch | 2025/03/12 | Unavailable |
| Xanadu Patch 6 Hotfix 2 | Hotfix | 2025/04/10 | Unavailable |
| Xanadu Patch 6 Hotfix 1 | Hotfix | 2025/03/31 | Unavailable |
| Xanadu Patch 6<br>Xanadu Patch 6 security fixes | Patch | 2025/02/13 | Unavailable |
| Xanadu Patch 5 Hotfix 2 | Hotfix | 2025/03/06 | Unavailable |
| Xanadu Patch 5 Hotfix 1 | Hotfix | 2025/01/29 | Unavailable |
| Xanadu Patch 5<br>Xanadu Patch 5 security fixes | Patch | 2025/01/10 | Unavailable |
| Xanadu Patch 4 Hotfix 2 | Hotfix | 2025/01/07 | Unavailable |
| Xanadu Patch 4 Hotfix 1 | Hotfix | 2024/12/12 | Unavailable |
| Xanadu Patch 4b Hotfix 2 | Hotfix | 2025/03/06 | Unavailable |
| Xanadu Patch 4b Hotfix 1 | Hotfix | 2025/02/27 | Unavailable |
| Xanadu Patch 4b | Security patch | 2025/02/18 | Unavailable |
| Xanadu Patch 4a | Security patch | 2025/01/14 | Unavailable |
| Xanadu Patch 4<br>Xanadu Patch 4 security fixes | Patch | 2024/12/06 | Unavailable |

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| Release version | Release type | Released on | Availability |
|---|---|---|---|
| Xanadu Patch 3 Hotfix 2 | Hotfix | 2024/12/10 | Unavailable |
| Xanadu Patch 3 Hotfix 1 | Hotfix | 2024/11/18 | Unavailable |
| Xanadu Patch 3<br>Xanadu Patch 3 security fixes | Patch | 2024/11/07 | Unavailable |
| Xanadu Patch 2 Hotfix 2 | Hotfix | 2024/11/27 | Unavailable |
| Xanadu Patch 2 Hotfix 1 | Hotfix | 2024/10/28 | Unavailable |
| Xanadu Patch 2<br>Xanadu Patch 2 security fixes | Patch | 2024/10/10 | Unavailable |
| Xanadu Patch 1 Hotfix 3b | Hotfix | 2024/11/26 | Unavailable |
| Xanadu Patch 1 Hotfix 3 | Hotfix | 2024/10/29 | Unavailable |
| Xanadu Patch 1 Hotfix 2b | Security patch | 2024/11/13 | Unavailable |
| Xanadu Patch 1 Hotfix 2a | Security patch | 2024/10/21 | Unavailable |
| Xanadu Patch 1 Hotfix 2 | Hotfix | 2024/10/05 | Unavailable |
| Xanadu Patch 1 Hotfix 1 | Hotfix | 2024/10/02 | Unavailable |
| Xanadu Patch 1<br>Xanadu Patch 1 security fixes | Patch | 2024/09/10 | Unavailable |
| Xanadu EA Hotfix 1 | Hotfix | 2024/08/29 | Unavailable |
| Xanadu security and notable fixes<br>All other Xanadu fixes | Feature<br>Early Availability | 2024/08/01 | Unavailable |

- 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.

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## 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.

## Xanadu Patch 11

The Xanadu Patch 11 release contains important problem fixes.

**Xanadu Patch 11 was released on December 11, 2025.**

- Build date: 12-07-2025_2348
- Build tag: glide-xanadu-07-02-2024__patch11-11-27-2025

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

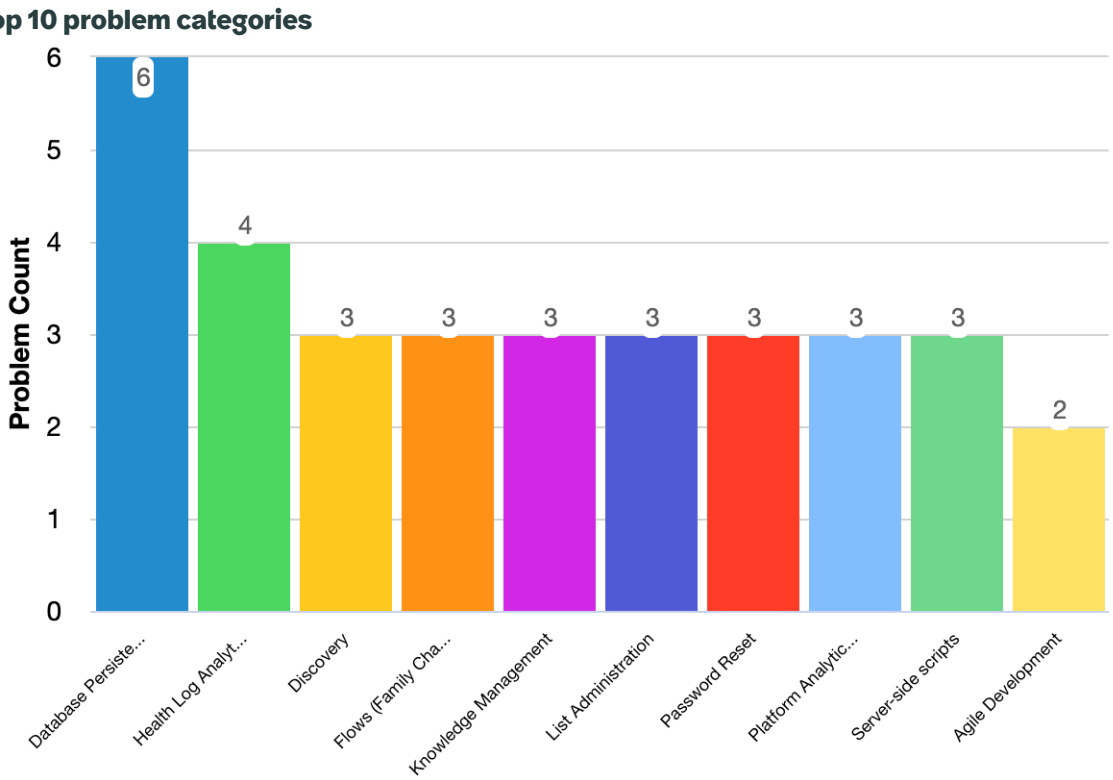
For more information about the release cycle, see the ServiceNow Release Cycle.

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 11 includes 99 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.




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## Security-related fixes

Xanadu Patch 11 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 Xanadu Patch 11, refer to KB2646306.

## Changes in Xanadu Patch 11

### Sensitive data filters

The Discovery Sensitive Data Filters [discovery_sensitive_data_filter] table provides a way to help prevent sensitive information from being exposed in the Configuration Management Database (CMDB) by applying redaction rules during data collection.

## 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 |
|---|---|---|---|
| Discovery<br><br>PRB1927941<br><br>KB2434137 | Discovery patterns failed prematurely, causing Discovery failure | An example is during 'Windows OS - Server' pattern Discovery, running the Cluster pattern library throws consecutive errors, which should be expected, but the pattern engine failed the pattern instead. | Refer to the listed KB article for details. |
| Flows (Family Channel)<br><br>PRB1938123 | Flows using base instance actions related to the plugin 'Customer Service Spoke' fail after upgrading to Yokohama | The flows in question are base instance actions related to 'Customer Service Spoke': Add Work Note to Task and Add Comment To Task. | |
| Service Portal<br><br>PRB1839297<br><br>KB1925168 | A SPEntry page error 'Execute operation on script include 'SPEntryPage'' from scope occurs | Switching the scope and refreshing the page gives the error, 'Execute operation on script include 'SPEntryPage' from scope 'Knowledge Management - Service Portal' was denied'. | 1. Log in to a Xanadu instance.<br>2. Create the glide.entry. first.page .script system property.<br>3. Give it the value: new SPEntryPage(). getFirst PageURL().<br>4. Make 'Knowledge Management - Service Portal' as the current scope.<br>5. Refresh the browser page.<br>6. Notice the error, 'Execute operation on script include 'SPEntryPage' from scope 'Knowledge Management |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | - Service Portal' was denied. The application 'Knowledge Management - Service Portal' must declare a cross scope access privilege. Please contact the application author to update their privilege requests.'<br>**7.** Repeat step 2 and step 3 with the scopes 'CI Landing Experience' and 'Conversational Interfaces - Diagnostics'.<br><br>Notice that the same error message occurs. |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Analytics Export API<br><br>PRB1853207 | Export traffic should be migrated to K8s by default for commercial environments | When a user without elevated privileges logs in to ServiceNow and exports a dashboard or visualization, the traffic goes to VMs because 'glide.par.export.use.sk8s' is false. Instead, K8s traffic should be enabled by default for commercial environments. | |
| Audit History<br><br>PRB1938364<br><br>KB2531096 | Large amount of history (audit) data can lead to node memory contention on node when loading a form | When loading a form for the first time, the node will run out of memory and crash if the history set has to be built to load the Activity Stream and if there's a lot of data to be loaded. | Refer to the listed KB article for details. |
| Database Persistence - Data Access<br><br>PRB1923704 | Due to an ordering change on Raptor post migration, certificate authentications for API calls may fail and cause '500' errors | When mutual authentication is configured using both protocol profile and system properties, the system property takes precedence. This causes the SSL exchange to utilize the socket factory for client certificate | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | provisioning, bypassing the keystore defined in the protocol profile. Additionally, when mutual authentication is enabled via property configuration, all certificates from the sys_certificate table are loaded. This can lead to intermittent outbound call failures if expired certificates are cached and used for mutual authentication, resulting in HTTP 500 responses. | |
| Database Persistence - Data Scale<br><br>PRB1959979 | Get connections from secondary pool doesn't retry more than once | Retry count is capped because failImmediate is always set to true for secondary pools. This causes some issues with read replica routing. | |
| Discovery<br><br>PRB1833795<br><br>KB1825538 | The credential alias doesn't work for applicative credentials | . | Refer to the listed KB article for details. |
| Flow Engine<br><br>PRB1958181<br><br>KB2606177 | Flows are intermittently not triggered after upgrade in a domain separation enabled instance | After upgrading a domain separated instance, some flows are no longer triggered. This is because some of the flow's records are in the domain that the flow was defined in, and other records in a different domain. | Refer to the listed KB article for details. |
| Incident Management<br><br>PRB1941995 | Problem coordinators can't associate closed incidents to problems in Service Operations Workspace (SOW) (incident end) | Problem coordinators can't associate closed incidents to problems in SOW due to a change in the script include 'related_list_edit_helper' from using GlideRecord to GlideRecordSecure. The MRA in the workspace lists closed incidents for linking, | 1. Impersonate 'Problem Coordinator A'.<br>2. Open a problem in UI16 and the incident list in another tab.<br>3. In the incident list, find a closed incident that was last updated by 'system' and open it.<br>4. Check the 'Related Records' section of the incident form. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | but then ACLs block the writing of the record. This is not the case in UI16, as it uses a different script include. | See that the **Problem** field is read-only.<br>**5.** Return to tab with a problem open.<br>**6.** In the 'Incidents' related list of the problem record, select **Add**.<br>**7.** Find and add the previous incident.<br>**8.** Navigate back to the tab with the incident open.<br>Notice that the **Problem** field has updated.<br>**9.** Continue impersonating and try to link a closed incident in the SOW. |
| Integration Hub<br>PRB1943215<br>KB2605052 | ua_ih_usage tracking displays 'unlicensed' when used with new Workflow Data Fabric (WDF) SKUs in Xanadu | WDF bundle entitlement results in 'unlicensed' usages in Xanadu. | Refer to the listed KB article for details. |
| Language and Translations<br>PRB1910767 | The question_choice field is displaying 'um' instead of 'A' for Brazilian Portuguese language | This issue was observed when upgrading to Xanadu. | **1.** Navigate to a base Xanadu or Yokohama instance.<br>**2.** Install the I18N Brazilian Portuguese Translations plugin.<br>**3.** Navigate to **sys_translated.LIST**.<br>**4.** Filter the table as 'question_choice' is value 'a'.<br>Observe in Brazilian Portuguese language Label (translate) is displaying as 'um'. |
| Lifecycle Events<br>PRB1913012 | Creating a case of any journey config doesn't show the Journey number field in the case details | The issue occurs due to changes that modify the form when GenAI is installed. Rather than adding the fields in an if folder, the fields should just be added to the normal form layout in the update folder; if the fields do not exist, they | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | will not show up on the form. | |
| Problem Management<br><br>PRB1930428 | Problem coordinators can't associate closed incidents to problems in Service Operations Workspace (SOW) | Problem coordinators can't associate closed incidents to problems in SOW due to a change in the script include 'related_list_edit_helper' from using GlideRecord to GlideRecordSecure. The MRA in the workspace lists closed incidents for linking, but then ACLs block the writing of the record. This is not the case in UI16, as it uses a different script include. | 1. Impersonate 'Problem Coordinator A'.<br>2. Open a problem in UI16 and the incident list in another tab.<br>3. In the incident list, find a closed incident that was last updated by 'system' and open it.<br>4. Check the 'Related Records' section of the incident form.<br><br>See that the **Problem** field is read-only.<br><br>5. Return to tab with a problem open.<br>6. In the 'Incidents' related list of the problem record, select **Add**.<br>7. Find and add the previous incident.<br>8. Navigate back to the tab with the incident open.<br><br>Notice that the **Problem** field has updated.<br><br>9. Continue impersonating and try to link a closed incident in the SOW. |
| Procurement<br><br>PRB1962139<br><br>KB2625821 | Enable stockroom receiving for assets which are part of PO | The script include POReceiveManager is essential for receiving Purchase Orders (PO), but in pre-Zurich releases, it's restricted to global scope. Due to this limitation, assets associated with a PO cannot be received using the Stockroom Receiving feature. When attempting to receive assets, the following error is displayed: 'Unable to receive the asset. Use the Procurement module or update to the Zurich release or later to continue.' | 1. On a Xanadu or Yokohama instance, provision an instance with the following applications installed:<br>a. Hardware Asset Management 13.0<br>b. Asset Management Common 13.0<br>2. Create a PO for a hardware model.<br>3. Import the assets using ASN.<br>4. Attempt to receive the assets using one of the following UI actions on the stockroom form:<br>a. Receive assets<br>b. Import assets<br><br>Expected behavior: Assets are received successfully.<br><br>Actual behavior: The error message appears, and the asset cannot be received. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Versatile Node and Cluster Configuration<br><br>PRB1946310 | Jobs don't always resume on AHA v3 | When transferring to AHA 2.0, the job restarts. | **1.** Create an on-demand job that runs for at least 5 minutes.<br>**2.** Start the job.<br>**3.** Initiate an AHA 2.0 transfer.<br><br>Notice that after the transfer completes, the on-demand job automatically restarts. |
| Virtual Agent<br><br>PRB1890944<br><br>KB2338484 | Large /api/now/v1/cs/consumerAccount/unreadMessage calls from Proactive Trigger exhausts instance API resources | Some users on Portal have over 1 million /api/now/v1/cs/consumerAccount / unreadMessage call observers in the node logs. This causes an issue as it exhausts the API rate limit and prevents people from submitting forms on the portal and other issues. The API call is constantly sent out even when the session is timed out. | Refer to the listed KB article for details. |
| Visual Task Boards<br><br>PRB1955767 | vtb_card and vtb_task ACLs cause performance issues if either table is used in a related list | A user created a related list on an incident form that queries vtb_task table. After an upgrade, they started seeing performance issues when viewing incident records and automated database alerts were generated. | |

## 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.

- Xanadu Patch 10 Hotfix 1b
- Xanadu Patch 10 Hotfix 1a
- Xanadu Patch 10 Hotfix 1
- Xanadu Patch 10
- Xanadu Patch 9b
- Xanadu Patch 9

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- Xanadu Patch 8 Hotfix 4
- Xanadu Patch 8
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 10

The Xanadu Patch 10 release contains important problem fixes.

**Xanadu Patch 10 was released on August 21, 2025.**

- Build date: 08-21-2025_1913
- Build tag: glide-xanadu-07-02-2024__patch10-08-08-2025

**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.

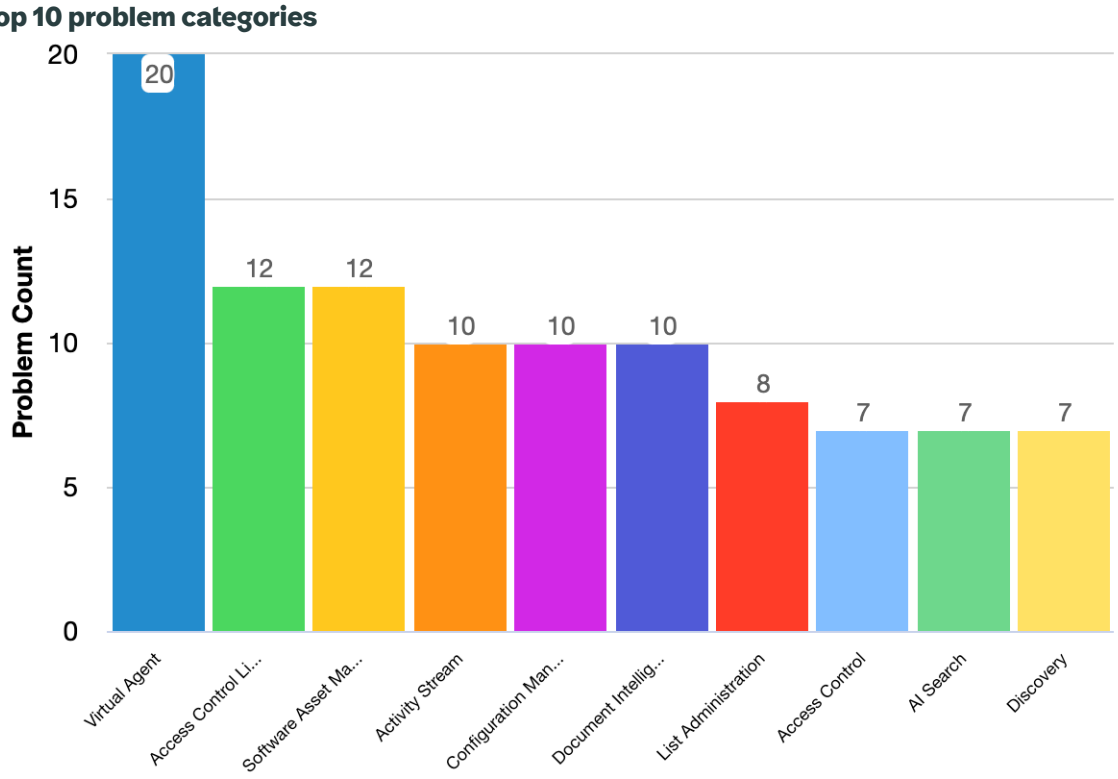
**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 10 includes 348problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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## Security-related fixes

Xanadu Patch 10 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 Xanadu Patch 10, refer to KB2428218.

## Changes in Xanadu Patch 10

### Identity Type

Use the Identity Type to define the correct identity type while creating a user. You can select **Human**, **Machine**, or **AI Agent** based on the user identity.

The Web service access (WSA) only checkbox is automatically enabled for Machine identities and read-only for Human or AI Agent identities. You can mark Identity Type as **Machine** for creating WSA accounts.

## 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 |
|---|---|---|---|
| Activity stream<br><br>PRB1893483 | No activity displays in UI16 when a blank journal event is added | After upgrading to Yokohama, some records display 'No Activity' on the platform view. A null pointer exception displays. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| KB2185849 | to the activity stream | | |
| Agent Chat<br><br>PRB1900981<br><br>KB2226265 | Inbox audio is delayed when the 'Workspace' tab is inactive or out of focus before receiving the first work item | When the work item assigned, audio isn't heard. Audio is heard only after switching back to the workspace. The agent may not get notified at the time of assignment due to this issue, and the work item may expired by the time agent is back on the workspace tab. | Refer to the listed KB article for details. |
| Database Persistence - Data Management<br><br>PRB1837739 | 'Physical Table Stats Gatherer' runs long due to an influx of query with hash 2136542706 | The job runs for more than one hour. Each query takes around 239 ms but since the number of times it's being called is high, the overall job takes a longer time. | |
| MID Server<br><br>PRB1912171<br><br>KB2266697 | Yokohama MID Server upgrades do not upgrade all jar files in lib | Yokohama MID Server upgrades don't upgrade all jar files in lib, causing NoClassDefFoundError for various classes, and MID Server to go down. | |
| Next Experience Unified Navigation<br><br>PRB1908169<br><br>KB2252998 | An exact match for an experience with an invalid routeConfigId doesn't navigate | A new issue was found which results in Zing search results aren't opening properly within a workspace. | Refer to the listed KB article for details. |
| UI Form Administration<br><br>PRB1863573 | A 'Scope tag not permitted' error is thrown when the UXC Generative AI plugin is active | The scoped UI macros are added to the UI16 form by the 'UXC Generative AI' plugin clash with scoping rules, causing a 'Scope tag not permitted' error to be thrown. Visually, users notice related lists and others macros not loading on the form. | 1. Navigate to sysapproval_approver.list.<br>2. Open any record still in the 'Requested' state.<br>3. Right-click on the header and configure the form layout.<br>4. Add the 'Test Formatter Approval Scoped' formatter to the layout after the 'Approval Summary' formatter.<br>5. Configure the form.<br>6. Add 1 related list to better see a broken page when reproducing. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **7.** Clear the cache using cache.do.<br>**8.** Open the record.<br><br>Observe that the form is in a broken state. The approval _summary form renders on the page, but everything else is missing. Related lists won't display. Users aren't able to select and hold (or right-click) on the header or see the scoped UI macro rendered. |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Access Control List (ACL) Rules<br><br>PRB1910480 | Reduces ACLs generated by QueryACLAuditor for table and fields in hierarchies | | |
| Access Control List (ACL) Rules<br><br>PRB1910482 | Ensures the QueryRangeACLAuditor doesn't generate Security Attribute with blank script | | |
| Access control list (ACL) Rules<br><br>PRB1910491 | Enables QueryACLAuditor to run for a specific list of tables | | |
| Access Control List (ACL) Rules<br><br>PRB1910494 | Fixes QueryACLAuditor ACL generation for specific read ACL combinations | | |
| Access Control List (ACL) Rules | Fixes QueryACLAuditor ACL generation for some situations | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1910496 | involving hierarchies of tables | | |
| Access Control List (ACL) Rules<br><br>PRB1910499 | Augments the description of ACLs, generated by QueryACLAuditor, to classify the field ACLs retained for their datatypes | | |
| Access Control List (ACL) Rules<br><br>PRB1910928 | Adds Business Rule to keep query_range ACLs synchronized with read ACLs in case of role modification | | |
| Access Control List (ACL) Rules<br><br>PRB1918225 | Ensures conditional_table_query_range ACL customizations are honored with QueryRangeACLAuditor reruns | | |
| Access Control List (ACL) Rules<br><br>PRB1918943 | Ensures QueryRangeACLAuditor rerun to preserve the timestamps of query ACLs created by previous audit run | | |
| Access Control List (ACL) Rules<br><br>PRB1922774 | gen_ai_ prefixed ACL types should use * ACLs for their default rule name | This is a product update. | |
| Access Control<br><br>PRB1910493<br><br>KB2321524 | There is slowness when loading forms with **Table Choice** fields, even after applying a | The size of CACHE_ARCHIVE_TABLE_HAS_TERMS cache needs to be higher than 2000 since many instances have more than 1000 archive tables. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | 2000 record limit | | |
| Access Control<br><br>PRB1911812 | Ensures retain fields get the right ACLs when in table hierarchies | | |
| Access Control<br><br>PRB1917141 | Ensures QueryRangeACL is re-run to preserve all the query ACLs created by the previous audit run, in case of query_range ACL customizations | Auditor | |
| Access Control<br><br>PRB1923191 | Prevent re-generating ACLs with a different sys_id after upgrade when ACL schema changes | This is a product update. | |
| Activity stream<br><br>PRB1743672 | Work notes using Carriage Return aren't displaying in HR Agent Workspace when using edge encryption | . | 1. Enable Edge Encryption in the HR Workspace.<br>2. Open the HR Workspace using an encrypted URL.<br>3. Post a Worknote on a HR Case that uses a Carriage Return.<br><br>Notice that the Worknote isn't visible in the Activity Log. |
| Activity stream<br><br>PRB1870524 | If user_id is in the form of a sys_id, then the user isn't displayed correctly in the activity stream | The sys_created_by can be a user_id or a sys_id or an email, so it guesses based on the format. If the user_id is copying the sys_id format, then this process doesn't work. | 1. Create a user with a user_id in the format of a sys_id.<br>2. Give the user sufficient roles to view workspace.<br>3. Impersonate the user created.<br>4. Navigate to some record on workspace and add a comment or make a field change.<br><br>Notice this user's user_id is displayed instead of the display name. |

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|---|---|---|---|
| Activity stream<br><br>PRB1878917 | Text doesn't persist if the user navigates away from the email composer when drafting a reply | Text in the email composer disappears when the user navigates to a different tab. This only occurs when replying via the activity stream tile, not when composing a new email. | **1.** In any workspace on Xanadu or Yokohama, open an incident record and make sure to be on the 'Details' tab.<br>**2.** Compose an email and send it.<br>**3.** Mark the record as 'sent' in the email table so it appears on the activity stream.<br>**4.** Select the reply icon on the activity stream email tile.<br><br>Notice that the email composer opens.<br>**5.** Begin typing in the composer.<br>**6.** Navigate to a different tab (for example, 'Overview' or 'Child Incidents').<br>**7.** Return to the 'Details' tab.<br><br>Observe that the previously typed text is not displayed. |
| Activity stream<br><br>PRB1881272 | 'Multiple delete' should check the condition list for archive tables | The 'Archive destroy' task uses multiple delete to remove sys_journal_field data. Users have to query the table to find which records specifically are deleted so that it can create a delete message for them. ActivityDBListener.removeMultipleEvents() has to check the dbDeleteQuery.getQueryConditions() for the rule's documentTable and ignore it if it isn't a table they care about. | |
| Activity stream<br><br>PRB1888279 | The **Translation** button isn't turned on in a legacy Agent Workspace when dynamic translations are turned on | | **1.** Apply an update set to install, configure, and turn on dynamic translations, legacy Agent Workspace, and CSM/FSM Workspace.<br>**2.** Open an incident in either legacy Agent Workspace (/now/workspace/agent) or CSM/FSM workspace (/now/cwf/agent).<br>**3.** Add a comment in another language. |

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|---|---|---|---|
| | | | Expected behavior: When hovering over the journal tile for the newly added comment, a **Translation** button should be visible and selectable.<br><br>Actual behavior: When hovering over the journal tile for the newly added comment, there's no **Translation** button. |
| Activity stream<br><br>PRB1888552 | Attachments aren't removed from an activity stream when stored on a secondary DBI | In a multiple delete scenario, when the activity stream DB listener creates a DBQuery to select all activity stream records to remove, it uses the default DBQuery constructor, which selects the primary DBI by default. The DB listener needs to pass the same DBI that's used by the DB action to ensure that the correct DBI is utilized in a multiple DBI situation. | |
| Activity stream<br><br>PRB1895624 | Activity stream displays sys_id instead of the display name | The user's sys_id is posted instead in the Actvity Stream event. | 1. Log in as an admin user.<br>2. Create a new user with User ID in the format of a sys_id.<br>3. Complete the **First Name** and **Last Name** fields.<br>4. Log in with new user.<br>5. Navigate to **Activity stream**.<br>6. Post a comment.<br><br>Notice that the user ID (sys_id format) is displayed instead of the user's display name in the activity stream event. |
| Activity stream<br><br>PRB1897140 | A workspace activity stream isn't displayed for archived records | Due to a misunderstanding of the requirements for archived records, a performance fix made it so that no workspace activity streams get generated for any archive tables (for example, tables with an 'ar_' prefix). Instead, since archived | |

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| | | records are read-only, all live updates for archived records should be turned off, while allowing the activity stream to be viewable. | |
| Activity stream<br><br>PRB1914670 | In UI16, AI Agent posts appear as the logged-in user until the page is refreshed | In UI16, the entries appear as posted by the logged-in user initially. Only after a manual refresh the name changes to AI Agent. In Workspace, the entries correctly show the AI Agent as the author, which is expected. | |
| Advanced Risk<br><br>PRB1896933 | Addition of Query ACLs in Access Control List (ACL) Rules in Advanced Risk | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Advanced Work Assignment<br><br>PRB1884896 | 'Capacity' displays the incorrect value in a manual 'Allocation of Work' item from the 'Queued work' tab from Workforce Optimization | The user should see a list of available agents with their capacity, but instead the user always sees zero/3. | 1. Log in to the instance.<br>2. Impersonate a user.<br>3. Navigate to **Manager Workspace**.<br>4. Navigate to **All agents**.<br>5. Set the user presence state to 'Available'.<br>6. Navigate to **Queued Work item**.<br>7. Search for a document id.<br>8. Select the item<br>9. Select **Allocate**.<br><br>Notice that the capacity appears as zero/3 for the user. |
| Agent Chat<br><br>PRB1908263 | Safari audio issues in inactive tabs | Audio doesn't work properly when the user switches to an inactive tab. | |
| Agile Development<br><br>PRB1909252 | Customized story numbers are overwritten by an upgrade | A certain entry was offered in the com.snc.sdlc.scrum and com.snc.spm_agile_common | 1. Use a Washington instance with the com.snc.sdlc.scrum plugin.<br>2. Navigate to **System Definition** > **Number Maintenance**. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | packages. This entry is placed in the 'unload' folder, not the 'update' folder. Therefore, this entry becomes offending to any users who have customized it because content in the 'unload' folder is loaded during the first time activation. | **3.** Search for the 'Story' table.<br>**4.** Change the number of digits from '7' to '8'.<br>**5.** Upgrade the instance to Yokohama.<br><br>Expected behavior: The customization is retained.<br><br>Actual behavior: The customization is reverted. |
| AI Search (Glide)<br><br>PRB1916188 | Update glide AI Search external content APIs to support multiple users per indexed source | This is a product enhancement. | |
| AI Search External User Mapping API<br><br>PRB1909140 | An API endpoint which can delete users via a GlideQuery is required for XCC | The XCC Scoped App can't delete users one at a time. It needs a way to query a subset of users. | |
| AI Search External User Mapping API<br><br>PRB1909142 | When a user principal is written with the DirectUserImporter and one exists, the update fails | Stream is wrapped mistakenly during the serialization process from a list. Not all of the principal imports do a check for the DirectPrincipalImporter vs the ImportSetImporter. The streams should be closed effectively. | Attempt to send a new user principal that updates an existing user.<br><br>Updates to existing users fail. Removal of a user's group fails. |
| AI Search External User Mapping API<br><br>PRB1909146 | The 'External Content Ingestion JS' API must do an undefined check on 'sourceId' | Use the newly qualified 'External Content Ingestion' APIs for ingesting principals with 'sourceId'. If 'sourceId' is undefined, see that the principals insert or updates fail. | |
| AI Search External User | Change SOURCE_ID_FIELD to reference connector_configuration.id | The current licensing table process fails for some connectors because it is querying the wrong field. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Mapping API<br><br>PRB1909153 | instead of connector_configuration_id_s | | |
| AI Search External User Mapping API<br><br>PRB1913661 | Parameters are in the wrong order when calling Java API for (removeUser) | An exception is thrown, saying that the principal ID is null. This shouldn't be the case. | |
| AI Search<br><br>PRB1875255 | Glide sends an 'admin' value in the **Date** field | There's an error in the logs. | |
| AI Search<br><br>PRB1887375 | 'OR' conditions aren't correctly evaluated in EVAM lite | In SearchResultTemplateGenerator, there's logic to revert to legacy EVAM template engine if the condition is complex, but it doesn't currently catch 'OR' conditions. | **1.** Set active=false to the Service Portal default view configuration.<br>**2.** Search for 'IPV6' in Service Portal.<br><br>Observe that users get 1 result (which is expected).<br>**3.** Modify the Service Portal 'Knowledge Search Results' view config to add 'knowledge_base is Known Error'.<br>**4.** Search for 'IPV6' in Service Portal.<br><br>Observe that users still get 1 result (expected).<br>**5.** Add an 'OR' condition to the 'Knowledge Search Results' view config for 'knowledge_base is IT'.<br>**6.** Search for 'IPV6' in Service Portal.<br><br>Observe that users no longer get the result (not expected). |
| AI Search<br><br>PRB1889180 | Action-type columns aren't registered on the sys_search_genius_result_event_action table for NLQ Genius results | | **1.** Provision an instance with NLQ configured on the global search profile.<br>**2.** Search for query-like incidents.<br>**3.** Wait for NLQ Genius Results to load.<br>**4.** Select **Positive feedback**buttons.<br>**5.** Navigate to the sys_search_genius_result_event_action table. |

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|---|---|---|---|
| | | | The action type column should be 'Feedback' for thumbs up and down interactions and it's not being registered on the sys_search_genius_result_event_action table. |
| AI Search<br><br>PRB1889190 | Shared files aren't coming up on the znowassiststable instance portal | | **1.** Open an instance with znowassiststable.<br>**2.** Enable Dynamic Window on Portal.<br>**3.** Set up shared files.<br>**4.** Impersonate a user.<br>**5.** Navigate to Service Portal.<br>**6.** Search for 'Who is [user]?'.<br><br>Notice that users can see the people card on the portal but can't see shared files. |
| AI Search<br><br>PRB1892854 | The Now Assist full-page responsive mobile is unusable | The pre-search box is cropped on both the left and right side. The search results search box is cropped and buttons aren't accessible. | Open a full page search/search results in the mobile screen size.<br><br>Notice that the search bar is accessible when the screen size is changed to the mobile view. |
| AI Search<br><br>PRB1893450 | When there's a search application without a name, the drop-down list appears empty | When the user creates a search application without a name, the drop-down list for selecting search applications appears empty and displays the message 'null'. | |
| Analytics Data API<br><br>PRB1845187<br><br>KB2238953 | Drilling down on KPIs in a Performance Analytics dashboard produces an error 'no internet connection' | . | Refer to the listed KB article for details. |
| Application Manager<br><br>PRB1907408 | A rollback blocking the install/upgrade for non-global scope users in a domain-separated instance | Non-global domain users have been blocked from being able to install/upgrade on domain-separated instances. There is now a fix to allow this behavior and hence | |

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|---|---|---|---|
| | | this code change made on App Manager can now be rolled back. | |
| Asynchronous Message Bus (AMB)<br><br>PRB1842663 | Persisted responders rw_cache aren't synchronized in a cluster | A persisted responder for a table is cleaned up only on 2 nodes. Remaining nodes still have it in memory. Any new registration for the table on remaining nodes won't be flushed to the cluster, as they already have it in-memory. | 1. Use the rw_amb_demo.do page or use the logging responder.<br>2. Have a 2 node cluster with all nodes restarted at same time.<br>3. Change the property glide.record_watcher.cleaner.orphaned_persisted_responders .cleanup_interval to 1 hour (3600000 milliseconds) for quick reproduction.<br>4. Register a persisted responder for a custom table.<br>5. Once the instance has been online for 30 minutes, then restart one node.<br>6. Delete the persisted responder record from sys_rw_action or unregister the persisted responder to delete the record in sys_rw_action.<br><br>In the next 30 minutes, observe that the cleanup runs on the other node that wasn't restarted and cleans up the custom table persisted responder from the cache. The restarted node still has the custom table persisted responder in memory. |
| Attachments to Records<br><br>PRB1848449 | The user is unable to upload an image to a field when 'glide.attachment.extensions' is not empty | The user is unable to upload an image to the field 'sys_user.photo' when 'glide.attachment.extensions' is not empty and 'glide.ui.attachment.extensions.enforce' is true. | |
| Audit Management<br><br>PRB1896927 | Addition of Query ACLs in Access Control List (ACL) Rules in Audit Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Authentication<br><br>PRB1835271 | IDP-initated SLO fails if 'Auto Redirect IdP' is 'True' | . | 1. Log in as an admin user.<br>2. Use Azure IDP to set up Security Assertion Markup Language (SAML) on Service Portal (SP). |

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|---|---|---|---|
| | | | **3.** Enable Auto to redirect IdP as 'True'.<br>**4.** Open an incognito window.<br>**5.** Log in to Azure IDP.<br>**6.** Log in through an SSO user in Service Portal.<br>**7.** Log out from Azure IDP.<br><br>Expected behavior: The user should be logged out from both SP and IDP<br><br>Actual behavior: The user is not logged from IDP only not from SP. |
| Authentication<br><br>PRB1922769 | Authentication agent controls | This is a product update. | |
| Authentication<br><br>PRB1922770 | Authentication agent controls | This is a product update. | |
| Cache<br><br>PRB1804575<br><br>KB1702700 | CollectingLRUCache can grow large due to fUseStats which can cause heap memory pressure | The memory consumption is caused by a specific cache 'syscache_jelly_script' which also has an internal map that stores usage statistics based on unique cache keys. In some instances with many languages, roles, domains, and unique users on a node, the count of unique keys can be very large, causing the internal usage statistics to consume enough memory to cause performance issues. | |
| Cache<br><br>PRB1840552 | Reduce CPU impact from CompactCacheEntry hashCode method | This issue is for CPU optimization. This was discovered from profiling, and it's a performance enhancement that improves the speed of certain cache | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | operations and reduces the CPU cost of those cache operations. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1860702 | The Vendor Portal 'Take-questionnaire' page stops working when the HR application is installed | Users observe an error on the page. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1887320 | HTML dynamic parameters on HR templates aren't working as expected | HTML dynamic parameters on HR templates are not being replaced with the actual value when used in links. The issue still persists if the description contains variables only in a link. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1919807 | Missing RCA permissions for the 'Create approval' subflow | This issue occurs in HR Service Delivery AI Agent Collection. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1926747 | The vendor portal take-questionnaire page stops working when an HR application is installed | The user is not able to see the questionnaires associated with the assessment. | 1. Log in to the Instance as admin.<br>2. Navigate to **All** > **sn_vdr_risk_asmt_assessment.LIST** > **Create new TPRA record** and save.<br>3. Select **Questionnaires**.<br>4. Edit the record and save.<br>5. Select **Submit to third party**.<br>6. Open the instance in the same browser as admin and impersonate as a third-party contact.<br>7. Select **Risk assessment** for the third-party record created in step 2.<br><br>Expected behavior: The user should be able to see and answer the questionnaires associated with the assessment. |

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|---|---|---|---|
| | | | Actual behavior: The user is not able to see the questionnaires associated with the assessment. |
| Change Management<br><br>PRB1862569 | Change CheckConflict can cause stale reads and updates, which causes other unexpected behaviors | | |
| Change Management<br><br>PRB1895395 | A standard change template record producer condition builder filter operator is broken when the variable type 'List Collector' is used in conjunction with a standard change template field | On the 'Sample change requests' filter, after selecting a field, notice that all the operators are empty except for 'is'. | |
| CIWF UI Component<br><br>PRB1894610 | To reduce regressions, query ACLs are only enforced when certain conditions are met for portal_knowledge_quick_links widget | | |
| CMDB Query Builder<br><br>PRB1791382<br><br>KB1695381 | CMDB Query Builder results' count isn't consistent | There's a missing result from the CMDB Query Builder query. This causes missing some records in the result with a default batchsize (100) without the user knowing they are missing the records. | Refer to the listed KB article for details. |
| CMDB Workspace | Remove CUD access to sn_cmdb_editor roles on | Users with the role 'sn_cmdb_editor' shouldn't be able to have access to the | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1894924<br><br>KB2181389 | cmdb_ci records | cmdb_ci table and edit the records. | |
| Column Level Encryption<br><br>PRB1820743 | Inactive caller policy records shouldn't be used when fetching a list of available crypto modules | This problem only applies to fields configured with multi-module EFCs where the field is empty or populated with cleartext data. When determining read/write access on a CLE field, available CLE crypto modules are checked to see which modules the user has access to. When building the list of crypto modules, use the query for caller policy records to find the modules. However, inactive caller policy records aren't filtered out.This causes no visible issues or access issues for users. In cases where there are many inactive caller policy records, this causes a performance issue and slows down the read/write check. | 1. Create a crypto module 'no_access_module'.<br>2. Add one or more INACTIVE caller policy records for this crypto module.<br>3. As a user with elevated privileges, run the crypto module script via background scripts: gs.log(Packages.com.glide.kmf.callerpolicies.KMFCallerAccessPolicyRecordInterface.getCLECryptoModulesFromCallerPolicyTable());<br><br>Expected behavior: no_access_module doesn't show up in the list.<br><br>Actual behavior: no_access_module shows up in the list. |
| Configuration Management Database (CMDB)<br><br>PRB1825003 | A submission through the API with the patch method doesn't work as expected for the Portuguese language | The user observes a response code of 403 when a patch is triggered on a Portuguese language instance. | 1. Provision an instance in Brazilian Portuguese.<br>2. Create a CI in cmdb_ci_service_auto table.<br>3. Using form view, set the following values for this CI:<br>a. life_cycle_stage: 'Design'<br>b. life_cycle_stage_status: 'Design'<br>c. install_status: 'Pending Install'<br>4. Navigate to Rest API Explorer and ensure the language is set to English.<br>5. Select **Patch**.<br>6. Select The sys_id of the record created in step 2. |

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|---|---|---|---|
| | | | **7.** Repeat step 2 to reset the values in form view.<br>**8.** Change the language to Brazilian Portuguese and trigger the Patch call with the same payload.<br><br>Observe a response code of 403. |
| Configuration Management Database (CMDB)<br><br>PRB1847131<br><br>KB1885852 | The Related List condition is not used during task generation | CMDBScriptableAPI isn't honoring the related list condition that is stored in the encoded query field of the policy record. If the condition stored in the policy record is used in a background script, the correct count of configuration items (CI) comes back, so it has to be localized to the java function creating the tasks. | Refer to the listed KB article for details. |
| Configuration Management Database (CMDB)<br><br>PRB1893434 | A11y bug fixes on CMDB Workspace | Info tooltips are identified by screen readers as 'Search Button' and there's multiple H1 elements on a page. | Issue 1: Info tooltips are identified by screen readers as 'Search Button'.<br><br>**1.** Start JAWS.<br>**2.** Navigate to **Home** > **All** > **CMDB Workspace** > **Management tab**.<br>**3.** Move the input focus to the the info icon in excluded CIs.<br><br>Note that the info tooltip is described as 'Search button'.<br><br>Issue 2: Multiple H1 elements on the page.<br><br>**1.** Navigate to **Home** > **All** > **CMDB Workspace**.<br>**2.** Start NVDA.<br>**3.** Display the speech viewer in NVDA.<br>**4.** Navigate through the page's headings.<br><br>Notice that there are two H1s when there should only be one. |
| Configuration Management | Multi-source doesn't set the domain path | If domain separation is turned on, multisource code sets the | |

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|---|---|---|---|
| Database (CMDB)<br><br>PRB1895194 | | **sys_domain** field explicitly using the logged in user's domain. However, the sys_domain_path is not set correctly (default value '/' is set). This happens because it calls setSystemFields() on the corresponding DBAction before setting the sys_domain. | |
| Configuration Management Database (CMDB)<br><br>PRB1899149<br><br>KB2290506 | Remove sn_cmdb_admin from itil_admin, sn_cmdb_editor from itil, and add CUD access to sn_cmdb_admin / sn_cmdb_editor | An itil user should have CUD access by default and users with the itil role contains sn_cmdb_editor, not sn_cmdb_user. Remove CUD from itil, and a user with the itil role no longer has CUD access because of removing CUD from sn_cmdb_editor. | Refer to the listed KB article for details. |
| Configuration Management Database (CMDB)<br><br>PRB1909506 | Database performance is impacted due to the ASYNC: Script job | De-duplication template APIs fetch unnecessary data which slows down queries, impacting database performance. | 1. Create a de-duplication template for any class (for example, Linux Server).<br>2. Select the default options for Main CI, Merge Attributes, Merge Relationships, Merge Related Items and Duplicate CI Actions.<br>3. Save and publish the template.<br>4. Manually add de-duplication tasks to the template (if there are no matching tasks found).<br>5. Run the template.<br><br>Observe slow queries during the template run. |
| Content Experiences<br><br>PRB1895347<br><br>KB2289855 | Topic header banner images aren't displaying for users without elevated privileges | This happens when 'Schedule Content' records reference pointers for a widget instance (sp_instance) are broken, such as when the widget instance was deleted on the instance. With these schedules in this state, the topic header widget is somehow | 1. Create a 'Schedule Content' [sn_cd_content_visibility] record.<br>2. Select a widget instance [sp_instance].<br>3. Save the 'Schedule Content' record.<br>4. Delete the widget instance.<br>5. Open an Employee Center page (topic) with a banner image. |

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|---|---|---|---|
| | | matching to the blank **sp_instance** field and triggering the altered UI instead of the banner. | Expected behavior: A banner image displays for all users.<br><br>Actual behavior: A banner image doesn't display for users without elevated privileges. |
| Contextual Search<br><br>PRB1868773 | canWrite on GlideElement for variable sets returns a null pointer exception | There's an issue calling a canWrite on a variable set when applying form changes to be filtered. The individual variables behave correctly. | |
| Customer Service Management for Field Service Management<br><br>PRB1836273 | My task map, my SLA map, agent map does not work for wm_dispatcher due to a missing ACL | When a dispatcher navigates to a work order task assigned to someone from the dispatcher's group and selects 'View task on map, the map renders but the task is not shown on the map. | |
| Database Persistence - Data Access<br><br>PRB1894406 | SQL error messages can't be enabled | If glide.db.loguser is set to 'false' by running the background scripts 'gs.setProperty('glide.db.loguser', false)', then only one error message appears. If glide.db.loguser is set to 'true', two error messages appear. | 1. Run the background script 'gs.setProperty('glide.db.loguser', true)'.<br>2. Create a table by creating a record in the sys_db_object table.<br>3. Navigate to the sys_db_object record in that table.<br>4. Create a column with the type 'Auto Increment' in the Columns section.<br>5. Create a new record on the table, for example put the value '1' in the new column.<br>6. Create a new record with the same value.<br><br>Expected behavior: Two error messages appear when the user should only receive one; 'Unique Key violation detected by database ((conn=493) Duplicate entry '1' for key 'PRIMARY')' and 'Invalid insert'.<br><br>Actual behavior: Only one error message is shown, 'Invalid insert'. |
| Database Persistence | Physical Table Stats Table (sys_physical_table_stats) | A rule will be implemented similar to that for | |

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|---|---|---|---|
| - Data Management<br><br>PRB1810466 | doesn't have a cleanup mechanism that retains the table stats records daily after Xanadu changes | sys_db_size_stats for sys_physical_table_stats using sample_period_start and sys_created_on, or sys_updated_on. | |
| Database Persistence - Data Management<br><br>PRB1913617 | Turn off monthly and yearly stats aggregator jobs | | |
| Database Persistence - Data Scale<br><br>PRB1793385 | Sys_attachment and sys_audit aren't found when probing during SQLTableAccessibilityCheck | When the user moves sys_attachment/ sys_audit to gateway and starts glide, a message appears in the log that reads '(table) is not on a gateway or missing, skipping the probe'. | |
| Database Persistence - Data Scale<br><br>PRB1824916 | Query rewrites don't apply on already optimized queries by union optimization or left join coercion | When implementing the query rewrite for an optimized query, it doesn't apply as a query rewrite applies prior to the optimization. | |
| Database Persistence - Data Scale<br><br>PRB1840823 | Temporary files are left by PG-JDBC driver | There must be obsolete .trs files in / glide/nodes/nodeport/ tmp directory. Obsolete files are created 1 hour ago or before and not touched. | |
| Database Persistence - Data Scale<br><br>PRB1898714 | A connection becomes vulnerable to sharing when it's marked for recycle | When a connection is marked for recycle, it's returned to the pool and can be picked up for allocation, where it's marked as 'Assigned'. The connection is checked for recycling and a new physical connection is established. Glide | |

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|---|---|---|---|
| | | marks the connection as 'Available', which allows it to serve other requestors in the pool, causing connection sharing. | |
| Database Persistence - Data Scale<br><br>PRB1919500 | It takes a long time to recognize the 'DB is down' event | This applies to both PG and MariaDB when the primary database is brought down unexpectedly. | |
| Database Persistence - Data Scale<br><br>PRB1921155 | TableThrottler is broken | TableThrottler is broken due to the removal of lastLag and lastSleepFactor. | |
| Declarative Actions<br><br>PRB1839321 | Customize flow on the 'Order' line item loads a blank screen for Order Agent/Order Admin users | When selecting the Customize flow action on a newly created 'Order' line item for a given Order, the page fails to load. | |
| Declarative Actions<br><br>PRB1914488 | The ai-sparkle-icon doesn't animate when 'animate icon' is set to 'true' | This issue also occurs when setting it on the **Split** button, Related list actions, field decorator, layout items, and m2m layout items. | **1.** Navigate to a List Declarative Action.<br>**2.** Set the **Icon** field to 'ai-sparkle-fill'.<br>Notice that the **Animate icon**checkbox appears.<br>**3.** Check the checkbox.<br>**4.** Navigate to a list.<br>Notice that the AI sparkle icon is present but doesn't animate. |
| Discovery<br><br>PRB1791510<br><br>KB1718735 | Discovery is hanging for certain schedules due to WMI queries failing | Running Discovery on Windows devices causes WMI queries to fail in Windows OS Patterns. | |
| Discovery<br><br>PRB1800638 | Preventing the scenario of running Simple Network Management | . | |

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|---|---|---|---|
| | Protocol (SNMP) GetNext on the same Object Identifier (OID) repeatedly | | |
| Discovery<br><br>PRB1812384<br><br>KB2234218 | Inclusion pattern discovery fails with a NullPointerException if one of the identifications fails for a parent pattern | When the main pattern identification fails, a NullPointerException exception is thrown: 'com.snc.sw.exception.PatternDebuggerException: Debug task failed to initialize parent CI for entry point: null.' | Refer to the listed KB article for details. |
| Discovery<br><br>PRB1898292 | A Discovery monitoring job should support event framework | Discovery to not use sys_trigger directly, but instead utilize Platform's event framework to distribute the load among nodes. | 1. Make sure Discovery is using Platform's event framework [discovery.use.event.processing system property].<br>2. Start a status and make it stuck. |
| Discovery<br><br>PRB1899276 | The start of the next Discovery schedule in a daisy chain is delayed by the time taken to complete 'discovery.complete' or 'discovery.cancel' events | In instances where the daisy chain is being used, the start of the next Discovery in the chain depends on the time taken to complete 'discovery.complete' or 'discovery.cancel' events. Most of the script actions for these events in their environment have the same default execution order of 100, including 'Discovery Run Next', which triggers the next Discovery. The more script actions with the order 100, the higher the possibility of delay for starting the next Discovery. | 1. Create a daisy chain for Discovery.<br>2. Create script actions for discovery.complete and discovery.cancel events with execution order '100', which takes a few minutes to complete.<br>3. Run the daisy chain for Discovery and check the time spent between the complete/cancel of one discovery schedule and the start of the next Discovery schedule.<br><br>Notice that it is greater than the time taken by the new script actions. |
| Discovery<br><br>PRB1899547 | Make error suggestions clearer and link them to useful Knowledge Base (KB) articles | This is a product update. | |

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|---|---|---|---|
| Document Intelligence Unified Backend<br><br>PRB1837244 | Integration flows don't open in flow designer in the Now Assist admin document Extraction Skill | | 1. Provision an instance with the the app-now-assist-admin app installed.<br>2. Navigate to **Now assist Admin** > **Feature** > **DocIntel Skill** > **Platform** > **Q&A**.<br>3. Create a new use case with the target table 'Answer' and add fields with target fields.<br>4. Save.<br>5. Upload the document and add the integration flows Process Task and Extract Value.<br><br>Notice that the flows are not created. |
| Document Intelligence Unified Backend<br><br>PRB1838171 | Duplicate names are allowed for the Q&A use case from Now Assist admin | Duplicate names shouldn't be allowed. | 1. Provision an instance with the app-now-assist-admin app installed.<br>2. Navigate to the **Now Assist Admin** > **Feature** > **Platform** > **DocIntel Skill** > **Documentation Q&A**.<br>3. Create a new use case with 'Usecase1'.<br>4. Create another use case with the same name. |
| Document Intelligence Unified Backend<br><br>PRB1839797 | Users should be able to delete the fields under 'Data Extraction' and 'Q&A Capabilities' | | 1. Install the latest DocIntel app and Gen AI app.<br>2. Create a use case under 'Data extraction' or 'Q&A'.<br>3. Create some fields.<br><br>Expected behavior: The user should be able to delete the fields.<br><br>Actual behavior: The user is not able to delete the fields. |
| Document Intelligence Unified Backend<br><br>PRB1846148<br><br>KB1924055 | Fields under table field group are not created for Document Extraction Capability | During the installation process, descriptions are mandatory for fields but not for field groups. However, when attempting to create a field group without providing a description, the user is blocked due to a mandatory | 1. Navigate to **Now Assist Admin** > **Features**.<br>2. Select **Platform** > **Document Intelligence**.<br>3. Select **Document Extraction**.<br>4. Create a Use case UC1.<br>5. Create two fields under UC1. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | description business rule applied to both fields and field groups. | **6.** Fields are displaying under UC1.<br>**7.** Create a table field group and create some fields under that field group.<br><br>Expected behavior: Created table fields are displayed.<br><br>Actual behavior: Table fields are not displayed. |
| Document Intelligence Unified Backend<br><br>PRB1848551 | Restricting the user from adding more than 150 fields for GenAI tasks | | |
| Document Intelligence Unified Backend<br><br>PRB1853246 | Erroneous upgrade of Gen AI use cases | | **1.** Create a new Gen AI use case using Now Assist Document Intelligence.<br>**2.** Run the upgrade job.<br><br>Observe that use case gets upgraded when it shouldn't be. |
| Document Intelligence Unified Backend<br><br>PRB1855732 | DocIntel is not working properly after being trained | | |
| Document Intelligence Unified Backend<br><br>PRB1896682 | Create a system property for max page and max field limits for GenAI use cases | Currently, the max page and max field limits are not customizable. | |
| Document Intelligence Unified Backend<br><br>PRB1897412 | Enable field group name update using Glide | This is a product update. | |
| Document Intelligence Unified Backend | The File Upload tool gets stuck at the 'Extracting data' stage | The file gets stuck in the 'Extracting data' stage. | **1.** Create a new AI Agent and add the File Upload tool.<br>**2.** Add any PDF file and save. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1925940 | | | Expected behavior: The file extraction should move to a 'Completed' state.<br><br>Actual behavior: The file is stuck in the 'Extracting data' stage. |
| Document Viewer<br><br>PRB1793774 | Nodes fail to synchronize after restart | After restart, nodes fail to synchronize and display the message 'Could not define Scriptable class DocumentPermalink for extension point.' A code stack repeats and causes stackoverflow. | |
| Dynamic Translation for Virtual Agent<br><br>PRB1884635 | Cached dynamic translations are not cleared when exclusion framework is disabled/ enabled | Excluded terms in a new utterance are translated when the cache should have been cleared. | **1.** Disable Exclusion Framework via the sn_dt.dynamic_framework.enable_exclusion_framework system property.<br>**2.** Translate something with excluded terms 'The words apple and (dog) should not be translated.'<br>**3.** Enable Exclusion Framework via the sn_dt.dynamic_framework.enable_exclusion_framework system property.<br>**4.** Translate the same utterance with excluded terms.<br><br>Expected behavior: Excluded terms in the utterance are not translated 'Las palabras apple y (dog) no deben traducirse.'<br><br>Actual behavior: Excluded terms in the utterance are translated 'Las palabras manzana y (perro) no deben traducirse.' |
| Dynamic Translation<br><br>PRB1899459 | Dynamic Translation isn't working after upgrading in Yokohama | The translation feature stopped working and is now throwing the following error in 'Translate Text': 'Error: Cannot read property 'status' from undefined. Detail: Cannot read property 'status' from undefined.' | |
| Email Notifications<br><br>PRB1764089 | The display_ name email address set on 'Select From List' or 'text' of 'From | When using two email templates, the oldest one gets 'error invalid' from the address when the email is sent. This error occurs when | **1.** Open a record in the Agent Workspace.<br>**2.** Navigate to **Activity**. |

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| KB2191121 | Generation Type' doesn't work if the template is custom table based | two email templates are on the same table but are from different addresses. Both email templates work if the 'from' address is set to the same value. | **3.** Select **Reply** on the most recently received email.<br>**4.** Select the tab 'Pop-up email draft to new workspace'.<br>**5.** Select **Email template**.<br>**6.** Choose an email template.<br><br>Notice the display_ name format and the error message, 'The email address in the From field is invalid.' |
| Email Notifications<br><br>PRB1774019 | The Document Viewer in the Email Viewer in Workspace doesn't display certain file types | The document viewer does not display certain file types, including .xlxs, .docx, and .ppt. | **1.** Open CSM/FSM configurable workspace.<br>**2.** Open any case.<br>**3.** Expand the contextual side panel and select the **Attachments** component.<br>**4.** Select each of the files.<br><br>Notice that they all open in the document viewer perfectly for all file types.<br><br>**5.** Select the 'Emails' tab (related list) and open the email record.<br><br>Notice that the attachments are displayed along the top of the record.<br><br>**6.** Select the attachments.<br><br>Notice that PDF and JPG open in the viewer, but the .xlxs, .docx, and .ppt file types display an 'Unsupported' message. |
| Email Notifications<br><br>PRB1803431 | The display_ name email address set on 'Select From List' or 'text' of 'From Generation Type' isn't working if the client template's sender configuration is customized across multiple | An error occurs even though the display_name format is confirmed. | **1.** Open a sn_customerservice_te based record on the Agent Workspace.<br>**2.** Select **Reply** in 'Activity' on the most recently received email.<br>**3.** Select **Pop-up email draft to new workspace tab**.<br>**4.** Select **Email template**.<br>**5.** Choose **Email TE Requested for - PAR**.<br><br>Notice that even though the field is visible to confirm the display_ name |

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| | templates of the same table | | format, the error 'The email address in the From field is invalid' still occurs. |
| Employee Profile<br><br>PRB1895944 | Encryption of attachments by users with the 'sn_employee.admin' role after upgrading to Xanadu | Attachments are encrypted by 'sn_employee.legal_name_for_employee_profile' Crypto Module. As a result, when users without 'sn_employee.admin' role access these attachments, they get an error. | |
| Event Management<br><br>PRB1867782 | Slow EM Events processing due to the default value for 'evt_mgmt.max_characters_in_additional_info' is too low | When there are many events with addional_info length >600,000 characters, events processing becomes slower. | |
| Event Management<br><br>PRB1872971<br><br>KB2060302 | Tag-based groups can include alerts which don't match the rule's filter | In the Xanadu release, a new tag-based alert correlation mechanism was introduced using the 'Query' job (via the Service Analytics RCA/Alert Aggregation job). There's an issue where alerts matching different tag-based definitions may not be grouped correctly if they arrive close together in time. | Refer to the listed KB article for details. |
| Event Management<br><br>PRB1877169<br><br>KB2096192 | Event Management Events in certain buckets are stuck in 'Ready' for hours after migrating | . | Refer to the listed KB article for details. |
| Event Management<br><br>PRB1891871 | em_events with the Resolution state 'Closing' aren't processed correctly | em_events with the Resolution state set to 'Closing' aren't processed correctly when their timestamp falls during the CEST clock change window. | |

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|---|---|---|---|
| | during the CEST clock change window | This results in the alert remaining open even though the closing event is received. | |
| Event Management<br><br>PRB1904735 | Existing enrich rules have changes that affect binding (draft rules) | The bind simulation presents an incorrect result. | |
| Field Service Marketplace<br><br>PRB1874290 | The 'Add Contractor' action is still active in lane 2 of the playbook even after moving it to lane 3 | The issue is reproducible in Yokohama and Xanadu. | 1. Provision an instance with the Contractor Management and Marketplace Plugins installed.<br>2. Log in as wm_dispatcher.<br>3. Create a work order task (WOT) in Workspace.<br>4. Push to marketplace.<br><br>The user lands on playbook experience where in the lane 1 request is created. In lane 2, after selecting contractors and moving to lane 3, if the user navigates back to lane 2, the **Add Contractor**action is still active. But when selected, it throws an error. |
| Field Service Marketplace<br><br>PRB1895775 | 'Add contractor' isn't turned off in playbook lane 2 and lane 3 after the status is complete for that lane until the page is refreshed | | 1. Create a task.<br>2. Push to MP.<br>3. In lane 2, select **Contractors**.<br>4. Push the request.<br><br>It redirects to lane 3.<br><br>Notice in lane 2, **Add Contractor**is still enabled until the page is manually refreshed. Similarly on lane 3, **Add contractor**is enabled even after selecting the **Close response**window. |
| Field Service Task Bundling<br><br>PRB1888651 | 'Add to Bundle' fails on the latest 28.x DWS | | |
| Field Service | Dynamic Bundling logs aren't accessible to | | |

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| Task Bundling<br><br>PRB1898283 | the wm_admin persona | | |
| Flow Engine<br><br>PRB1893452 | AI Agent context isn't properly configured for quick flows | The JSON structure has changed for the Attributes column of the Flow Engine Context [sys_flow_context] table. As this is an internal system field, the JSON structure may change in future releases. Avoid building custom business logic that depends on the current JSON structure. | Update FlowUserAgentContextIT.java to accurately count the audit.<br><br>Expected behavior: Quick flow tests in FlowUserAgentContextIT pass.<br><br>Actual behavior: Quick flow tests in FlowUserAgentContextIT are failing. |
| Flow Engine<br><br>PRB1910437 | Add a script for GenAI app BUs to create flow and action ACLs | A script utility was removed from the Flow AI Access Control effort that would create the flow or flow_action access control rule. That utility has been readded. | |
| Flow Engine<br><br>PRB1922772 | Apply agent filters for flows that run as the user who triggered the flows | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1816646 | The update number on the record remains the same when it is updated by the subflow and parent flow in sequence, causing inconsistencies in SLA executions | When the subflow updates the trigger record, and parent flow updates the same trigger record, the update number on the trigger record remains the same. This impacts respective SLA executions on the record. | |
| Flows (Family Channel)<br><br>PRB1891084 | Alias override mappings for V2 action instances aren't captured | This issue was caused by the introduction of JSON save on action instances. The FlowDesignerSychnronizer isn't syncing related | 1. Ensure glide.flow.version != '1'.<br>2. Provision an instance with the ID com.glide.hub.integrations.enterprise plugin installed. |

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| | in flow update XML | records for V2 action instances. | **3.** Add an outbound connection for the spoke being used.<br>**4.** Create a flow.<br>**5.** Add either the **Create a Container**action or some other action with a 'connection' action property.<br>**6.** Pick the connection from step #1 as the 'Docker Connection' on the 'Create a Container' action instance just added.<br>**7.** Save the flow.<br>**8.** Look for the most recent sys_update_xml for the flow.<br>**9.** Open the XML viewer for the **sys_update_xml**payload field.<br><br>Observe that the sys_hub_alias_mapping is missing. |
| Flows (Family Channel)<br><br>PRB1921403 | Tools (actions/ subflow) do not honor ACLs/ Roles if the Agent ACL is successfully validated | When a tool inside AI agent is executed with certain roles and its internal_name does not match the display name, it does not honor the ACL/ role and proceeds with execution. | **1.** Create an Agent.<br>**2.** Add a tool, such as an action with an internal_name that is different the display name.<br>**3.** Create an ACL for that tool with an internal_name and a dedicated role.<br>**4.** Execute the agent for a user who does not have the required role.<br><br>Notice that the tool works even though it shouldn't. |
| Flows (Family Channel)<br><br>PRB1922818 | Customer Service Spoke flows are missing an internal name | Most of the Customer Service Spoke flows don't have internal names. | |
| Form Controller<br><br>PRB1862546 | Form with a single field of the type 'HTML' can't be aligned with the title because it has margin that can't be removed | The form component doesn't align with the stylized text component. | **1.** Create a new page in UI Builder.<br>**2.** Add a stylized text component.<br>**3.** Add a form component pointing to a table + view that shows only one field of the type 'HTML'.<br><br>Expected behavior: The form component left-aligns with the previous component. |

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| | | | Actual behavior: The form component doesn't align. |
| FX Currency Conversion<br><br>PRB1861950<br><br>KB1962510 | Daily currency rates retrieval from European Central Bank (ECB) may fail due to a lack of response from an Online Certificate Status Protocol (OCSP) endpoint | The 'Retrieve System Rates' and the 'ECB Exchange Rate Load' jobs, which are used to capture currency exchange rates using the ECB endpoint, are failing intermittently across multiple instances because the OCSP endpoint for ecb.europa.eu isn't answering validity questions during certain times. | Refer to the listed KB article for details. |
| GRC: Business Continuity Planning<br><br>PRB1897810 | Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Business Continuity Planning | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Continuous Authorization and Monitoring<br><br>PRB1893692 | Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Continuous Authorization and Monitoring | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Metrics<br><br>PRB1894403 | When EBA is enabled, a query range isn't working on the 'Threshold' table due to a 'deny unless' ACL | It throws an error, but it should be able to query the records if the user has access. | 1. Log in as a ESG user to the latest main instance.<br>2. Open the 'Threshold table list' view.<br>3. Try searching thresholds by query range. |
| GRC: Operational Resilience<br><br>PRB1896635 | Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Operational Resilience | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |

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|---|---|---|---|
| GRC: Privacy Management<br><br>PRB1900172 | Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Privacy Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Profiles<br><br>PRB1894767 | Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Profiles | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Risk Shared Common Components<br><br>PRB1897619 | Addition of Query ACLs in Access Control List (ACL) Rules in GRC: Risk Shared Common Components | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Health Log Analytics (Family)<br><br>PRB1898736 | The host name resolution for IPKI certificate generation isn't successful when the instance is using an alias | | |
| Horizon Component Library<br><br>PRB1892046 | The auto-resize limit doesn't work when the text area is read-only | There's a 'now-textarea' read-only component that the user is using on a regular workspace page. The user wants to expand the text area's height, but that is only possible through the 'rows' property. The user is currently using the 'autoresize' and 'autoresizeRowsLimit' properties. However, since the field is read-only, the height of the text area isn't expanding. When they use an existing template from the UI Builder page, there's no way to directly change the property of the 'now-textarea' | |

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|---|---|---|---|
| | | component. If it was a regular empty UIB page, the user would have been able to change the 'rows' property. | |
| HR Service Delivery<br><br>PRB1874464 | The 'Suspended Reason' is overwritten with its previous value when the case moves from 'Draft' to 'Suspended state' | The issue is only reproducible when: the state moves directly from 'Draft' to 'Suspended', on HR Agent Workspace and not on UI16, and when the '**Suspended reason**' [sla_suspended_reason] field is on the form. | 1. Log into an instance.<br>2. Impersonate a system administrator.<br>3. If the **Suspended reason** [sla_suspended_reason] field isn't on the HR Case 'Workspace UIB' view, add it to the form.<br>4. Open HR Agent Workspace.<br>5. Create an HR Case with the HR service 'General Inquiry'.<br><br>Notice how the **Suspended reason** field displays as 'User' but it's empty.<br>6. Manually set the **State** field from 'Draft' to 'Suspended'.<br><br>A pop-up window displays.<br>7. On the modal, set the reason to 'Group', add work notes.<br>8. Select **OK**.<br><br>Expected behavior: The 'Suspended Reason' should be 'Group'.<br><br>Actual behavior: The 'Suspended Reason' is set to 'User'. |
| HTML Field Type Editor<br><br>PRB1897036 | NACM auto-grow functionality doesn't work correctly for Hebrew language content | Selected text is incorrect and elaborate/shorten is done on empty text. When the default preset action is present along with preset actions, the user doesn't see a preset menu and instead sees a default preset action. | |
| HTML Sanitizer<br><br>PRB1840143 | OpenITTicket-Web Client gets the sanitization message, 'You have inputted | This issue is observed intermittently while using Web Client. | 1. Setup OpenItTicket.<br>2. Publish the Open IT Ticket 2.0 (Template) topic.<br>3. Launch the Web Client. |

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|---|---|---|---|
| | sensitive information and it has been cleared from the chat history' | | **4.** Enter 'Open' from keyboard.<br>**5.** Select **OpenITTicket 2.0 Template Topic** from the topic picker.<br>**6.** Enter the short description 'Issue With machine'<br>**7.** Select **No**.<br>**8.** Select **Urgency**.<br>Notice the sanitization message, 'You have inputted sensitive information and it has been cleared from the chat history'. |
| Instance Data Replication (IDR)<br>PRB1884096 | When a consumer replication set is created, the replication entry should have 'Preserve Modified By' set to true | | |
| Integration Hub<br>PRB1867967 | Connection URL populates incorrectly for JSON import | This occurs with Spoke Generator version 4.0.3 | **1.** Navigate to Flow Designer.<br>**2.** Open any spoke from integrations.<br>**3.** Navigate to **Actions** > **Create Action** > **Postman Collection** > **Import new** > **Import from JSON manually**.<br>**4.** Import the JSON file.<br>Notice that the postman collection is populated.<br>**5.** Select **Create New** for Connections and Credential Alias.<br>**6.** Give any name.<br>**7.** Create it.<br>Notice that the Connection URL is populated.<br>**8.** Fill in any API key.<br>**9.** Select **Submit**.<br>**10.** Select **Generate operations**.<br>**11.** Ensure published and draft actions are able to be created. |

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|---|---|---|---|
| | | | Notice that connection URL populates incorrectly for JSON import. |
| Internal Platform Security Services<br><br>PRB1813597<br><br>KB1790767 | There's a MIME type check error when attaching a txt (sjis code) file after upgrading to Xanadu | MIME Type check error: '[File type not permitted or mime type does not match the file content]'. | Refer to the listed KB article for details. |
| List Administration<br><br>PRB1698906<br><br>KB1633481 | The Workbench license consumption breakdown list view changes when the software product life cycle report changes | Editing columns in the Software Asset Workspace License Usage Report updates columns on the related lists. | 1. Log in to an instance.<br>2. Navigate to the **Software Asset (SAM) Workspace**.<br>3. Navigate to **License Usage** > **Microsoft** > **SQL Server** > **Standard**.<br>4. Select **License Metric Results**.<br>5. Select the number link for the 'License required' column.<br>6. Open the side view by selecting the number link for any 'License required' column.<br>7. Select **Reports** > **Software Product Lifecycle Report**.<br>8. Change the column in the list view.<br>9. Add some columns.<br>10. Refresh the License Consumption Details and Software Install Licensing.<br><br>Notice that the details do not render in the table. |
| List Administration<br><br>PRB1798031 | The 'Edit columns' functionality isn't working as expected in Configurable Workspace | If the user opens the workspace the first time and does the re-column options, the user preference is saved in the format: workspace.list.columnOrder.xyz. If the user then opens a new tab in Chrome, and changes it again, the preference is saved with a different suffix: workspace.list.columnOrder.abc. If the user then navigates back to the first tab in Chrome | |

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|---|---|---|---|
| | | and updates the user preference, it updates back to: workspace.list.columnOrder.xyz. The workspace latches onto one of these user preference suffixes and ignores the others. | |
| List Administration<br><br>PRB1861358 | The rich description appears as NULL in the 'List' view but displays correctly in the case record | | 1. Log in to an instance.<br>2. Create an HR case.<br>3. Navigate to sn_hr_core_case.LIST.<br>4. Open the newly created case.<br>5. Select the hamburger icon and configure the form layout.<br>6. Add the **Description** field.<br>7. Save the changes.<br>8. Return to the HR case form.<br>9. Enter a message in the **Description** field.<br>10. Save the changes.<br><br>Observe that the same value is automatically updated in the **rich_description** field. This behavior is due to the 'Sync Description with rich_description' business rule that synchronizes the values of the **Description** and **rich_description** fields. When users navigate to the list view and add the 'Description' and 'rich_description' columns, notice that the rich_description field doesn't contain any value. The reverse works as expected; when users update the **rich_description** field in the HR case form, the value appears in the **rich_description** field in the list view. |
| List Administration<br><br>PRB1894601 | To reduce regressions, query ACLs are only enforced when certain conditions are met for List count | | |
| List Administration | To reduce regressions, | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1894614 | query ACLs are only enforced when certain conditions are met for GlideAggregate | | |
| List Administration<br><br>PRB1894616 | To reduce regressions, query ACLs are only enforced when certain conditions are met for Related Lists | | |
| Major Incident Management<br><br>PRB1891876<br><br>KB2400018 | The **View Workbench** UI action is redirecting to a broken 'Activity' section when opening it for a second time on a major incident form on the classic UI | After upgrading in Yokohama, when managing a major incident (MI) in the classic UI and moving to the 'Workbench' view, it's not loading properly. It's redirecting to a MI management broken activity view. | Refer to the listed KB article for details. |
| MetricBase<br><br>PRB1878006 | A hanging Clotho server can sometimes cause glide to become unresponsive | A Clotho XMLStats request never returns if Clotho becomes unresponsive, leading to semaphores exhaustion on glide. | |
| Mobile Classic app (End of Life)<br><br>PRB1900493 | A mobile browser e-signature failure due to a re-authentication error | This issue was found when the instance property configured for SSO and the 'Approval with e-signature' plugin. | **1.** Create a new CHG record.<br>**2.** Progress it so it generates an approver (sysapproval_approver) record to be assigned to the user.<br>**3.** Log in to the instance using the newest Now Mobile on an iOS device.<br>**4.** Navigate to **My actions** > **Tasks**.<br>**5.** Select **Approve**.<br>**6.** Add any comments.<br>**7.** Set the item to **Approved**.<br><br>Notice that the user will be prompted for their username and password prior to approving. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Next Experience Notifications Menu<br><br>PRB1851718 | A URL isn't updated when navigating from the migrated dashboard by selecting the notifications | There's an issue on the unified navigation side that is causing this for several releases. | **1.** Navigate to pa_dashboards.LIST.<br>**2.** Select a dashboard.<br>**3.** Choose **Migrate Dashboard** from the 'Actions' menu.<br>**4.** Open the migrated dashboard from the message displayed on the top of the page.<br>**5.** Search for the migrated dashboard and open it.<br>**6.** Have a notification in the notification bell at the top-right hand corner of the Next Experience UI.<br>**7.** Select the bell.<br>**8.** Select the incident record in the notification list.<br><br>Observe that while the record displays in the main window, the URL bar isn't successfully updated and the tab name is wrong. |
| Next Experience Unified Navigation<br><br>PRB1785796 | Keyboard focuses on a non-interactive Profile icon in User Menu | Keyboard focus should not go to non-interactive Profile icon in User Menu as this icon do not have any action on it. | **1.** Open any base instance (impersonate or log in with system administrator) in Chrome browser of Windows machine.<br>**2.** Navigate to the **User menu** button present at top right corner of the page using the Tab key.<br>**3.** Expand the menu using the Enter / Return key.<br>**4.** Press the Tab key again.<br><br>Notice that the focus moves to the profile icon and a tool-tip with user's name pops up.<br><br>**5.** Use the Enter key on this icon to see if there is any action available on this interactive control.<br><br>Observe that the keyboard focuses on the non-interactive Profile icon in User Menu. |
| Next Experience Unified Navigation | The desktop notification banner doesn't display in Windows when | It displays the notification in the Notification Center but it doesn't display the banner. | |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| PRB1875808 | multiple tabs are open | | |
| Next Experience User Menu<br><br>PRB1904194 | Filter users of type AI Agents from the 'Impersonate user' list | Disable users from impersonating any user of the identity_type 'ai_agents'. | |
| Next Experience User Menu<br><br>PRB1926920 | On instances with AI Agents, some users can't be found on the impersonation list | Currently, users with the '**Identity type**' field set to 'AI Agent' are filtered out, but they must also be filtered by 'is empty'. | 1. Open an instance that has AI enabled, such as Now Assist.<br>2. Try to impersonate a user by searching for their name in the 'Impersonate user' prompt of the Next Experience user menu.<br><br>Expected behavior: They should appear in the drop-down list.<br><br>Actual behavior: They don't appear. |
| Now Assist Panel<br><br>PRB1909094 | The **Show more** button isn't visible on NASS for Safari browsers | When using the Now Assist Panel (NAP), Now Assist for Virtual Agent (NAVA), or Now Assist for Request (NASS) on Safari, the **Show more** button isn't visible after truncation, so the user is unable to see the full message. This prevents users from accessing the complete content of responses. | |
| Now Assist Panel UX for Agents<br><br>PRB1912755 | Missing inline editing modal for existing ACLs for agentic workflows and agents | | 1. Open any workflow or agent with an existing ACL from studio.<br>2. Select **Role** pills in the 'Roles' column of the ACL listed in the 'Define who can access this agentic workflow' section.<br>3. Edit roles in the appearing modal.<br>4. Select **Save**.<br><br>Expected behavior: The modal should appear, and roles can be updated and saved. |

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|---|---|---|---|
| | | | Actual behavior: No editing modal appears. |
| Now Assist Panel UX for Agents<br><br>PRB1913515 | 'Run As Triggers' at Agent level isn't initiating a conversation in sys_cs_conversation table | | 1. Install AIA 5.1.SNAPSHOT to IT Ticket Status Agent.<br>2. Add 'Run As' for any AI user with 'Admin' as a role.<br>3. Configure triggers on incident table with Run AS AI User.<br>4. Update the incident to initiate a trigger/conversation.<br><br>Notice that 'Trigger Conversation' is not getting initiated. |
| Now User Experience<br><br>PRB1890272 | A custom banner logo for an instance doesn't display for unauthenticated users | A broken image icon displays on the 'Log in' page. | |
| On-Call Scheduling<br><br>PRB1868011<br><br>KB2416081 | The 'Show Schedule' link doesn't work for a non-admin user | After upgrading to Xanadu, non-admin users aren't able to access the on-call schedule. | Refer to the listed KB article for details. |
| On-Call Scheduling<br><br>PRB1893263 | A query range error displays when the Automated Certificate Management Environment (ACME) rota_admin is accessing cmn_rota_member record filters | | |
| OneExtend<br><br>PRB1864500<br><br>KB2216882 | Activating Now Assist skills creates unnecessary [sys_update_xml] records which shouldn't be transferred between instances | Unexpected customer updates are being automatically generated for one_api_* tables extending [sys_metadata]. This causes confusion among users as they are unaware of how the | Refer to the listed KB article for details. |

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|---|---|---|---|
| | | updates are generated and these records aren't intended to be transferred via an update set. | |
| OneExtend<br><br>PRB1920527 | Elaborate or shortened responses load on form skills when the ACL is set to Now Assist Context Menu (NACM) skills | This issue was found in Washington DC. Responses that have been elaborated or shortened appear even though they are restricted to a particular role in the NACM ACL table. The NACM skill in the skill configuration table also becomes 'inactive' by default. | **1.** Log in to a Washington DC instance.<br>**2.** Ensure Gen AI is setup.<br>**3.** Activate the Resolution Notes generation skill.<br>**4.** Navigate to the ACL table.<br>**5.** Add a role to the NACM ACL, such as workspace_admin.<br>**6.** Impersonate an ITIL user.<br>**7.** Select the text on close_notes.<br>**8.** Elaborate or shorten the text on close_notes.<br><br>Observe that elaborate and shortened responses are loading even when it's restricted to only the workspace_admin role, and the NACM skill in the skill configuration table is 'inactive' by default. |
| OneExtend<br><br>PRB1922282 | Enforce ACL evaluations based on client parameters | This is a product update. | |
| Password2 Encryption<br><br>PRB1893080 | High memory consumption during SEK ReEncrypt on instances with millions of password2 data | | **1.** Generate 20 million password2 records on an instance.<br>**2.** Run the Storage Encryption re-encrypt.<br><br>Expected behavior: The re-encryption completes successfully.<br><br>Actual behavior: The encryption job ends abruptly because the node ran out of memory. |
| Password2 Encryption<br><br>PRB1914502 | The 'Grant' rule is revoked even if there are SEK reEncryption failures | | **1.** Open a corrupt PW2 record.<br>**2.** Enable V1 Rekey by creating a system property glide.crypto.core .rekey.v2.enabled: false.<br>**3.** Navigate to Rest API Explorer. |

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| | | | **4.** Select **Explore**.<br>**a.** namespace: crypto<br>**b.** API name: Crypto Rekey Automation API<br>**5.** Select **Send**.<br>**6.** Navigate to 'security jobs'.<br>**7.** Check the latest SEK reEncryption job.<br><br>Expected behavior: The 'Grant' rule isn't revoked due to failures in SEK reEncryption.<br><br>Actual behavior: The 'Grant' rule is revoked despite SEK reEncryption failures. |
| Performance Analytics<br><br>PRB1897313 | Data snapshots feature should not be available in Xanadu | The data snapshots plugin (com.snc.pa.mlb) is available in Xanadu and visible to the user even if the plugin is marked 'maint' only. | |
| Platform Analytics Dashboard API<br><br>PRB1810811 | Dashboard duplication throws an error for certain dashboards | The error message reads: 'Duplicating dashboard failed. Please try again.' | **1.** Open a Data Classification dashboard.<br>**2.** Select **Duplicate**.<br><br>Expected behavior: There is no error message and the copy should be identical to the original dashboard.<br><br>Actual behavior: There is an error message and a new dashboard that is empty. |
| Platform Analytics Dashboard API<br><br>PRB1831214 | An ITIL user is unable to view the dashboard on Workspace Builder | The user observes an error message reading, 'Can't display this dashboard'. | **1.** Log in as an ITIL User.<br>**2.** Navigate to App Engine Studio.<br>**3.** From the AES home page, select **Create** and create an App.<br>**4.** Once an App is created, select the **+**icon in the 'Experiences' section and create a Workspace by giving tables (for example, incident, change_request).<br>**5.** Once Workspace experience gets created, select **Edit**or **Workspace** to open Workspace Builder. |

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| | | | **6.** Once Workspace Builder loads, select the **Home** link in the left side panel and observe the dashboard in the middle panel.<br><br>Expected behavior: The dashboard should load to the ITIL user.<br><br>Actual behavior: The user observes an error message reading, 'Can't display this dashboard'. |
| Platform Analytics Filters<br><br>PRB1838937 | When a non-admin user creates a Platform Analytics 'Date' filter, 'Field' flashes briefly and is then cleared when selected, depending on the table chosen | Depending on the table chosen in the data to filter modal, entries selected in 'Field' flash briefly and are then cleared, and don't remain selected. | **1.** Grant a non-admin user the analytics_filter_admin role.<br>**2.** Impersonate the user.<br>**3.** Navigate to **Platform Analytics** > **Library** > **Filters**.<br>**4.** Select **New**.<br>**5.** Navigate to **Filter Type** > **Date** > **Data to filter** > **Add**.<br>**6.** Select **Task** in the field **Table** in the Data to filter modal.<br>**7.** Select **Created** under **Field**.<br><br>Observe that 'Created' flashes briefly and is then cleared, and the selection does not remain. |
| Platform Analytics Migration API<br><br>PRB1788955 | Core UI dashboard list **Delete migrated Experience Dashboard** UI action is not working as expected | This problem is not related to the Next Experience migration, although it involves removing the migrated Experience dashboard. | |
| Platform Analytics Migration API<br><br>PRB1894148<br><br>KB2173216 | Bulk migration rewrites the scope of all Core UI dashboards | | Refer to the listed KB article for details. |
| Platform Runtime | Missing metrics for session and semaphore | As part of the Yokohama release, semaphore and session wait times have | |

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|---|---|---|---|
| PRB1810985 | wait times at the node level | been added for each semaphore pool in XMLstats. However, they have been missing semaphore and session wait times for all pools combined, for example, wait times at the node level. | |
| Platform Runtime<br><br>PRB1900474 | There's a difference in the number of sys_journal_field records created when running GR.setDisplayValue() before GR.insert() | | |
| Playbooks (Family Channel)<br><br>PRB1922316 | After upgrading to Xanadu, playbook stages/ activities disappear from the screen | Playbook checklist steps do not work as expected and disappear from the screen. As a result, completed activities cannot be reviewed. | **1.** Create a playbook with three stages and 1-2 activities in each stage.<br>**2.** Make stage 2 conditional and make sure that the condition for stage 2 gets set to 'True' at the end of stage 1.<br>**3.** At the end of stage 2, make the run condition of stage 2 false (this can be required for other stages or activities).<br>**4.** Activate the playbook and create a record.<br>**5.** Complete stage 1.<br><br>Stage 2 appears.<br><br>**6.** Complete stages 2 and 3 as well.<br><br>Expected behavior: All completed stages should be shown.<br><br>Actual behavior: Only Stage 3 is shown. |
| Process Mining<br><br>PRB1895034 | Verify all analyst workbench statistics having two date units | Stats formatting in multiple areas in the 'Process details' need to be updated. | |
| Process Mining | Addition of Query ACLs in Process Mining | This change adds new Query ACLs on certain table(s) and field(s) | |

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|---|---|---|---|
| PRB1905387 | | to grant query_range access. | |
| Process Mining<br><br>PRB1920054<br><br>KB2423567 | Condition with transitions are failing when viewing the 'Schedule task' results | This issue occurs when upgrading from Xanadu to Yokohama. | Refer to the listed KB article for details. |
| Process Mining Workspace<br><br>PRB1885485 | The Overview page of the guided setup isn't loading for a project which is created via PA journey | | 1. Navigate to the left navigation.<br>2. Search **Data Collector**.<br>3. Select **Jobs**.<br>4. Open the following:<br>a. [PA Incident] Historic Data Collection.<br>b. [PA Incident] Daily Data Collection.<br>5. Select **Execute now** for both.<br>6. Wait for 1 minute or until the process is complete.<br>7. Open the left navigation.<br>8. Search **KPIs**under Platform Analytics.<br>9. Open a PA indicator =.<br>10. Choose an indicator on the incident because the incident is a default template.<br>11. Select **Run Process Analysis**.<br>Notice that this will trigger the PA API and create a project.<br>12. Search **PA projects** in the left navigation.<br>13. Open it under 'Process mining'.<br>Notice that the newly created project is displayed.<br>14. Open it.<br>15. Select **Edit** in the **Project builder** button.<br>Observe that it goes into a continuous loop. |

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|---|---|---|---|
| Process Mining Workspace<br><br>PRB1921809 | Enable auditing on Process Mining config tables | This is a product update. | |
| Project Management<br><br>PRB1885649 | A cost plan roll up isn't happening for programs and portfolio | | 1. Create a Project.<br>2. Assign a program to it.<br>3. Add a cost plan and a benefit plan.<br>4. Select **Save**.<br>5. Validate the 'Financials' tab in the program. |
| Remote Tables<br><br>PRB1885282 | There's an out of memory exception when there's JavaScript and ^NQ in the encoded query string | Encoded strings are saved by calling setEncodedString on the query condition. This is done per row bases. As it is checking query conditions for each row, a saved encoded query is appended to the previous one. Eventually, it eats up the memory. | |
| Roles<br><br>PRB1922773 | Agent role controls for identity type | This is a product enhancement. | |
| Roles<br><br>PRB1922778 | Agent role inheritance restriction | This is a product update. | |
| Rollback and Recovery<br><br>PRB1809473 | When truncating a logical non-root table in TPH or TPP, all records are stored for ancestors and siblings in a shadow table | | 1. Create two tables using the 'Table Per Hierarchy' extension model (u_table1 and u_table2 extending the former).<br>2. Seed some test data on each tables.<br>3. Invoke 'DBI.tableDrop()' for u_table2 with rollback enabled.<br>4. Confirm that records from u_table1 were recorded in the shadow table 'sh $u_table1'.<br><br>Notice that the shadow table has records for more than just u_table2. |

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|---|---|---|---|
| | | | This can become a costly, unnecessary operation if the parent table is large. |
| Schedule Optimization<br><br>PRB1891169 | On Demand Intraday, selecting multiple territories displays an 'Optimizing' icon even when there's no optimization running | | 1. Create an intraday configuration for multiple territories, and ensure that those are overlapping territories.<br>2. In the config, set the 'On Demand' boolean to true.<br>3. As a dispatcher, navigate to Dispatcher Workspace (DWS).<br>4. From DWS settings, turn off the 'Territory single select' toggle.<br>5. From the territory selection on top left, select those same territories that are present in the intradat config.<br><br>Expected behavior: The user shouldn't see the 'Optimizing' icon when there's no optimization running.<br><br>Actual behavior: Users are seeing the 'Optimizing' icon on the calendar for those territories even if there's no optimization running. |
| Schedule Optimization<br><br>PRB1893918 | When the task limit is exceeded, jobs stay in the 'In Progress' state, and the 'In progress' Prioritized Optimization (PO) job is ignored when the default job runs while it's still in progress | The PO job never comes out of the 'In progress' state. | 1. Set up data in a way that a qualifier has more than 100 tasks.<br>2. Create an intraday configuration with PO set to 'True' for that qualifier.<br>3. Trigger a prioritized event for that qualifier.<br><br>Notice that the PO job created stays in the 'In progress' state even after ML solution is complete, and never comes out of the 'In progress' state. |
| Schedule Optimization<br><br>PRB1898555 | When one of overlapping territories has 0 tasks, double booking happens | | 1. Create overlapping territories.<br>2. Ensure that one or more overlapping territories have 0 tasks.<br>3. Run optimization.<br><br>Expected behavior: Double booking shouldn't happen.<br><br>Actual behavior: None of the existing assignments for that territory are sent as locked, so it double books. |

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|---|---|---|---|
| Security Attributes<br><br>PRB1922768 | 'Are You an Agent?' security attributes | This is a product enhancement. | |
| Security Attributes<br><br>PRB1922771 | Create common use case security attributes | This is a product enhancement. | |
| Security Attributes<br><br>PRB1922776 | Default access posture security attribute | This is a product enhancement. | |
| Service Mapping<br><br>PRB1883153 | Blob reaper alerts for jobs that are running for less than 48 hours | | 1. Navigate to sys_status.<br>2. Look for records with the name 'glide.service.modeling.startSweep, glide.service.modeling.lastSweep'.<br>3. Change one of them so that the value in lastSweep is 25 hours after the value in startSweep.<br>4. From the browser URL, type 'https://InstanceName.service-now.com/xmlstats.do'.<br>5. Look for blob_reaper_job_stuck and see its value is 'true'. |
| Service Model Foundation - Business Location<br><br>PRB1896747 | Addition of Query ACLs in Service Model Foundation - Business Location | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Service Model Foundation<br><br>PRB1806488 | Outsource Customer Service (OCS) view isn't shown for OSP agents when the csm_ppm plugin is installed | The user isn't able to view OCS view, and can only see the case view. | 1. Log in as an admin user.<br>2. Install Outsource Customer Service with demo data.<br>3. Install CSM_PPM plugins.<br>4. Log in as a user.<br>5. Navigate to **Cases** > **All**>. |

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|---|---|---|---|
| | | | Expected behavior: The user should be able to view the OCS view on both the list and form layouts of the case table.<br><br>Actual behavior: The user is able to see the case view on both the list and form layout on case table. |
| Service Portal<br><br>PRB1893869<br><br>KB2313113 | EC Search widget doesn't handle overflow of text when there are more than ten navigation tabs | When there are more than ten navigation tabs (sys_search_filter) created for AI Search Application, the EC Search widget doesn't handle the overflow of text. | Refer to the listed KB article for details. |
| Service Portal<br><br>PRB1894604 | To reduce regressions, query ACLs are only enforced when certain conditions are met for widget-data-table | | |
| Service Portal<br><br>PRB1919036 | Faceted Search Widget/Genius Result card doesn't have a responsive design and disappears on a mobile browser or a small browser window | The issue can be reproduced on mobile and on a computer browser with developer tools. | **1.** Log in to a Xanadu instance.<br>**2.** Turn on AI Search.<br>**3.** Turn on Genius Results for Portal.<br>**4.** Turn on AI Search on Portal.<br>**5.** Navigate to the Portal where this is turned on (/sp or /esc).<br>**6.** Perform a search and view that the Genius Result show.<br>**7.** Inspect the page to view the developer tools.<br>**8.** Set the dimensions to a phone size.<br><br>See that Genius Results disappear. |
| Service Portfolio Management<br><br>PRB1897750 | Lifecycle rules prevent certain actions | Lifecycle rules prevent users from adding an offering to a service that isn't operational. The user also can't move a service or offering from operational back to an earlier stage (for example, ideation or design). | |

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|---|---|---|---|
| Software Asset Management<br><br>PRB1792145 | The 'Reset dedupe' business rule on the DM table should only trigger if the norm field changes | The event 'samp.reset.install.deduplicated' is fired. | 1. On the DM table, change a non-norm-field value such as install count or lifecycle.<br>2. Navigate to the event log.<br><br>Observe that the event 'samp.reset.install.deduplicated' is fired. |
| Software Asset Management<br><br>PRB1795842 | 'Created Source' is not always stamped on software models by content update jobs | This issue usually occurs because the scheduled jobs below don't stamp the '**Created source**' field if it's empty on the suite parent: SAM - Apply latest content changes and SAM - Create lifecycles and suites for a software model. | |
| Software Asset Management<br><br>PRB1823270 | Replication lag on MariaDB due to slow updates on cmdb_sam_sw_install table | There is replication lag on the instance due to slow updates on the cmdb_sam_sw_install table. SamPublisherCalculator.reconcileLeftoverEntities updates an excessive number of installs per product, which causes the query to run slowly. | |
| Software Asset Management<br><br>PRB1840860 | The scheduled job 'SAM - Apply latest content changes' fails | The scheduled job 'SAM - Apply latest content changes' fails with the exception 'SAM - Apply latest content changes job aborted as CDS pull has not happened for all tables'. | |
| Software Asset Management<br><br>PRB1845794<br><br>KB2186255 | The 'ITAM License Report' module isn't displaying in upgraded instances from Washington DC / Xanadu to Yokohama releases | The module is missing. | 1. Install HAMP.<br>2. Log in to the instance and check for the 'ITAM License Report' module under the 'ITAM Licensing' menu.<br>3. Note that the module isn't available.<br><br>Expected behavior: The 'ITAM License Report' module should be visible under the 'ITAM Licensing' menu. |

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|---|---|---|---|
| | | | Actual behavior: The 'ITAM License Report' module is not visible under the 'ITAM Licensing' menu. |
| Software Asset Management<br><br>PRB1857027<br><br>KB2214434 | Performance enhancement for the 'Bookkeeping for dedup on delete' business rule | The number of records to update may be reduced if there's an additional query on primary_install is not null and deduplicated=true. | Refer to the listed KB article for details. |
| Software Asset Management<br><br>PRB1865376 | Unlicensed/ actionable installs list are grouped by document ID by default, which turns off pagination | The unlicensed and actionable installs lists are grouped by the **m2m_entity** field by default. Since they're grouped by a document ID, pagination is turned off and the user can't access more than 20 items. | 1. Run recon with demo data.<br>2. Navigate to any software publisher result.<br>3. Select **Unlicensed install** or **Installs requiring action with a count >20**.<br><br>Observe that the list view is grouped by the **m2m_entity** field, which is a **Document id** field. The page only displays 20 items and pagination doesn't work. |
| Software Asset Management<br><br>PRB1883407 | The default value for month in the samp_sw_usage table remains in the dictionary after upgrading to Xanadu | | 1. Provision a Washington DC instance with SAMP plugins.<br>2. Upgrade the instance to Xanadu.<br>3. Observe the default value of **month** in the samp_sw_usage table.<br><br>Actual behavior: The default value is 'January'.<br><br>Expected behavior: The default value should be empty. |
| Software Asset Management<br><br>PRB1894351 | SamNewRedHatPerSocketPaidLicenseCalculator does not consider suite installs, and SamServerLicenseCalculator needs correction | This is a product update. | |
| Software Asset Management<br><br>PRB1895339 | The encoded query stampUndetermined to set to product_version is incorrect | It will stamp all installs where the inferred suite is set to product_version isn't expected. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Software Asset Management<br><br>PRB1905701 | 'SAM - Generate Windows SQL Infra Report' job fails when processing hardware CIs | | |
| Software Asset Management<br><br>PRB1920827 | Product install condition is not honored in the suite of suite | Some conditions are not honored for product install conditions. | 1. Create a SQL Server suite with some components.<br>2. Create a Visual Studio (VS) suite with SQL Server as component.<br>3. Create an install condition on SQL Server where 'installed_on.environment = prod'.<br>4. Create install condition on VS Studio where 'installed_on.environment = dev'.<br>5. Create some installs of SQL Server components for some devices set environment as 'prod'.<br>6. Create some installs of SQL Server components for some devices set environment as 'dev'.<br>7. Run recon.<br>8. Check if the inferred suite honors the product install condition.<br><br>Notice that some conditions are not honored for product install conditions. |
| Software Asset Management Workspace<br><br>PRB1627323<br><br>KB1263692 | The entitlements related list doesn't filter by group, subgroup, or 'in use' entitlements | In Software Asset Workspace, the entitlements tab on a software model result shows all entitlements that match the SMR's software model. However, reconciliation only processes 'in use' entitlements. When reconciliation is run with grouping, the entitlement's group/subgroup also matters. This tab should filter for the correct entitlements under the software model result, rather | Refer to the listed KB article for details. |

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|---|---|---|---|
| | | than all entitlements for the software model. | |
| Software Asset Normalization<br><br>PRB1847748<br><br>KB2020463 | Sometimes Norm product/ publisher isn't cleared/ stamped on a few installs | | |
| Software Asset Reclamation<br><br>PRB1814389<br><br>KB1709585 | Scheduled imports and data sources for 'SG-SCCM Software Last Used' and 'SG-SCCM SAMP Usage' do not delete old records in the table samp_sw_usage | This is caused by missing cross-scope configurations and a query to the field reclamation_rule that does not exist on the table samp_sw_usage. | Refer to the listed KB article for details. |
| Software Asset Reclamation<br><br>PRB1882484 | A business rule prevents duplicate reclamation candidates, causing bulk RC not to be created | . | |
| Software Asset Reclamation<br><br>PRB1896341<br><br>KB2171072 | There's reclamation candidate and reclamation rule issues | | Refer to the listed KB article for details. |
| Software Asset Reconciliation<br><br>PRB1637293<br><br>KB1226034 | There are incorrect licensing calculations for retired hosts on clusters consuming rights | In reconciliation, incorrect licensing calculation for retired hosts on clusters consuming rights. | Refer to the listed KB article for details. |
| Software Asset Reconciliation | 'Undetermined' unlicensed reason given to installations when | After a fix was applied where the required key-value pairs have been created, Azure VMs are marked with the SAMP | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1855067 | Installations are reconciled to a SW model that does not have entitlements | install unlicensed reason 'Undetermined' after adding Azure BYOL Key values to fix the issue 'Missing cloud license type'. This happens because the SW model reconciled to the installations has no entitlements. | |
| Software Entitlements<br><br>PRB1786107 | The 'Update total_cost on load' client script fails on Workspace Entitlement forms | The user observes a console error in the browser. | 1. Provision an instance with com.snc.samp and com.sn_samp_master installed with demo data.<br>2. Navigate to Software Asset Workspace.<br>3. Navigate to License Operations.<br>4. Open any existing entitlement.<br><br>Notice a console error in the browser. |
| Software Lifecycles<br><br>PRB1566827 | The user is unable to create a new custom lifecycle through list view | The **New** button on the lifecycle table is disabled by default. When enabled, there are no modules to access the lifecycle table. | |
| Software Models<br><br>PRB1828999 | 'Get install count for software model' job runs a large query when the software model is corrupted in Software Asset Management (SAM) | The 'Get install count for software model' job creates an encoded query for a software model to match the corresponding discovery model. The query generated is 'null' when the software model version/ edition operator is corrupted. This causes all discovery models to be picked for matching, which creates a large query and results in the job running forever. | |
| SSH MID Server Communication Protocol | SSHProtocolEngine thread is overwhelmed when SSH server starts dumping | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1887914 | nstead of sending a protocol version string | | |
| Store IRM GRC Core Case Management<br><br>PRB1894250 | Query range issues on certain tables | | |
| Store IRM Privacy Case Management<br><br>PRB1894359 | Addition of Query ACLs in Access Control List (ACL) Rules in Store IRM Privacy Case Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Survey Management<br><br>PRB1895396 | Query range error seen on Surveys & Assessments table even for privileged users | Query range errors are seen on the asmt_assessable_record table in Surveys & Assessments. | 1. Create a user Assessment Admin.<br>2. Assign the assessment_admin role to the user.<br>3. Impersonate as the user.<br>4. Open the asmt_assessable_record.list page.<br>5. Search for 'test' in the **Type** field search.<br><br>Expected behavior: No error should be seen.<br><br>Actual behavior: The 'Query range' error is seen even though the user has full access to the table. |
| Table Cleaner<br><br>PRB1860821 | TableCleaner doesn't resolve gateways | Since TableCleaner is uses the API 'DBConfiguration.getDBI', which can only resolve it. | 1. Configure a gateway for any table.<br>2. Call the TableCleaner.clean API.<br><br>Notice that gateways aren't resolved. |
| Template Management for Field Service<br><br>PRB1802776 | The 'Copy Work Order' task template does not work in the work order task template page | | 1. Open the Work Order Task Template List.<br>2. Select **New**.<br>3. Select **Copy Task Template**.<br><br>Observe that nothing happens. |

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|---|---|---|---|
| Server-side scripts<br><br>PRB1929097 | REST API response is {empty:false} for some attributes | | |
| Template Management for Field Service<br><br>PRB1920388 | When accessing a work order template, $sm_templates can be slow and cause memory issues on the client-side (browser) | The browser can be slow if they have a relatively large number of task templates. | |
| Territory Planning<br><br>PRB1909388 | Drag and drop task isn't working for crew tasks when territory planning is 'active' in Dispatcher Workspace | | 1. Create a Work Order Task (WOT).<br>2. Check 'Needs Crew' in the WOT.<br>3. Ensure that Territory Planning is installed and active.<br>4. Launch the Dispatcher Workspace.<br>5. Drag the task against the Crew.<br><br>Expected behavior: The user should be able to drag or drop the task on crew.<br><br>Actual behavior: The user isn't able to drag or drop the task on crew. |
| Tier 2 Storage Offload<br><br>PRB1877226 | Conflict on a field name when creating an offload rule | When configuring an offload rule, there's a conflict if a system field is set as an indexed field. | |
| Tier 2 Storage Offload<br><br>PRB1889818 | The default retry period for failed offloads is too low | The default retry period should be 6 hours. | 1. Generate a record whose offload perpetually breaks.<br>2. Make it fail upon offload with a 60-minute retry period.<br>3. Archive other records that would get offloaded by the same rule.<br><br>Notice that the records never get offloaded. |

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|---|---|---|---|
| Tier 2 Storage Offload<br><br>PRB1893476 | Tier 2 Index tables don't properly store DocumentID data | When creating a Tier 2 offload rule, the user is able to select DocumentID columns for indexing on the cidx_ table created to store the indexed data. Columns of DocumentID type are missing the 'Dependent Field' tab, which impacts the navigation and and readability of index tables. This results in no previews or quick links to the record on CIDX table. | 1. Create an archive and offload rule for sys_email.<br>2. Create or choose a sys_email record which references some other record in its 'instance' column.<br>3. Archive the record.<br>4. Observe that on the archive table, the link to the referenced record is preserve on the column.<br>5. Offload the record to tier 2.<br><br>Observe that the link is missing on the cidx_ar_sys_email table, and the data appears '(empty)'.<br>6. View the XML for the record on the cidx_ar_incident.<br><br>Observe that the sys_id is in the instance column.<br>7. Navigate to the **sys_dictionary**table.<br>8. Open the 'instance' column for cidx_ar_sys_email.<br>9. Select **Related links** > **Advanced view** >.<br>10. Navigate to the 'Dependent Field' tab.<br><br>Notice that the **Dependent**Field isn't selected.<br>11. Navigate to the **sys_dictionary**table.<br>12. Open the 'instance' column for ar_sys_email.<br><br>Notice that there is a **Dependent** field selected. |
| Tier 2 Storage Offload<br><br>PRB1897660 | Change the sys_property glide.db.archive.offload.free_storage_max_gb value from 100GB default to 36T | | |

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| UI Form Administration<br><br>PRB1786721 | The creation of a sub record using UI actions in the interaction form does not honor a domain selection | A domain check appears. | **1.** Impersonate a Parent user.<br>**2.** Navigate to base agent workspace ( append to instance url /now/demo/baseaw), Create a list on incident<br>**3.** Create a new incident and Provide 'Child Domain' as the domain.<br>**4.** Save the record.<br>**5.** Select any related list like 'Child incident'<br>**6.** Select **New**<br><br>Expected behavior: A related record is automatically created under the incident record domain.<br><br>Actual behavior: A domain check appears. |
| UI Form Administration<br><br>PRB1880019 | Field labels aren't displaying horizontally even though glide.ui.form.breakpoints.enable is true | If the form width is more than or equal to 800 pixels, then field labels should display horizontally. If glide.ui.form.breakpoints.enable is false, the form should be in a 2 column layout and field labels should display vertically after increasing the form layout. | **1.** Log in to a Next Experience instance with an admin user.<br>**2.** Open the sys_properties table.<br>**3.** Search for glide.ui.form.breakpoints.enable and make it true.<br>**4.** Open any configurable workspace.<br>**5.** Open any of the record form.<br>**6.** Increase the form layout by using the resizable pane.<br><br>Expected behavior: Field labels should display horizontally beside the label after increasing the form layout.<br><br>Actual behavior: Field labels aren't displaying horizontally after increasing the from layout. |
| UI Form Administration<br><br>PRB1881995 | Content on 'Special Handling Notes' isn't scrollable | | |
| UI Form Administration<br><br>PRB1887884 | A dependent field onChange handler fires when the **Depends on** field changes | There are client scripts on various task-based tables that clear the assigned_to when assignment_group changes. These | **1.** Create a new client script with the following:<br>**a.** Table: Incident<br>**b.** UI Type: All |

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|---|---|---|---|
| | when there's no change to the dependent field | tables can't be tested on (for example: change_request, incident, problem, problem_task) as it will appear that the dependent field onChange handlers fire when the**Depends on** field changes. A table that doesn't have existing client scripts on the **assignment_group** field like change task (change_task) must be used. | **c.** Type: onChange<br>**d.** Field name: Assigned to<br>**e.** Script:function onChange(control, oldValue, newValue, isLoading, isTemplate)<br>**2.** Start a new Change Task (change_task) record in UI16.<br>**3.** Set an Assignment Group.<br><br>Notice that the info message isn't displayed because onChange handlers for the dependent field (assigned_to) are not fired. |
| UI Policies<br><br>PRB1894468<br><br>KB2293905 | Performance degradation for Core UI performance | Core UI performance testing shows 250 to 300ms degradation for most direct load user actions. | Refer to the listed KB article for details. |
| UX Framework<br><br>PRB1871297 | UXF pages are broken due to the duplicate assets with different versions bundled in the nds-bundle | The new release of the sn-datagrid brings in new versions of side-channel-weak-map, side-channle and get-intrinsic which end up pulling in call-bind-apply-helpers 1.0.2 to the instance. When nds-bundle is built, it doesn't deduplicate assets with deep import paths, so both call-bind-apply-helpers/1.0.1/functionApply and call-bind-apply-helpers/1.0.2/functionApply are added to the nds-bundle. They share the same global variable name: __TECTONIC__call_bind_apply_helpers_functionapply, so it ends up calling wrapTectonicVarIfNeeded() twice for the same tectonic variable, which | **1.** Navigate to sn-datagrid.<br>**2.** Build the zip of the component.<br>**3.** Sideload the zip on to any instance.<br>**4.** Navigate to the home page.<br><br>Notice that the page is broken. |

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|---|---|---|---|
| | | causes it to be double wrapped. | |
| Virtual Agent Designer Legacy<br><br>PRB1896496 | KG slot filling throws an error | Execution gets stuck and throws error messages on VAD test panel. | 1. Navigate to Store Publisher Portal.<br>2. Enter an utterance such as 'Collect user information for voting' to discover and execute the User Information topic.<br><br>Expected behavior: Input nodes in the topic must be slot filled by KG and the topic must be executed.<br><br>Actual behavior: The Gen AI log shows 'Synthensized response' as the last log record, there are no log records for TextToTResult and Unified Slot Fill, and execution ends with multiple 'Sorry' messages on VAD test panel. |
| Virtual Agent Designer Legacy<br><br>PRB1912465 | The Static Choice Header Card is missing in the chat client | A chat is loaded and a topic is discovered, but the Header Card is missing. | 1. Navigate to **All** > **Conversational Interfaces** > **Virtual Agent** > **Designer**.<br>2. Select the **Create** button located in the top-right corner of Conversational Studio.<br>3. Select the Model Type: 'LLM', type: 'Topic', and fill in all the required fields.<br>4. Select the **Create** button.<br>5. Drag the 'Static Choice' node to the canvas and select it.<br>6. In the right-side panel, under **Advanced**, select **Header Card** and toggle on 'Insert'.<br>7. Under 'Would you like help', select **Yes** and select the **Add card** button.<br>8. Select Card type as 'Small image with text'.<br>9. Fill the required **Title** input field.<br>10. Under '3. Image URL link', select the **Upload Image** button.<br>11. In the newly opened file explorer window, select the image file to upload.<br><br>The image is uploaded, and the image URL is generated and inserted into the 'Image URL link' input field.<br><br>12. Select the auto-generated link. |

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|---|---|---|---|
| | | | 13. Save the topic and select the **Test** button located in the upper-right corner of the VA Designer screen.<br>14. Wait until the chat is fully loaded.<br><br>Expected behavior: The Header Card is present in the Static Choice where it was set.<br><br>Actual behavior: The chat is loaded and the topic is discovered, but the Header Card is missing. |
| Virtual Agent<br><br>PRB1826252 | User inbound messages to a Live Agent end up in the picker pagination logic in specific scenarios for channels | The user inbound message to a Live Agent somehow ends up in the picker pagination logic in CAF if the last rich control before invoking the live agent was a paginated picker. | 1. Create a custom topic for invoking a Live Agent.<br>2. Add a paginated picker nod before invoking the Live agent (for example, choose a preferred language picker with 15 options).<br>3. Make this the default topic for Live Agent.<br><br>Notice that user inbound messages to a Live Agent end up in the picker pagination logic |
| Virtual Agent<br><br>PRB1833571 | When _max_wait_topic_ is ended using the 'End Conversation' option, the conversation hangs and never completes | The 'Resume flow after topic switching' inside of the _max_wait_topic_ properties should be flipped to false. | 1. Install the AgentChat plugin.<br>2. Navigate to the awa_queue table.<br>3. Open 'Agent Chat Queue'.<br>4. Set **Max wait time** to something short like 30 seconds.<br>5. Select **Queue Triggers** in the related lists and create a new one.<br>6. Ensure that the queue trigger is a max wait time trigger and have the topic be anything.<br>7. Navigate to the awa_assignment_rule and open 'Chat - Most Capacity'.<br>8. Select **Rejection Handling** and set the timeout to 2 minutes.<br>9. Ensure that an agent is online<br>10. Start a conversation and run the 'Live Agent Support' topic.<br>11. Let the search run until the max wait time topic appears.<br>12. Select **End conversation**. |

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|---|---|---|---|
| | | | Expected behavior: The conversation ends.<br><br>Actual behavior: The conversation hangs and never ends. |
| Virtual Agent<br><br>PRB1849654<br><br>KB1940828 | Synthesized output is not captured in an interaction transcript | In Virtual Agent, the transcripts captured on the interaction don't log the synthesized output. | Refer to the listed KB article for details. |
| Virtual Agent<br><br>PRB1874005 | A record in provider_user_map is still inactive, causing Now Virtual Agent to fail approvals | When a sys_user record becomes active after being deactivated, provider_user_map is still inactive and there's no logic to activate the mapping. The user still receives a notification for record approval in Microsoft Teams because the mapping exists, even though provider_user_map is inactive. When the user attempts to approve the record, an error occurs because their record in provider_user_map is still inactive. | |
| Virtual Agent<br><br>PRB1880242 | 'interaction_context' is overwritten with new conversation variables | When a requester is starting a conversation via sn_va_web_client_app with sysparm_skip_load_history=true and other parameters, the 'interaction_context' takes the params as we'd expect. But if the requester has an ongoing chat, but starts a new conversation with different params, the initial chat's interaction_context is overwritten with the new interaction_context values. | |

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|---|---|---|---|
| Virtual Agent<br><br>PRB1881393 | An Agent Chat new message desktop notification should be selectable and redirect to the 'Calling' tab | When there's an agent in the workspace doing a live chat with a user, if users move the focus to another tab, with desktop notifications turned on, they receive a notification. The need is for the notification to be selectable and redirected to the 'Chat' tab. | 1. Navigate to an instance.<br>2. Impersonate a system admin.<br>3. Open Service Operations Workspace.<br>4. Navigate to the inbox and set the user to 'available'.<br>5. Ensure that the desktop notifications are set up with the gear icon.<br>6. Open an incognito window.<br>7. Impersonate a user.<br>8. Open the Service Portal.<br>9. Open the chat.<br>10. Ask for a live agent.<br>11. Wait for the connection with the agent.<br>12. From the system admin window, open a new tab and stay on that tab.<br>13. From the user window, send a message.<br><br>Users should receive a desktop notification, but it's not selectable and doesn't redirect. |
| Virtual Agent<br><br>PRB1890131 | Long-running Virtual Agent transactions are not timed out in Xanadu and prior releases | When a topic is created with script node that causes an infinite loop, the transaction should cancel after a period of time, but it continues to execute until the node is restarted. | |
| Virtual Agent<br><br>PRB1893275 | A loading screen appears and a topic with a reference choice control isn't triggered | Automation scripts are also failing due to this. | 1. Log in to an instance.<br>2. Create a topic with a reference choice control.<br>3. In the reference choice control, set the filter condition to return only one record.<br>4. Make the reference choice choice control skippable.<br>5. Run that topic from the Web Client.<br><br>See that the topic isn't triggered and is stuck at the loading screen. |

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| Virtual Agent<br><br>PRB1893952 | A Now Assist panel isn't loading on Yokohama instances | Now Assist Panel is not loading AI Agents not running in Playground. An error is observed in the logs. | |
| Virtual Agent<br><br>PRB1896976 | The 'Start a new conversation' pop-up box in Virtual Agent is out of the screen | In the instance, the padding is cut off, and the popover should be contained in the Web Client window. | **1.** Navigate to Virtual Agent on an instance.<br>**2.** Start a new conversation with the Now Assist' pop-up.<br><br>Observe that when hovering over the +button, it's cut off on the right side. |
| Virtual Agent<br><br>PRB1901626 | 'Notification' errors out if users trigger it for a user who has not had any interaction with Virtual Agent for more than 60 days | | **1.** Verify that the user doesn't have any interactions with web-client/channels for more than 60 days.<br>**2.** Set up and trigger a non-actionable/ actionable notification.<br><br>Expected behavior: A new sys_cs_notification record should be created for the user.<br><br>Actual behavior: There's an error in the notification log on the lines of 'sessionResponseV2Dto is null'. |
| Virtual Agent<br><br>PRB1907383 | Skill configuration ID is passed in meta for a chained skill at runtime | This is a product update. | |
| Virtual Agent<br><br>PRB1912588 | AiAgentSecurityMigration and AiAgentSecurityHelper script includes needs to be in the global scope | | |
| Virtual Agent<br><br>PRB1915793 | There's an incorrect name for flows when creating 'invoke_from_ai' ACLs | | Execute this API to create ACLs for flows used as tools: 'new global. AiAgentSecurityMigration() .run( true)'.<br><br>Observe that for the subflow ACLs, the ACL is created with 'name' instead of 'internal_name', which is incorrect and it's missing ACL evaluations at run time. |

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|---|---|---|---|
| | | | It's defaulting to global * ACL due to the incorrect name of the flow. |
| Virtual Agent<br><br>PRB1916762 | An ACL restriction on sys_one_extend_resource_edge prevents websearch from being accessible to users | | |
| Virtual Agent<br><br>PRB1918740 | Querying on virtual column for retrieving skill metadata fails | | **1.** Navigate to AI Agent Studio.<br>**2.** Choose an existing workflow or agent which has Now Assist Panel or Virtual Agent roles enabled.<br>**3.** Create a new agent or workflow.<br>**4.** Choose a role for those who can access the workflow or agent.<br>**5.** Save and continue.<br><br>Expected behavior: Previously associated skill applicability records should be deleted.<br><br>Actual behavior: Previously associated skill applicability records still exists. |
| Virtual Agent<br><br>PRB1923131 | sn-chat-choice-picker appears instead of text-picker for users that enabled new sys prop | A choice picker with radio buttons appears for users that enabled new sys prop, instead of the expected text picker with a list of topics. | **1.** Turn on Now Assist Virtual Agent.<br>**2.** Create a virtual agent topic.<br>**3.** Select static/dynamic node and populate choices.<br>**4.** Run the topic in NAVA.<br><br>Actual Results: A choice picker with radio buttons shows up.<br><br>Expected Results: A text picker with a list of topics shows up if the user has enabled new sys prop. |
| Virtual Agent<br><br>PRB1923828 | Fix choicepicker branding for NAVA | Choice picker shows default NAVA branding even though different branding was selected. | **1.** Navigate to the Assistants page.<br>**2.** Create a new branding record in sys_cs_branding_setup table.<br>**3.** Change the branding of the new record to 'Polaris-dark'.<br>**4.** Navigate to /esc portal and select a topic that uses choice-picker. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: Choice picker matches the selected branding.<br><br>Actual behavior: Choice picker shows default NAVA branding. |
| Virtual Agent Web Client<br><br>PRB1869054 | Adding the ability to customize/ update the default 'FAB' icon | The custom 'FAB' icon is configurable by defining this variable: $now-sp-nass-FAB-icon. | |
| Virtual Agent Web Client<br><br>PRB1893493<br><br>KB2182131 | Non-conversational catalog items can't be selected if they are preceded by external KB article citations | When Now Assist for Virtual Agent is enabled, catalog items can't be selected in the Virtual Agent interface. | Refer to the listed KB article for details. |
| Virtual Agent Web Client<br><br>PRB1901424 | Chat client lets multiple messages be sent through simple scripting | | 1. Open any chat client.<br>2. Enter a message in the text box.<br>3. Inspect the browser page and in the 'Elements' tab, highlight the now-button corresponding to the **Send** button.<br>4. Move to the 'Console' tab.<br>5. Enter a small script to simulate clicks multiple times: 'for (var i = 0; i 15; i++) { $0.click(); }'.<br>6. Observe all 15 messages are sent in the chat client.<br><br>Expected behavior: Chat client shouldn't allow multiple inbound messages.<br><br>Actual behavior: Chat client allows multiple inbound messages. |
| Visual Task Boards<br><br>PRB1852813 | If the modal window is closed by selecting outside of the modal, VTB cards aren't refreshed automatically when updated | This only occurs if the modal window is closed by selecting outside of the modal. If the modal window is closed by selecting the 'X' in the top right, the record's card updates automatically as expected. | 1. Create a visual task board by navigating to **Self-Service** > **Visual Task Boards** > **New** > **Data Driven Board**.<br>2. Set **Task Table** to 'Incident' and the **Vertical Lane** field to 'Incident State'.<br>3. Select **Next**. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **4.** For the conditions, set **Assigned to is [current user]** and select **Create**.<br>**5.** Select a card on the VTB to open the modal window.<br>**6.** Unassign the record from [current user] in the modal window.<br>**7.** Close the modal window by selecting outside of the modal.<br>Observe that the card remains on the VTB even though it no longer meets the conditions for the board.<br>**8.** Refresh the VTB page.<br>Observe that the card is no longer on the board. |
| Work Order Management<br>PRB1895750 | A work order task template doesn't display the skill associated/ linked to it | Users aren't able to associate the task skills with levels to a work order task template and display the value to the UI. Also, the '**Task skills**' field isn't available from the field picker of the work order task template, even though the form layout includes the field. | |
| Work Order Management<br>PRB1895909 | Add the mktplace_requestor role for wm_task.parent | | **1.** Log in with the location contributor associated with a location, and having work order tasks associated with work orders.<br>**2.** Navigate to the cases associated with the work order on the BLSP portal.<br>**3.** Select **Work orders RL**.<br>**4.** Select **Work order task**.<br>Expected behavior: The user should get access to the work order tasks.<br>Actual behavior: The user is getting a query_range error. |
| Work Order Management | Update the SMCoreConfigCacheManager.getSMConfig API to make it backward compatible | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1917364 | with latest SMConfigurationHelper code | | |
| Work Order Management<br><br>PRB1921026 | **'Status**' field choices differ from those on the 'Work Order' form view when setting up a Work Order Task (WOT) template | When setting up a WOT template, the choices that appear for the **Status [state]** field differ from the choices that appear on the WO form view. Also, when setting up a WO template, choices don't appear for the '**Service Request Type**' field. | 1. Navigate to the list of Work Order Models [cmdb_workorder_product_model].<br>2. Select the **GE ULRICH ASSEMBLY**model.<br><br>Notice that under 'Request Information', 'Service Request Type' doesn't provide selections. Also, notice that under 'Task information', the 'Status' choices differ from the choices that are available on the WOT form view. |

## 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.

- Xanadu Patch 9 Hotfix 1
- Xanadu Patch 9a Hotfix 1
- Xanadu Patch 9a
- Xanadu Patch 9
- Xanadu Patch 8
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 9a Hotfix 1

The Xanadu Patch 9a Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 08-03-2025_1126

Build tag: glide-xanadu-07-02-2024__patch9a-hotfix1-07-27-2025

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**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Activity Stream<br><br>PRB1743672 | Worknotes using Carriage Return aren't displaying in HR Agent Workspace when using edge encryption | | 1. Enable Edge Encryption in the HR Workspace.<br>2. Open the HR Workspace using an encrypted URL.<br>3. Post a Worknote on a HR Case that uses a Carriage Return.<br><br>Notice that the Worknote isn't visible in the Activity Log. |
| Declarative Actions<br><br>PRB1839321 | **Customize flow** on the 'Order' line item loads a blank screen for Order Agent/Order Admin users | When selecting the **Customize flow** action on a newly created 'Order' line item for a given Order, the page fails to load. | |
| Next Experience Unified Navigation<br><br>PRB1908169<br><br>KB2252998 | An exact match for an experience with an invalid routeConfigId doesn't navigate | A new issue was found which results in Zing search results aren't opening properly within a workspace. | Refer to the listed KB article for details. |
| Now Assist Panel<br><br>PRB1909094 | The **Show more** button isn't visible on Now Assist for Request (NASS) for Safari browsers | When using the Now Assist Panel (NAP), Now Assist for Virtual Agent (NAVA), or Now Assist for Request (NASS) on Safari, the **Show more** button isn't visible after truncation, so the user is unable to see the full message. This prevents users | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | from accessing the complete content of responses. | |
| Virtual Agent<br><br>PRB1849654<br><br>KB1940828 | Synthesized output is not captured in an interaction transcript | In Virtual Agent, the transcripts captured on the interaction don't log the synthesized output. | Refer to the listed KB article for details. |

## 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.

- Xanadu Patch 9a
- Xanadu Patch 8
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 9 Hotfix 1

The Xanadu Patch 9 Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 06-13-2025_1945

Build tag: glide-xanadu-07-02-2024__patch9-hotfix1-06-13-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Agent Chat<br><br>PRB1900981 | Inbox audio is delayed when the 'Workspace' tab is inactive or out of focus before receiving the first work item | | **1.** Log in as an agent.<br>**2.** Navigate to Workspace.<br>**3.** Mark an agent as online.<br>**4.** Navigate to another browser tab (inactive tab) or anywhere else on the machine except the workspace tab.<br>**5.** Log in as requestor.<br>**6.** Start a chat.<br>**7.** Wait for some time.<br>**8.** Switch back to Agent Workspace.<br><br>Expected behavior: Audio should be heard as soon as the work item is assigned.<br><br>Actual behavior: When the work item assigned, audio isn't heard. Audio is heard only after switching back to the workspace. |

## 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.

- Xanadu Patch 9
- Xanadu Patch 8
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 9

The Xanadu Patch 9 release contains important problem fixes.

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**Xanadu Patch 9 was released on June 05, 2025.**

- Build date: 06-04-2025_0434
- Build tag: glide-xanadu-07-02-2024__patch9-05-21-2025

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

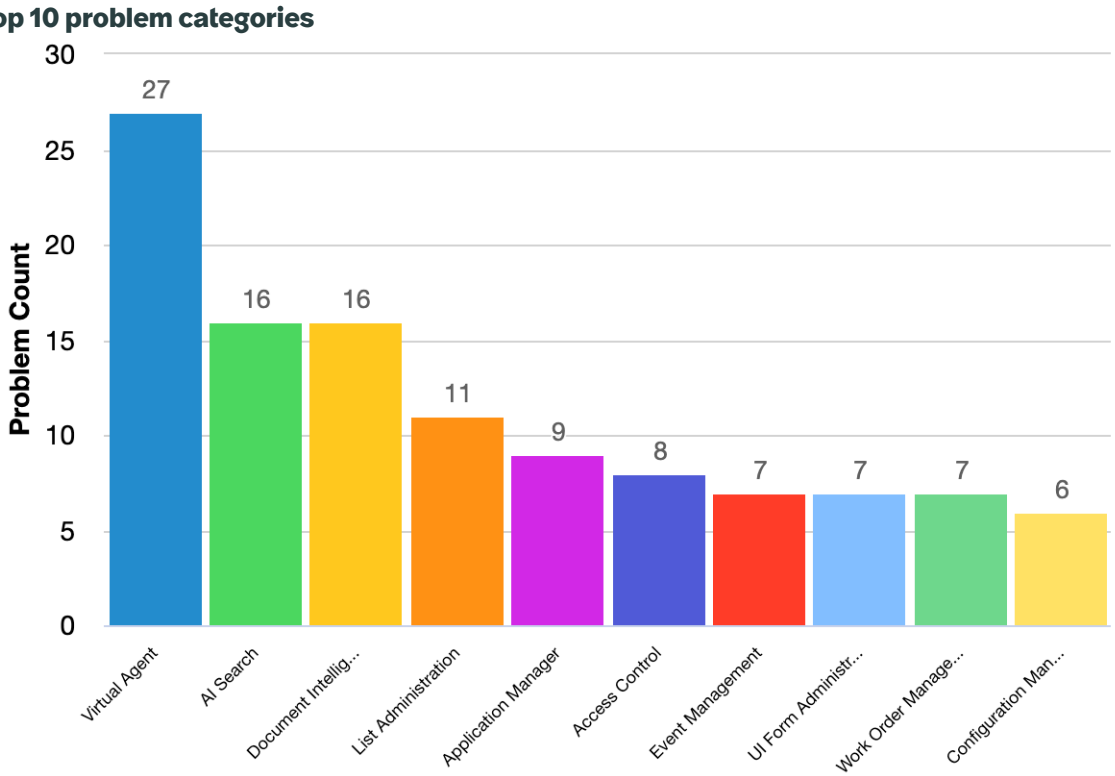
For more information about the release cycle, see the ServiceNow Release Cycle.

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 9 includes 406 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.




## Security-related fixes

Xanadu Patch 9 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 Xanadu Patch 9, refer to KB2189031.

## Changes in Xanadu Patch 9

### Activate indexing of catalog variable content on Catalog Item records

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Activate indexing of searchable content from variables on Catalog Item records. Configure the set of Catalog Items eligible for catalog variable indexing and the set of variables to index.

**AI Search system properties**

*glide.ais.ingestion.catalog_variables_filter_query*

*glide.ais.ingestion.ignore_catalog_variables_read_roles*

*glide.ais.ingestion.index_catalog_variables*

**Variable types supported by AI Search indexing**

Service Catalog variable types indexed from Catalog Items

**Field Service Management release notes**

Google Maps APIs for Field Service CapabilitiesUpgrade to the new Places API (new) and Routes API for Field Service Capabilities.Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API.: You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. Enable the new APIs from Google Console to continue using the API services without any issues.If you create a new Google API key after March 1, 2025, enable the new APIs from Google Console to use these services with the new API keys.For more information see, KB2111488, KB2112054, and Changes to Google Maps Platform automatic volume discounts, monthly credit, and services transitioning to Legacy status.

**QueryRangeACLAuditor**

This patch includes the May Maintenance update script in the form of a script include (QueryRangeACLAuditor). This script is not triggered automatically and must be run after a patch upgrade. More details on running the QueryRangeACLAuditor and its functionality can be found in KB2046494.

## 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 |
|---|---|---|---|
| Form Builder<br><br>PRB1820975<br><br>KB1987480 | A form isn't saved on a cross scope in ServiceNow studio | There's an error in the networking calls. | Refer to the listed KB article for details. |
| Integration Hub<br><br>PRB1834445 | GCF Data Egress recorder should support 0 byte inputs | GCFDataEgressRecorder will throw an error with an Invalid event value when an event with 0 bytes is recorded, creating an error in the log. | Post to the instance on an endpoint.<br><br>Notice that this will return an 204 (no content) response a zero byte response. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| MID Server<br><br>PRB1870465<br><br>KB2022624 | ECCSender does not use the correct character set when reading XML queue files | ECCSender uses the default file encoding/ character set when reading XML queue files from a disk. This results in incorrect characters in the response for some special characters. ECCSender should use UTF-8 when reading these files, as XML queue files on disk are always UTF-8. | Refer to the listed KB article for details. |
| Related Lists<br><br>PRB1887019<br><br>KB2122691 | Users can't edit from a related list on a reference field configured to be read-only in the dictionary | Users are no longer able to add existing related records via the 'Edit' function on a related list when the reference field on the target table is marked as read-only. This behavior was previously functioning as expected. The issue has been verified in multiple relationships. Removing the 'read-only' attribute from the reference field restores expected functionality, confirming the change in behavior post-upgrade. | Refer to the listed KB article for details. |
| System Import Sets<br><br>PRB1850436<br><br>KB2115235 | There's unexpected column creation when importing an Excel file with Japanese headers | When importing a file with Japanese headers, a new 'u_xxx' column is created, even though the u_email column already exists. This issue also occurs in Washington DC. | Refer to the listed KB article for details. |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Access Control | Addition of Query ACLs in Access Control | This change adds new Query ACLs on certain table(s) and field(s) | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| List (ACL) Rules<br><br>PRB1891090 | List (ACL) Rules | to grant query_range access. | |
| Access Control<br><br>PRB1889272 | GlideSearch_Query suggestions user context gathering triggers role creation | When gathering user context, the platform triggers role creation | |
| Access Control<br><br>PRB1889718 | Addition of Query ACLs in Access Control | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Access Control<br><br>PRB1889719 | Addition of Query ACLs in Access Control | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Access Control<br><br>PRB1892867 | The basic query range operation is broken | The basic query_range operation on allowed fields isn't working, and the user sees records not applied by the filter. | 1. Log in as an admin user.<br>2. Navigate to any table, for example sn_customerservice_case.<br>3. Apply any query_range filter on any field.<br><br>Notice that the list shows all the records instead of the filtered. |
| Accounts Payable Invoice Processing<br><br>PRB1889729 | Addition of Query ACLs in Accounts Payable Invoice Processing | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Activity Stream<br><br>PRB1830587 | Activity Stream doesn't limit the size of journal fields | The maximum size of journal entry appears to be either 50Kb or 100Kb by default. UI16 has a 10MB limit on the total journal field size. Once this limit was reached it truncates every journal entry to 50K. The entry cap is 250 by default. The entry cap is 30 for attachments. The size cap + entry cap is | 1. Create a script that creates a 10MB work note. This can be a 100 character string that is appended to the work note 100,000 times in a loop.<br>2. Add 2-3 of these to a single incident.<br>3. Request the incident in Service Operations Workspace (SOW).<br><br>Expected behavior: The incident should load with these massive strings. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | what ensured no out of memory errors in UI16. | Actual behavior: Chrome and Edge crash as the browser runs out of memory.<br>1. Add 100 of the 10MB work notes from #1.<br>2. Request the incident.<br>Expected behavior: The incident should load in SOW.<br>Actual behavior: The Glide server crashes with an out of memory error. |
| Activity Stream<br>PRB1882348 | Avatars are not shown for AI agent updates in the Activity Stream | When agents update fields and post work notes to the Activity stream the agent avatars are not shown next to their activities. | |
| Activity Stream<br>PRB1890397 | Two extras in the SQL count from the activity jelly template are seen in znowassiststable, causing a DMT SQL Spike | | |
| Activity Stream<br>PRB1894361 | Timeago elements (sn-time-ago) should display a tooltip when accessed via the keyboard | | 1. Navigate to any instance.<br>2. Launch the Employee Service Center (ESC) portal by appending '/esc' to the URL.<br>3. Navigate to the 'My Requests' menu item in the header.<br>The 'My Requests' page opens.<br>4. Using the keyboard, navigate through the list of requests. Select 'Tab' until the time focus goes on a sn-time-ago element.<br>Expected behavior: If the focus should move to the non-interactive elements for sighted users who use the keyboard, then the tooltip should appear without hovering over it. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: The tooltip isn't visible when the focus moves to the 'created/ updated' elements using the tab key. |
| Advanced Risk<br><br>PRB1891325 | Addition of Query ACLs in Advanced Risk | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Agent Chat<br><br>PRB1766052 | An incorrect chat workspace tab is highlighted when closing one of the chat tabs | One of several open chats is highlighted as if it contains a new message, but no message appears. | 1. Log in to an instance in a browser tab.<br>2. Impersonate an Agent and stay available in Service Operation Workspace.<br>3. Initiate three separate chats [Chat 1, Chat 2 and Chat 3] as an end user in three separate incognito tab sessions, and connect all of them to the live agent.<br>4. As the Agent, accept all three chats and initiate conversations with them.<br>5. As the end user, end chat 1.<br>6. As the agent, close the chat 1 tab in Agent Workspace.<br><br>Observe that as soon as the chat 1 tab is closed, the chat 2 tab reloads and the chat 3 tab highlights as if there is a new message, but there is no new message in the chat 3 tab. |
| Agile Development<br><br>PRB1889742 | Addition of Query ACLs in Agile Development | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| AI Search<br><br>PRB1823459 | AI Search indexing Topic Path Translation doesn't work for non system user preference language | Session users assigned as 'guest' with the sys_user_preference file 'name=user.language' and 'value=non_user_session_language' will have topic paths indexed in this language. The set language is not effective, which is the cause of incorrect translations. | 1. Ensure sys_language has two active languages, **en**for English and **de** for Deutsch.<br>2. Create an entry in the sys_user_preference table with the following values:<br>○ system = true<br>○ user = empty with language as 'de'<br>3. Create the catalog item with translations for topic and topic path. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: AI Search should index, and be able to search with the 'en' topic value.<br><br>Actual behavior: AI Search indexes content with Deutsch translations for documents with both English and Deutsch languages, and the search for English will fail. |
| AI Search<br><br>PRB1824166 | A translated reference field is indexed in a different language in a single record update vs a full table index | The peekahead is using the same value for different langauges. | 1. Enable i18n Spanish.<br>2. Insert a KB record kb_knowledge_base=knowledge, language=es.<br>3. Wait for incremental index and dump the document.<br>4. Verify that kb_knowledge_base is in Spanish.<br>5. Re-index kb_knowledge.<br>6. Wait for incremental index and dump the document.<br><br>Expected behavior: kb_knowledge_base is in Spanish.<br><br>Actual behavior: kb_knowledge_base is in English. |
| AI Search<br><br>PRB1850651 | The 'All' tab is selected after a page is refreshed or when using the browser **Back** button | When performing a search in global, the The 'Knowledge' tab and the facet should be selected even after refreshing the page or using the **Back** button on the browser. | Scenario 1:<br><br>1. Open a Xanadu or Yokohama instance.<br>2. Perform search in global for an incident or knowledge.<br>3. Select the 'Knowledge' tab.<br>4. Select any facet.<br>5. Refresh the page.<br><br>Expected behavior: The 'Knowledge' tab and the facet should be selected.<br><br>Actual behavior: The facet is not selected after refreshing the page, and the 'All' tab is selected.<br><br>Scenario 2: |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **1.** Perform a search in global for an incident or knowledge.<br>**2.** Select the 'Knowledge' tab.<br>**3.** Select any facet.<br>**4.** Select any search result.<br>**5.** Use the **Back** button on the browser.<br><br>Expected behavior: The 'Knowledge' tab and the facet should be selected.<br><br>Actual behavior: The facet is not selected after using the **Back** button on the browser, and the 'All' tab is selected. |
| AI Search<br><br>PRB1856064 | NAP displays the error, 'Trouble processing your request' while promoted skills are working correctly | The skill is not being identified and indexing is not occurring automatically on the Skill table. Skill discovery is not happening, and the following error message is displayed, 'We're having trouble processing your request right now due to a temporary system issue. Please try again later.' However, when the Skill table is manually indexed, the skill gets discovered. | |
| AI Search<br><br>PRB1857215 | There's a KB performance issue when there are a large number of user criterias assigned to a KB | The AI Search on ITSP has become slow after a Washington DC upgrade. AI Search is invoking Knowledge Management without any filters on the KB bases that are associated with the profile. Once the property 'glide. ais. disable_kbb' is set to true, response times come back to the pre-upgrade times. | |
| AI Search<br><br>PRB1871798 | Dynamic Window chat returns an error reading | | **1.** Enable dynamic window on Service Portal<br>**2.** Perform a search in chat. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | 'Sorry there was a problem on my side' | | Notice an error that reads 'Sorry there was a problem on my side'. |
| AI Search<br><br>PRB1882832 | Fix tracer functionality end-to-end for search use cases | This is a product update. | |
| AI Search<br><br>PRB1883872 | A FPE new search isn't routed to the 'All' tab | | 1. Open an instance with a May Store app.<br>2. Ensure that FPE is enabled on the ESC portal.<br>3. Search for the query 'what is cookie?'.<br>4. Toggle the search.<br>5. Perform the search again.<br>6. Navigate to the 'Knowledge' tab.<br>7. Perform a new search 'Apple iPhone' while still on the 'Knowledge' tab.<br><br>Notice that no results are found. |
| AI Search<br><br>PRB1883953 | Signals aren't being captured for a carousel on the Portal | This isn't working for synthesized Genius results either. | 1. Open an instance with May store apps.<br>2. Enable Now Assist QnA and Now Assist Actions on portal.<br>3. Perform search for queries 'Apple iPhone' and 'What is spam?'.<br>4. Perform actions like 'Open source'.<br>5. Trigger the 'Process Queued Signals' job.<br><br>Expected behavior: Signals should be logged in the sys_search_genius_result_event_action_list table.<br><br>Actual behavior: Notice no entries are found in the sys_search_genius_result_event_action table. |
| AI Search<br><br>PRB1885285<br><br>KB2182142 | When Zing is the search engine for global search, data broker is still executed and pollutes the syslog | The underlying cause is that the composite data broker resource in the UI Builder app for the global search page is wired up to use the search term from the URL as an input, and so executes every time it | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | changes after the initial search. | |
| AI Search<br><br>PRB1885594 | AI Search attachment results aren't redirecting to the parent record | The issue is reproducible in Yokohama and Xanadu instances. | **1.** Log in to an instance.<br>**2.** Navigate to the ESC portal.<br>**3.** Search for 'Dental'.<br>**4.** Select the doc result of the article.<br><br>Notice that the page not redirected to the parent record. It's redirected to the sys_attachment.do? sys_id=undefined& searchterm=detail. |
| AI Search<br><br>PRB1886467 | AI Search results match incorrect template | When a View Config condition uses a reference field for a table the user doesn't have access to, AIS returns the field, but with a value of '' (empty string). | |
| AI Search<br><br>PRB1887375 | 'OR' conditions aren't correctly evaluated in EVAM lite | In SearchResultTemplateGenerator there's logic to revert to legacy EVAM template engine if the condition is complex, but it doesn't currently catch 'OR' conditions. | **1.** Set active=false to the Service Portal default view configuration.<br>**2.** Search for 'IPV6' in Service Portal.<br><br>Observe that users get one result<br><br>**3.** Modify the Service Portal 'Knowledge Search Results' view config to add 'knowledge_base is Known Error'.<br>**4.** Search for 'IPV6' in Service Portal.<br><br>Observe that users still get one result.<br><br>**5.** Add an 'OR' condition to the 'Knowledge Search Results' view config for 'knowledge_base is IT'.<br>**6.** Search for 'IPV6' in Service Portal.<br><br>Observe that users no longer get the result. |
| AI Search<br><br>PRB1889190 | Shared files aren't coming up on the znowassiststable instance portal | | **1.** Open an instance with znowassiststable.<br>**2.** Enable Dynamic Window on Portal.<br>**3.** Set up shared files.<br>**4.** Impersonate a user. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **5.** Navigate to Service Portal.<br>**6.** Search for 'Who is [User]?'.<br><br>Notice that users can see the people card on the portal but can't see shared files. |
| AI Search<br><br>PRB1892850 | Follow-up questions shouldn't start a new conversation in a chat | The issue occurs on Service Portal with Dynamic Window turned on when a user selects 'Follow-up', the 'Conversational catalog - request' in the chat, or selecting the topic on the portal. The issue only occurs in Xanadu. | **1.** Open an instance with the latest build and Store apps.<br>**2.** Enable Dynamic Window on Portal.<br>**3.** Search for 'What is spam?', 'Order coffee', or 'Loaner laptop'.<br>**4.** Wait for the synthesis response to load.<br>**5.** Select the follow up question button/ catalog citation or topic.<br><br>Notice that on Service Portal with Dynamic Window turned on, the chat opens up starts a new conversation. |
| AI Search<br><br>PRB1892854 | The Now Assist full-page responsive mobile is unusable | The pre-search box is cropped on both the left and right side. The search results search box is cropped and buttons aren't accessible. | Open a full page search/search results in the mobile screen size.<br><br>Notice that the search bar is accessible when the screen size is changed to the mobile view. |
| AI Service - Glide Interfaces<br><br>PRB1889667 | Addition of Query ACLs in AI Service - Glide Interfaces | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Application Install Engine<br><br>PRB1846815 | Admins users aren't able to repair/install all dependencies when domain separation is enabled | A parent application (for example, Now Assist For CSM) is installed successfully even though its dependencies (for example, sn_genai_platform) aren't installed during the process. | **1.** Open an instance where domain separation is enabled.<br>**2.** Create an admin user in a different domain.<br>**3.** Log in or impersonate as that admin user.<br>**4.** Change the domain to global.<br>**5.** Attempt to install a parent application with known dependencies.<br><br>Notice that new dependencies aren't installed and there's domain related errors in plugin logs. |

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| | | | **6.** Try to repair the same plugin.<br>**7.** Verify that the new dependencies are still not installed and the domain related errors in plugin logs are still present.<br><br>Notice that not all dependencies are be installed with the parent app. |
| Application Install Engine<br><br>PRB1869500 | The user is unable to upgrade a base app version when a batch install hosts a customized app | | |
| Application Install Engine<br><br>PRB1875817<br><br>KB2055547 | Script Assets aren't getting the latest content post upgrade, even though the plugin version has the ...latest/openFrameAPI setICContext method | OpenFrame is a hosted plugin and brings in UI scripts as part of it. On the upgrade of the plugin, the newer methods in the UI scripts aren't showing up even though it exists in that version. | Refer to the listed KB article for details. |
| Application Manager<br><br>PRB1834952 | Service Bridge Base plugin doesn't automatically upgrade when the Service Bridge for Providers plugin is upgraded | This issue occurs for users in a non-global domain or scope. | |
| Application Manager<br><br>PRB1872436 | Access to a crypto module is set to 'reject' by default for some users | There's a 'Issue while uploading .store file: Unwrapping failed' error due to the crypto module being set to 'reject' by default. | |
| Application Manager<br><br>PRB1886735 | The 'Switch to Virtual Agent Web Client' link isn't receiving the | This impacts keyboard users who navigate documents sequentially and expect the focus order | **1.** Navigate to any instance.<br>**2.** Append sys_store_app_list.do to the instance URL. |

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|---|---|---|---|
| | keyboard tab focus | to be consistent with the sequential reading order. | **3.** Search for any Store plugin app, such as 'Virtual Agent Web Client'.<br>**4.** Change the application scope to 'global'.<br>**5.** Open the form.<br>**6.** Tab to the 'Switch to Virtual Agent Web Client' link.<br><br>Expected behavior: The 'Switch to Virtual Agent Web Client' link should be receiving the keyboard tab focus.<br><br>Actual behavior: The 'Switch to Virtual Agent Web Client' link isn't receiving the keyboard tab focus. |
| Application Manager<br><br>PRB1891971 | The 'How Search works' info icon tooltip details are not announced by the screen reader | The JAWS screen reader doesn't read the tooltip content. | **1.** Start JAWS.<br>**2.** Navigate to the Home screen.<br>**3.** Navigate to **Dashboard** > **Entitled ServiceNow apps** > **View all Applications**.<br>**4.** Tab to the 'How Search works' info icon.<br><br>Notice that JAWS does not read the tooltip content. |
| Application Manager<br><br>PRB1892000 | There's a focus management issue on selecting 'view more' | On selecting 'View More', more content is loaded. When pressing the tab key, the focus is going to the 'Skip to Main Content' link and not to the newly loaded items. | **1.** Launch an instance in a Chrome browser.<br>**2.** Navigate to **Filter** > **All**.<br>**3.** Navigate to **Admin center** > **application manager** > **View all Applications link.**.<br>**4.** Scroll down and press **Enter** on the 'View more' link.<br>**5.** Check where the keyboard focus is placed when the view more link is activated.<br><br>Once more options are loaded and the user presses the tab key, the keyboard focus should go to the updated content and not to the 'Skip' link. However, when pressing the tab key, the focus is going to the 'Skip to Main Content' link and not to the newly loaded items. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Application Manager<br><br>PRB1892002 | The 'Sync in progress' and 'Sync completed' details aren't announced to screen reader users | On selecting 'Enter' on the **Sync Now** button, the sync starts progressing. That isn't communicated to the screen reader users. | 1. Launch an instance in a Chrome browser.<br>2. Navigate to **Filter** > **All**>.<br>3. Navigate to **Admin center** > **Application manager**.<br>4. Turn the screen reader on.<br>5. Press enter on the **Sync** button.<br>6. Check whether the screen reader communicates the sync in progress/ complete state.<br><br>Expected behavior: The 'Sync in progress' and 'Sync completed' details should be announced to screen reader users.<br><br>Actual behavior: The 'Sync in progress' and 'Sync completed' details aren't announced to screen reader users. |
| Application Rationalization<br><br>PRB1885498 | Software asset management is a dependency for Technology Portfolio Management | This is a product update. | |
| Career Aspirations<br><br>PRB1890426 | Addition of Query ACLs in Career Aspirations | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Career Conversations<br><br>PRB1889708 | Addition of Query ACLs in Career Conversations | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1852603 | A record handling agent is unable to fetch HR case details | The record handling agent gives an error: 'The system is unable to get the record information'. | |
| Case and Knowledge | RCAs created during | An error message appears reading, | |

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| Problem | Short description | Description | Steps to reproduce |
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| Management for HR Service Delivery<br><br>PRB1874503 | Email reply recommendation | 'Wrong status for RCA privilege'. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1874549 | RCAs for KMGenAISimilarTaskSearchUtil are generated during multi-case KB generation | RCAs from KMGenAISimilarTaskSearchUtil to HR Core, Employee Relations, Legal Entities were added as requested RCAs in app-hr-gen-ai and will be allowed with the fix script. They previously did not target app-hr-genai, but did not get added to the apps that target them. This causes RCAs to be generated when generating multi-case KB that are in a 'Requested' state. It would need to be allowed for multi-case KB generation. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1874746 | AI Agent Invoker topic errors out when usecase is executed from Now Assist Panel (NAP) with a case open | Selecting the use case in NAP with an open case throws an error in NAP and the logs. | **1.** Log in as an admin user.<br>**2.** Open an HR case for total rewards.<br>**3.** Open NAP.<br>**4.** Enter **Help me resolve this tuition reimbursement case**.<br>**5.** Open the use case **Resolve policy for tuition reimbursement**.<br><br>Observe the error in NAP and in the logs, and that an execution plan is not created. |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1876687 | Notification Agent is unable to fetch and update HR case details | The event will be generated and the notification will not be created. In some cases where the notification is generated, 'Actions' will not perform the expected operation. | **1.** Hop on the instance.<br>**2.** Impersonate an admin.<br>**3.** Navigate to **AI Agent Studio** > **Testing**.<br>**4.** Test the use case 'Notification AI Agent'.<br>**5.** Test the task.<br><br>Notice that the event will be generated, but the notification will not be created; |

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| | | | for generated notifications, selecting **Actions** will not perform the expected operation. |
| Case Management<br><br>PRB1872131 | Clustering isn't triggered because of a missing ACL | | 1. Navigate to **All** > **Now Assist Admin** > **Feature** > **Now Assist Skills**.<br>2. Select **Suggested steps generation skills**.<br>3. Select **Clustering progress**.<br><br>Observe that the clustering progress bar is stuck. |
| Case Management<br><br>PRB1889703 | Addition of Query ACLs in Case Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Case Management<br><br>PRB1892871 | Cases RL on PI is not accessible to customer contact on business portal due to query match and query range ACLs | | |
| Change Management Collision Detector<br><br>PRB1868251 | The 'Conflict Detection' job, especially the ChangeCheckConflictsSNC script include, can lead to an OutOfMemoryError and node restarts | This seems to happen when the Affected CIs [task_ci] table has a large number of records on it. In one of the cases, there were 93,685,849 records. | Run the 'Conflict Detection' job and notice it loops in the ChangeCheckConflictsSNC script include. |
| Change Management<br><br>PRB1849821 | The **Closed Change Count** field under the 'std_change_record_producer' table is calculated incorrectly when multiple template records are created with the same template name | This is caused because the 'group by' query defined in the script 'StdChangeUtilsSNC' Inside the function 'calculateVersionAndTemplateStats' is attempting to group by on the name rather than the sysID, which is leading to the incorrect calculation of the closed change count. | |

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| Change Management<br><br>PRB1862569 | Change CheckConflict can cause stale reads and updates, which causes unexpected other behaviors | | |
| CIWF UI Component<br><br>PRB1894610 | To reduce regressions, query ACLs are only enforced when certain conditions are met for portal_knowledge_quick_links widget | | |
| Cloud Cost Management<br><br>PRB1889713 | Addition of Query ACLs in Cloud Cost Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Cloud Provisioning and Governance<br><br>PRB1889715 | Addition of Query ACLs in Product Service | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| CMDB Workspace<br><br>PRB1894924<br><br>KB2181389 | Remove CUD access to sn_cmdb_editor roles on cmdb_ci records | Users with the role 'sn_cmdb_editor' shouldn't be able to have access to the cmdb_ci table and edit the records. | Refer to the listed KB article for details. |
| Code Signing<br><br>PRB1761365 | Trusted CS cert fails to validate | In the jsFunction_validate(Scriptable scr) in CertificateValidator 'trusted_code_signing_cert' is an unsupported type for validating certificate. | **1.** Attach a cert to code_attest module and install the leaf cert as trusted CS cert.<br>**2.** From the related link, select **Validate certificate**.<br><br>Expected behavior: The certificate should be validated.<br><br>Actual behavior: The certificate is not validated and an error is thrown. |

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| Code Signing<br><br>PRB1854759 | Frequent updates on the 'sn_kmf_record_signature' table leads to excessive generation of text index events | Frequent updates on the 'sn_kmf_record_signature' table leads to excessive generation of text index events, delaying the text index events processing on the instances. | |
| Code Signing<br><br>PRB1860810 | Generate signatures for sys_auto_script table with wildcard mode | Generating signatures for sys_suto_script table records as they are invoking scripts writing to ecc_queue directly from sys_auto_Script. | |
| Code Signing<br><br>PRB1869613 | Guardrails should respect filter conditions on the signature configuration | This is a product update. | |
| Communities<br><br>PRB1889697 | Addition of Query ACLs in Communities | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Communities<br><br>PRB1889700 | Addition of Query ACLs in Communities | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Compliance Case Management<br><br>PRB1890990 | Addition of Query ACLs in Compliance Case Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Configuration Compliance<br><br>PRB1891686 | Addition of Query ACLs in Configuration Compliance | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Configuration Management Database (CMDB)<br><br>PRB1868458 | The empty domain path in the cmdb_datasource table causes problems with IRE | Typically, when users insert or update a (Configuration Item) CI with a higher priority data source defined in reconciliation rules, any other data source with | Refer to the listed KB article for details. |

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| KB2015207 | Reconciliation rules in a domain separated instance | a lower priority can't update the existing CI for the same attributes. However, attempted to replicate this behavior in a domain separated instance, the reconciliation rules weren't honored, and the lower-priority data source was able to update the CI. The domain path in the cmdb_datasource_last_update table was empty, which causes the reconciliation rules to be ignored. | |
| Configuration Management Database (CMDB)<br><br>PRB1872524 | There's an exception RTE BeforeScript when trying to replace values corresponding to an item | When users try to replace item values, it causes an exception, like: 'ava.lang.RuntimeException: Before script unable to process records with error message: null'. IREScopedMapValues is expecting a map instead of an object. This needs to fixed for all other places where it is expecting java native objects. | |
| Configuration Management Database (CMDB)<br><br>PRB1893434 | A11y bug fixes on CMDB Workspace | Info tooltips are identified by screen readers as 'Search Button' and there's multiple H1 elements on a page. | Issue 1: Info tooltips are identified by screen readers as 'Search Button'.<br><br>1. Start JAWS.<br>2. Navigate to **Home** > **All** > **CMDB Workspace** > **Management tab**.<br>3. Move the input focus to the info icon in excluded CIs.<br><br>Note that the info tooltip is described as 'Search button'.<br><br>Issue 2: Multiple H1 elements on the page.<br><br>1. Navigate to **Home** > **All** > **CMDB Workspace**.<br>2. Start NVDA. |

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| | | | **3.** Display the speech viewer in NVDA.<br>**4.** Navigate through the page's headings.<br><br>Notice that there are two H1s when there should only be one. |
| Content Management System<br><br>PRB1880403 | The CMS portal is corrupted after a Yokohama upgrade | It looks like there are CSS files for the portal that aren't loaded as expected. | |
| Contextual Search<br><br>PRB1872960 | An external link can no longer be accessed in the cxs_new_window UI page | | |
| Contextual Search<br><br>PRB1883021 | Addition of Query ACLs in Contextual Search | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Contract Management<br><br>PRB1889710 | Addition of Query ACLs in Contract Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Core Platform<br><br>PRB1741148 | Change SampleAccumulator fSamples into long[] | Instead of using an ArrayList of boxed longs, use a long[]. Also deduplicate the CompactStats objects that are empty using a non-mutable version. | |
| Core Platform<br><br>PRB1762070 | ServiceNow Performance Dashboards have errors for some graphs | When the user navigates to Service Now Performance Dashboards, some of the graphs are not shown and instead the following error message appears: 'Error:Invalid series data'. | |
| Core Platform<br><br>PRB1775831 | When the user accesses a CTI record URL before SSO or local | When the user is logged in to an instance, a CTI link takes them to the correct record. | |

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| --- | --- | --- | --- |
| KB1818197 | login, they are redirected to an incident.do record | However, when they are logged out, they are directed to the incident.do page. | |
| Core Platform<br><br>PRB1881092 | In an activity stream, be able to determine actions performed by an AI Agent on behalf of a user | This is a product update. | |
| Customer Service Management<br><br>PRB1832361 | When CSM is installed in Xanadu, the 'Overview' dashboard isn't appearing | | |
| Customer Service Management<br><br>PRB1848565 | Creating a consumer user from a consumer form doesn't work | Creating a consumer user from a consumer form creates a sys_user, not a csm_consumer_user. As a result, this user can't be linked with a consumer. This process should work according to documentation. | 1. Open any csm_consumer record.<br>2. Navigate to the 'Login Details' related list.<br>3. Select the **User lookup** icon.<br>4. Select **New** to create a user.<br><br>Expected behavior: The user created should be csm_consumer_user, so this user can be linked with csm_consumer.<br><br>Actual behavior: The user created is sys_user, so users can't select this user to link it with csm_consumer. |
| Data Archiving<br><br>PRB1865429 | Infinite recursion is possible in the Archive Reparent Retry Job | In the reparent retry job (though not in the reparenting code in the archive job itself), a cycle in the sys_archive_related records causes infinite recursion. This can obstruct reparenting of other rules. | |
| Database Persistence - Data Access<br><br>PRB1833232 | There's an incomplete 'NULLS FIRST' clause in multi-column indexes on new (non- | This means that all multicolumn indexes can't leverage their natural sort order. | |

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| | migrated) RaptorDB instances | | |
| Database Persistence - Data Access<br><br>PRB1859194 | Identified shadow tables containing 'my_row_id' as a primary key (PK) are causing PK mismatch with TableCloner | This issue was found in Xanadu instances. When a record is deleted from the table, an error can occur because it attempts to sync schema between the original table, and the shadow table can't alter the PK. This fix ensures the PK will be a 'sys_id' on tables where 'sys_id' is required. | |
| Database Persistence - Data Access<br><br>PRB1881074 | Provide introspection methods to get back the table/prefixes for views in the Genius Results returned from cypher2Results | This is a product update. | |
| Database Persistence - Data Management<br><br>PRB1784019 | Un-offload is not preserving the attachment upload date and time for the record | The un-offloaded time of the attachment becomes the attachment's new upload time. | **1.** Create an incident with two image attachments, audits, journals<br>**2.** Offload the record to S3.<br>**3.** Un-offload the record to ar_ table.<br>**4.** Restore the record and related records to S3.<br>**5.** Verify the attachment's uploaded time.<br><br>Expected behavior: The attachment's original upload time is preserved in the record.<br><br>Actual behavior: The un-offloaded time becomes the attachment's upload time. |
| Database Persistence - Data Management<br><br>PRB1859906 | Investigating failing archive restore operation | This issue occurs in a Xanadu instance. | Run archive restore on the parent record.<br><br>Notice that only a subset of archive related records in the original archive run are restored, and the transaction is showing high SQL counts and times. |

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|---|---|---|---|
| Database Persistence - Data Management<br><br>PRB1885210 | Randomize the monthly/ yearly physical table stats aggregator/ gatherer scheduled jobs | The monthly and yearly jobs are randomized over the day instead of in-between an hour. | |
| Database Persistence - Data Scale<br><br>PRB1706241 | Table sys_mutex has too many records | This is a product update. | |
| Database Persistence - Data Scale<br><br>PRB1844798 | Error message for unknown system variable 'sql_generate_in warning received | This issue was observed in a Xanadu instance.<br><br>visible_primary_key' | 1. Open a Xanadu instance.<br>2. Created a new table from sys_db_object_list.do.<br><br>Observe the warning error message, 'Unknown system variable 'sql_generate_invisible_primary_key''. |
| Database Persistence - Data Scale<br><br>PRB1881949 | Fast lock aren't released if a Tx is cancelled | This is a product update. | |
| Data Loss Prevention<br><br>PRB1889727 | Addition of Query ACLs in Data Loss Prevention | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Discovery<br><br>PRB1657280 | Inaccurate error logging for application patterns failed due to running processes that have bounced or stopped before pattern process detection executes | Commands using the PID and PORT from the ADM Probe will return null in the pattern failures. There's no log in the Discovery Log table of what occurred during process detection, and no indication in the failure message of the HD Log that the pattern failed due to the running process having bounced with a new PID or PORT. | 1. Ensure access to the target server running the Application instance.<br>2. Run Discovery on the target server.<br>3. Open the **Discovery Status** record.<br>4. Wait for the Discovery to complete.<br>5. Stop the service for the app running on the target server with **command sudo systemctl stop**after the ADM Probe ECC Queue Input is returned either.<br>6. Open the ADM Probe ECC Queue Input record. |

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| | | | 7. Select the **Run Again**related link.<br>8. Check the Discovery Status related list for Discovery Logs.<br>9. Wait for the newest Pattern Log for the Application to return with an error for Failed Exploring Pattern.<br>10. Open the HD Log record.<br>11. Check the logging for why the Pattern Failed.<br>12. Check the Process Detection section before the Identification sections ran.<br><br>Notice that commands executed that use the PID or the PORT discovered by the ADM Probe will return null, as they no longer exist on the target server, and there's no logging to the Discovery Log table of what occurred during Process Detection. |
| Discovery<br><br>PRB1843083 | Discovery monitoring job to search for future jobs before deciding to terminate a status | The monitoring job cancels the status even though the instance has a job for it but hasn't pick it up yet | 1. Have a status that is 'stuck' - input ECC queue in 'ready' state for more than 20mins.<br>2. Have a record for that ECC queue in sys_trigger table that is for the future.<br><br>The job should cancel the status even though the instance has a job for it but didn't pick it up yet. |
| Discovery<br><br>PRB1884527<br><br>KB2078932 | A pattern on Agent Client Collector (ACC) requires MID specific configurations to the target device | When running a pattern on ACC, it requires the MID server to have discovery-specific port connectivity to the target instead of only using the ACC specific port. | Refer to the listed KB article for details. |
| Document Intelligence Unified Backend<br><br>PRB1802663 | A reference qualifier isn't applied for reference fields in the Agent Viewer experience | | |
| Document Intelligence | Document Q&A should skip .docx processing | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Unified Backend<br><br>PRB1823462 | once it started using Document Reader Processing API | | |
| Document Intelligence Unified Backend<br><br>PRB1862011 | Brief description shows a space in the General Details page | Fields are showing empty when referred, as the display name is empty. | |
| Document Intelligence Unified Backend<br><br>PRB1862455 | An extraction flow throws an error for a use case that has only a field group | Users get an error message: 'java.lang.IllegalArgumentException: objectToMap: invalid type class com.snc.process_flow.engine.serialization.GRProxy $1 for object property targetRecord (sys_script_include.4a035a2beb771110f2549bf12a522841.script; line 530'. | **1.** Create a use case with a target table.<br>**2.** Create fields that have a field group.<br>**3.** Create integration flows and activate them.<br>**4.** Create a record in the target table.<br>**5.** Test the extraction flow with the created document task.<br><br>Observe the error message. |
| Document Intelligence Unified Backend<br><br>PRB1881095 | Add 'description' and 'autogenerated_summary' to a task definition | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1881127 | Turn off the embedded image extraction option for PDFs and Docx | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1881128 | Introduce the docx4j library to Glide env | This is a product update. | |
| Document Intelligence Unified Backend | Fix 'fileId' null issue in Glide Java | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1881129 | | | |
| Document Intelligence Unified Backend<br><br>PRB1881130 | In 'Chat with doc', classify if it's a scanned or digital PDF | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1881131 | Move Docx4j to 8.3.13 in Xanadu and Yokohama Now Assist | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1881132 | In Docx4j, create a scriptable extractText Java function which takes a docx file and gives an attachment ID for a text file | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1881133 | Support the .txt file format | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1881134 | Adding a PDF > IMG null pointer exception to Xanadu and Yokohama Now Assist | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1881135 | Extract text and embedded images using Docx4j for docx and pdfbox for PDFs | This is a product update. | |
| Document Intelligence | Glide API to convert a PDF to an image | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Unified Backend<br><br>PRB1881136 | | | |
| Document Intelligence Unified Backend<br><br>PRB1881137 | Fix the docx path for custom XML so extraction of the text is successful | This is a product update. | |
| Elasticsearch Integration<br><br>PRB1711742 | Elastic index creation fails when clining from an instance with HA elastic search to non-HA | The user observes the error 'Failed to create surrounding logs' and all index creation fails. | 1. Request two instances with HLA (one with HA Elastic and the other non-HA).<br>2. On startup, the surrounding logs index will be created.<br>3. Clone the HA instance to a non-HA instance.<br><br>On startup, observe the error 'Failed to create surrounding logs'. In general, all index creation fails. |
| Email Notifications<br><br>PRB1887674 | ERR does not work in Xanadu | This is a product update. | |
| Embedded Help<br><br>PRB1870178 | The embedded help link redirects to the page not_allowed.do' instead of the documentation site | The issue occurs in the Yokohama release. | 1. Open a Yokohama instance.<br>2. Open the 'cmdb_ci_business_app' or 'incident' table.<br>3. In top right corner, select the **?**or the 'Show help' icon.<br>4. Scroll down to link.<br>5. Select the link.<br><br>Expected behavior: Users are redirected to the documentation.<br><br>Actual behavior: Users are redirected to the 'not_allowed.do' page. |
| Employee Center<br><br>PRB1809382 | The hrm_todos_page list of tasks is incorrectly defined | To-do tasks from the hrm_todos_page list are not defined as list items, impacting the user's ability to navigate through the list. | 1. Navigate to **hrm_todos_page** for any user with to-do tasks assigned to them.<br>2. Inspect each list item. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Notice that they are not defined as list items. |
| Employee Center<br><br>PRB1831309 | Email returned from the HR Auto resolution test is missing some fields | Email script used in sysevent_email_template (sn_hr_core_case.ess.general) is not present in Washington DC and Xanadu. | |
| Employee Document Management<br><br>PRB1877142 | In Employee Document Management, UI actions cause performance impact to rendering search documents | In Employee Document Management, UI actions cause performance impact to rendering search documents or any list load on the sn_hr_ef_employee_document table. The following UI actions are contributing to response times: Authorize, Reject, Authorize All, and Reject All. The number of records on the sn_hr_ef_employee_document is ~2.7 million. | 1. Ensure that Employee Document Management is set up on an instance and the number of records in sn_hr_ef_employee_document is ~2 million.<br>2. Select the search documents module from the filter navigator.<br><br>Notice that the page load times exceed 200 ms and often time out. Most of the time is spent on rendering the UI actions listed above (~ 50 seconds each). |
| Encryption<br><br>PRB1854358 | Protected script decryption fails for a cloned instance which is upgraded before the 'Protected Script Values Migration' job is executed | | 1. Create a Xanadu/Yokohama instance.<br>2. Create a 3des data.<br>3. Clone the instance into other instance.<br>4. After the clone is successful, verify the key exchange won't happen and the cm_glide_protected _script_encrypter module key isn't present in the instance.<br>5. Upgrade the instance before the 'Protected Script Values Migration' job runs and keys are created.<br><br>After an upgrade is successful, as the static key is removed and the key isn't available, protected script decryptions fail. |
| ESG Management<br><br>PRB1889690 | Addition of Query ACLs in ESG Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Event Management<br><br>PRB1786196 | Prevent duplicate impact hashes | This is a product update. | |
| Event Management<br><br>PRB1842971 | Service Dashboard doesn't load due to a slow API | When there are many services (~2 million) on cmdb_ci_serice_auto and cmdb_ci_service_auto_cache is empty, Service Dashboard doesn't load. | |
| Event Management<br><br>PRB1884824<br><br>KB2082291 | Tag-based groups can include alerts which don't match the tag-based alert clustering definitions tags | | Refer to the listed KB article for details. |
| Event Management<br><br>PRB1884862 | Tag-based groups are not created, if there is an automatic group filter for automated groups | The alerts that are supposed to be grouped will not be grouped. | 1. Create a TAG definition or use a base instance definition.<br>2. Create an automatic group filter for automated groups with something illogical so that the automated groups won't be created.<br>3. Send at least two events that fit the definition.<br>4. Wait for grouping job to run.<br>5. Verify that alert exists in sa_agg_group_alert_staging table.<br><br>Notice that alerts that should be grouped are not grouped. |
| Event Management<br><br>PRB1886771 | Alerts with the same CI metric name are not grouped together in the CMDB group if Automated alert grouping is disabled | When Automated (ML based grouping) is disabled, the CMDB group is not created for alerts with the same CI metric name. | 1. Disable Automated (ML based) alert grouping.<br>2. Send two events with same CI metric name to create two alerts.<br><br>Observe that CMDB group is not created. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Event Management<br><br>PRB1889397 | If there's an alert with its initial event generated time in the future, an alert isn't added to tag-based group or alerts are split into a different group | | **1.** Create a tag definition.<br>**2.** Create several events, whose alerts may be grouped by tag according to the definition above.<br>**3.** Create another event.<br>**4.** Change via script the initial event generated time (initial_remote_time) to the future of the relevant alert.<br>**5.** Create one more event and don't change the time. It should be added to the exiting group.<br><br>All events should be in the staging table, but aren't. |
| External Triggers<br><br>PRB1878365 | Change sys IDs to readable values in GCF definitions of external triggers | | |
| Field Service Quality Management<br><br>PRB1860999 | The dictionary override on wm_task causes issues | In a Washington DC instance, there's no override attribute for the **State** field at the wm_task. In the Xanadu, the override attribute is introduced for the **State** field at the wm_task. | |
| Finance Common Architecture<br><br>PRB1891405 | Addition of Query ACLs in Finance Common Architecture | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Flow Engine<br><br>PRB1867133 | The 'Summarize' quick action gives a 'The current execution is in the waiting state' message | The flow caller is present. Async HTTP is used and that causes flows to go to a waiting state while waiting for the Async HTTP response. The 'The current execution is in the waiting state' exception is expected when Async HTTP is used. | **1.** Log in to the instance as an admin.<br>**2.** Navigate to ESC portal.<br>**3.** Initiate a chat with LA.<br>**4.** Log in as a user and accept the work item.<br>**5.** Trigger the **Summarize** quick action.<br><br>Expected behavior: The **Summarize** action should show the chat summary.<br><br>Actual behavior: The quick action gives a 'The current execution is in the waiting |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | state' message and an error in the sys_log. |
| Flow Engine<br><br>PRB1889723 | Addition of Query ACLs in Flow Engine | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Flows (Family Channel)<br><br>PRB1762672 | The base instance action **Create or Update Record** doesn't work for the reference type 'Template Values' | The caller should be replaced by 'System Admin' but instead it is empty. | **1.** Create a subflow.<br>**2.** Add one input of type 'Template Value.incident'.<br>**3.** Add the action **Create or Update Record** as step 1 of the subflow.<br>**4.** Map 'Fields' in the action with the **Subflow inputs** > **Field** pill.<br><br>The table Name' is auto-populated with the 'Incident'.<br><br>**5.** Select **Add field value**, add a Sys ID, and check the 'Determines uniqueness' box.<br>**6.** Test the subflow, select **Caller** as 'System Admin' and **Run test**.<br>**7.** Check the incident.<br><br>Expected behavior: The caller should be replaced by 'System Admin'.<br><br>Actual behavior: The caller is empty. |
| Flows (Family Channel)<br><br>PRB1794619 | Reference values in 'Template' fields aren't properly stored | Certain values are not set. | **1.** Create an action with a 'Template Value.incident' input.<br>**2.** Add a 'Create' or 'Update' action step.<br>**3.** Assign the action input to the fields of that action.<br>**4.** Test the action, providing values for short_description, description, and caller.<br><br>Observe that 'Caller' does not get set. |
| Flows (Family Channel)<br><br>PRB1834406 | App installation deletes base instance sys_complex_object 'FDCollection' | Deleting the flow does not remove the sys_complex_object record from the source instance, but the app installation removed the record from the | **1.** Hop onto any base instance.<br>**2.** Create a scoped app.<br>**3.** Create a flow (sys_hub_flow) with some actions, such as log.<br>**4.** Confirm the sys_id is being included in the flow. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | target instance. Sys_complext_object is not listed in the application file of the app, but appears in the payload of the sys_hub_flow record. | **5.** Check the payload of the captured flow from sys_update_xml.<br>**6.** Delete the flow from the list view of sys_hub_flow.<br>**7.** Confirm the deletion is captured in sys_metadata_delete.<br>**8.** Publish the scoped app to a repo or app store.<br>**9.** Install the app from another instance from the app store.<br><br>Notice that after the installation, the base instance sys_complex_object removes a sys_id on the instance. |
| Flows (Family Channel)<br><br>PRB1865407 | Mismatching data on an action instance can cause issues with flow execution | Actions don't perform as expected in various ways. | |
| Form Builder<br><br>PRB1836580 | Selecting 'Edit in Original Scope' from the Form Builder banner enables the override properties of the field for editing | When a field is inherited from a parent table, it has the ability to override field properties. Previously, override properties were controlled by isFormReadOnly. However, with this PR update, the implementation has been refined how readability is determined. | |
| Form Controller<br><br>PRB1876936 | GFORM#ADD_DECORATION isn't working in forms workspace like in they are in UI16 as g_form.addDecoration | | |
| GRC: Advanced Audit<br><br>PRB1890961 | Addition of Query ACLs in GRC: Advanced Audit | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| GRC: Advanced Core<br><br>PRB1890960 | Addition of Query ACLs in GRC: Advanced Core | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Business Continuity Planning<br><br>PRB1894009 | Query match error for BCM planner persona to access sn_bcp_plan_asset table | | |
| GRC: Continuous Authorization and Monitoring<br><br>PRB1890964 | Addition of Query ACLs in GRC: Continuous Authorization and Monitoring | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Metrics<br><br>PRB1891392 | Addition of Query ACLs in GRC: Metrics | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Operational Resillience<br><br>PRB1889673 | Addition of Query ACLs in GRC: Operational Resillience | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Privacy Management<br><br>PRB1890889 | Addition of Query ACLs in GRC: Privacy Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Profiles<br><br>PRB1889683 | Addition of Query ACLs in GRC: Profiles | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| GRC: Regulatory Change Management<br><br>PRB1890993 | Addition of Query ACLs in GRC: Regulatory Change Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| GRC: Vendor Portal<br><br>PRB1889689 | Addition of Query ACLs in GRC: Vendor Portal | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Healthcare and Life Sciences Service Management Core<br><br>PRB1889704 | Addition of Query ACLs in Healthcare and Life Sciences Service Management Core | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Hermes (Family)<br><br>PRB1833479 | Upgrade a fix by removing previous sys_choice records for the 'Application Id' list | In Washington DC, a release application ID was originally configured as a list that relied on sys_choice list. In the later releases, this was changed to be a drop-drown that relied a new table that defined the configured applications which are associated to its respective Hermes service. | 1. Configure an instance on a Washington DC release.<br>2. Note the sys_choice list entries for 'Application ID'.<br>3. Upgrade the instance to.<br><br>Notice that the 'Application ID' list uses the reference table, but the sys_choice_list entries still exist on the instance, but they aren't used. |
| Hermes (Family)<br><br>PRB1846241 | The Hermes metrics dashboard displays data off by 1 | | 1. Open an instance with data in the hermes_usage_metrics table.<br>2. Switch the preference timezone to GMT in preference settings.<br>3. Compare the data points on the graph vs the table.<br><br>Expected behavior: It shows the same date as the table.<br><br>Actual behavior: The date is one day behind. |
| Hermes (Family)<br><br>PRB1847005 | The 'Hermes Metric Aggregation' job is joining dates together due to a job skew | The job should be moved further into the day with the GMT timezone to avoid a skew. Also, add limits so that the aggregation is only picking updates of the previous day's start and end and | 1. Have an instance with Hermes installed.<br>2. Create a topic and produce and consume it.<br>3. Verify usage metrics are logged every one hour. |

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|---|---|---|---|
| | | not have it depend on when the job is run. There should be similar limits for clean-up jobs and monthly aggregation. | The next day, verify that all hourly metrics are aggregated to the daily metrics of the previous day and that hourly metrics are clear. |
| Hermes (Family)<br><br>PRB1856021 | Data in throughput shown on hermes_usage_metrics when producing data in inconsistent patterns | Inaccuracies in 'Total MB Value Per Hour' metrics in inconsistent pattern. When producing data at a relatively constant rate, hermes_usage_metrics values closely matched the actual value, but when producing data in large spikes, the values in hermes_usage_metrics are significantly above or below the actual value. | 1. Set up Kafka producer on a local machine using Kafka Java APIs.<br>2. Produce a large batch of messages.<br>3. Wait until the hourly aggregation job runs to populate hermes_usage_metrics.<br>4. Check the corresponding value in 'Total MB Value Per Hour'. |
| Hermes (Family)<br><br>PRB1876312 | There's a missing call to refresh clients when clusters are removed | When clusters are removed during a 'Retire' request, the deletion should also refresh the clients. A recently added function was missing that refresh call. | |
| History Set<br><br>PRB1844946<br><br>KB1923828 | Intermittent duplicate comments in activity stream due to sys_email records | Some comments are duplicated due to the presence of sys_email records. This duplication occurs when a comment is added in a way that causes the incident's sys_updated_on timestamp to be one second earlier than the corresponding sys_journal_field record. If emails are triggered by the incident update, the loading of sys_email records within the related sys_history_set interferes with the **last_update_recorded** | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | field in sys_history_set. This disruption ultimately results in the duplication of the comment whenever the next update to the incident occurs. | |
| Horizon Component Library<br><br>PRB1881075 | HDS net new components: animated carousel and animated button | This is a product update. | |
| HR Service Delivery<br><br>PRB1805904<br><br>KB1702845 | Field ACLs on the 'Interaction' table in the 'Advanced Work Assignment for HRSM' application scope aren't present on the instance | | Refer to the listed KB article for details. |
| HR Service Delivery<br><br>PRB1817290 | HTML is stripped when using 'Copy to Clipboard' on the Response Template | HTML formatting is not applied. However, when the Response body is copied from the response template configuration and pasted into the Email body, the formatting is applied. | 1. Open any Response Template.<br>2. Modify the HTML text and add some formatting, for example, make a word or sentence in bold.<br>3. Save the Response template.<br>4. Navigate to HR Agent workspace.<br>5. Open an HR case where the response template is available.<br>6. Select **Compose Email**.<br>7. Select the response template and use 'Copy to Clipboard'.<br>8. Paste it on the email body.<br><br>Notice that the HTML formatting is not applied. |
| HR Service Delivery<br><br>PRB1831301 | Renaming an attachment isn't working for an agent | | 1. Provision an instance with sn_hr_agent_ws 3.3.1/4.0.0-SNAPSHOT installed.<br>2. Log in as an agent.<br>3. Open an HR case in HR Agent Workspace. |

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|---|---|---|---|
| | | | **4.** Attach a document in the attachments side panel.<br>**5.** Try to rename it.<br><br>Observe that the attachment isn't renamed. |
| HR Service Delivery<br><br>PRB1889709 | Addition of Query ACLs in HR Service Delivery | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Identity<br><br>PRB1889721 | Addition of Query ACLs in Identity | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Incident Communications Management<br><br>PRB1849039 | Update the email client template from the mail script | | |
| Incident Communications Management<br><br>PRB1849469 | Filter Major Incident Management (MIM) email templates in MIM Comm based on a template condition in Classic | MIM templates follow a reference qualifier and don't respect conditions set within the templates. | **1.** Open major incident in Service Operations Workspace.<br>**2.** Select the 'Communicate' tab.<br>**3.** Select the **Compose** button on a communication plan.<br><br>Expected behavior: A user can all see all templates<br><br>Actual behavior: Based on a condition within the templates, filtering should be applied. It currently follows the reference qualifier. |
| Incident Communications Management<br><br>PRB1860756 | Resolving variables isn't working in UI16 | | **1.** Install com.snc.incident.mim and sn_itsm_gen_ai plugins.<br>**2.** Open any major incident communication plan from UI16.<br>**3.** Select **Compose**.<br><br>Expected behavior: The email should display as per the variables defined under the email client template. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: No email is displayed in UI16. |
| Instance Data Replication (IDR)<br><br>PRB1885869 | Legacy IDR jobs flod the logs with error messages when they can't reach Kafka via bootstrap | There are some scheduled jobs that are created when legacy IDR is installed and are scheduled to run frequently by design. When the cluster isn't reachable, these scheduled jobs write errors to the log each time, which happens once every few seconds. When IDR v2 is used (all new sets created in Washington DC and later), there's a new set of scheduled jobs that are used and continue to work when the infrastructure for legacy IDR is turned off. However, the jobs intended for legacy IDR aren't automatically turned off when all sets have been migrated to v2. | |
| Integration Hub<br><br>PRB1857020 | A Remote Process Synch (RPS) outbound job can go into a loop if there's an error parsing the XML | There should be a message in the log for the Outbound Queue Job for the state table with the state error. | **1.** Set up RPS with outbound on incident that captures a short_description.<br>**2.** Create an incident that meets the capture criteria with the short_description.<br>**3.** Set the contents of the file so that 'invlid_short_description.txt' is inside the attached zip file.<br><br>Notice that the entry is not processing and there is no error record in the Outbound Queue. |
| Integration Hub Remote Process Sync<br><br>PRB1874002 | Remote Process Sync (RPS) is triggered by changes from non-captured fields | RPS captures changes to a record when any changes are made to the fields selected by the user as part of the CDC Definition (change data capture). Even though changes are being made to fields | **1.** Set up RPS.<br>**2.** Create a record that syncs.<br>**3.** Modify a field on that record that isn't part of the CDC Definition. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | that are not part of the CDC Definition, RPS still captures these changes. | Observe that this creates an update record on cdc_queue_ih, which should not be created. |
| Key Management Framework (KMF)<br><br>PRB1792500<br><br>KB2164143 | The u_crypto_specification reference qualifier condition is not updated upon upgrade | An incorrect reference qualifier in the sys_dictionary record for sys_kmf_resource_exchange_request.u_crypto_specification_list causes issues with key exchanges after clones or 'restore from backup' automations. | Refer to the listed KB article for details. |
| Key Management Framework (KMF)<br><br>PRB1847472 | Fix the matching of the Bagheera configuration database URL with the cached database URL | App nodes compete in a vicious loop to update this database property to match with their mismatched cached property, which is affecting the instance's performance. | 1. Run AHA 3.0 on any instance utilizing Bagheera.<br>2. Run AHA Transfer/ Failover.<br>3. Notice the logs on the nodes after a successful transfer or failover.<br><br>Expected behavior: The glide.db.url from cache should match with the file property glide.db.url.<br><br>Actual behavior: The cached GlideProperties database URL does not match the file property glide.db.url. |
| Key Management Framework (KMF)<br><br>PRB1854256 | Legacy SEK rekey fails due to the password2 field size not being large enough | Instance rekey use sys_dictionary.max_length for field size detection, leading to rekey failure. | 1. Provision an instance.<br>2. Populate the oauth_credential.token_received with a large value.<br>3. Clone the instance from step 1.<br><br>Expected behavior: Legacy SEK rekey completes successfully.<br><br>Actual behavior: Legacy SEK complains that the field isn't large enough. |
| Knowledge Management<br><br>PRB1864356 | When displaying a KB article, the breadcrumb must contain the article title | | 1. Log in to an instance.<br>2. Open the KB portal.<br>3. Open any article.<br><br>Observe that the breadcrumb doesn't have the name of the article. |
| KPI Details | Issues with the KPI Details' 'On View > select' query | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1813576 | | | |
| Language and Translations<br><br>PRB1870970 | Translations Merge for the GenAI translation update | Standard translations merge process for the GenAI translation update and StoreApps SP2 translation update. | |
| Lifecycle Events<br><br>PRB1830703 | Base instance account notification workflow issue for Onboarding Lifecycle event | Account notifications are sent only occasionally for New Hire cases, when they should always be sent to the user when triggered. | |
| List Administration<br><br>PRB1808314 | The user is unable to personalize list columns for Oracle DB instances | A related list renders with old columns. | 1. Log in to Oracle DB Instance as Admin User.<br>2. Open an incident on SOW Workspace.<br>3. Select **Related records**.<br>4. Select any of the related lists (for example, Task SLAs).<br>5. Select the gear icon and **Edit Column**.<br>6. Select some new columns and select **Ok**.<br><br>Expected behavior: The related list should render with new columns.<br><br>Actual behavior: The related list renders with old columns. |
| List Administration<br><br>PRB1810106 | 'Opened by' different states are overridden with the latest state value | When a new 'Opened by' timestamp is created, the **State** field is changed and overrides the previous state value. | 1. Open the UI Builder.<br>2. Add the **List page** template.<br>3. Select **Incidents** > **All**.<br>4. Apply a filter matching Priority 4.<br>5. Load the URL.<br><br>Notice that in output 1, a new 'Opened by' timestamp is created with the Priority 4 filter.<br><br>6. Apply a filter matching the **State** field.<br>7. Load the URL.<br><br>Notice that in output 2, a new 'Opened by' timestamp is created with the |

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|---|---|---|---|
| | | | Priority 4 filter and the **State** field is changed.<br>**8.** Navigate to the list containing output 1.<br><br>Expected behavior: A new 'Opened by' timestamp is created with the Priority 4 filter.<br><br>Actual behavior: A new 'Opened by' timestamp is created with the Priority 4 filter and **State** field changes, and the previous state values are overridden. |
| List Administration<br><br>PRB1835599 | The 'Records per page' setting is not permanent | 'Records per page' on any list in SOW reverts when the page is refreshed. | |
| List Administration<br><br>PRB1894601 | To reduce regressions, query ACLs are only enforced when certain conditions are met for Listcount | | |
| List Administration<br><br>PRB1894614 | To reduce regressions, query ACLs are only enforced when certain conditions are met for GlideAggregate | | |
| List Administration<br><br>PRB1894616 | To reduce regressions, query ACLs are only enforced when certain conditions are met for Related Lists | | |
| List Column Sort<br><br>PRB1782504 | Sorting of any column is not retained after refreshing a page in Xanadu | The sorted column is not retained. | **1.** Navigate to UI builder, create a new experience and create new page.<br>**2.** Add a record list component.<br>**3.** Change the table name to Incident from List controller.<br>**4.** Open the page in new tab. |

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|---|---|---|---|
| | | | **5.** Sort any column<br>**6.** Refresh the page.<br><br>Observe that the sorted column is not retained. |
| List Controller<br><br>PRB1872717 | When the user ceates a new My List and edits the columns, the list does not show personalized columns until the page is refreshed | | |
| List Filters<br><br>PRB1801767 | Japanese names cannot be filtered by a Japanese term but can be filtered by an English term under the Japanese setting | Unable to filter lists by Translated Text fields in non-English languages when using the non-English translation | |
| List Views<br><br>PRB1854405 | The Xanadu Date Picker Calendar pop-up appears below the field, making it difficult to select other dates | The Xanadu Date Picker Calendar opens on the below field and isn't letting users select other dates when they add a variable editor on the form configuration. | **1.** Navigate to a Xanadu instance.<br>**2.** Navigate to incident.LIST.<br>**3.** Add a variable section.<br>**4.** Add an incident variable editor to the form.<br>**5.** Navigate to the TASK SLA related list.<br>**6.** Select the **Start time** field.<br><br>Notice that the calendar pop-up appears below the field, making it difficult to select other dates. The date picker should open above the field. |
| List Views<br><br>PRB1865826 | Multi-select not working in the Certification Review page for data certification | This issue occurs in Washington DC, Xanadu, and Yokohama. In the 'Review Completed' and 'Review not completed' lists, selecting the **Select all** button and the | **1.** Select **All x item** from the list not working properly on Xanadu and Yokohama.<br>**2.** Open any certification task in Yokohama.<br>**3.** Certify or fail some records. |

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|---|---|---|---|
| | | message 'Select all x item from the list' from one list selects all the records in the other list as well. | **4.** Navigate to the 'Review Completed' tab.<br>**5.** **Check** the **Select all** box.<br>**6.** Select the 'Select all X item from the list' message.<br>**7.** Navigate to the 'Review not completed' tab.<br>Notice all records from the review that are not completed are also selected.<br>Expected behavior: Only the selected records in should be in the 'Review completed' tab.<br>Actual behavior: Notice that records from the 'Review not completed' tab are also in the 'Review completed' tab. |
| Major Incident Management<br>PRB1757151 | Base instance list control on the Affected CI related list throws an error in the syslog when incidents are accessed on the mobile app | An error is thrown with the following warning when any user opens an incident record while accessing the instance through the browser on a mobile device. | **1.** Open an instance.<br>**2.** Log in to the instance.<br>**3.** Navigate to any available incident.<br>**4.** Switch to desktop view.<br>**5.** Navigate to **syslog.list**.<br>Observe the error in the logs. |
| MID Server<br>PRB1864193 | Upgrading a Linux MID Server to Xanadu reverts mid.shconf_override to the default setting | | |
| Mobile Platform<br>PRB1883251 | Block Mobile Attachment Sharing property for Mobile doesn't support exemption based on user roles | Changing the property glide.sg.block_mobile_attachment_sharing from 'false' to 'true' should exempt some users based on their roles for the security property. | **1.** Navigate to **sys_properties.list**.<br>**2.** Change the property glide.sg.block_mobile_attachment_sharing from 'false' to 'true'.<br>Notice that this applies to all users, when only some users require the ability to download or view attachments on Mobile based on their role. |
| Mobile Virtual Agent | Mobile NASS GenAI visual uplift | This is a product update. | |

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|---|---|---|---|
| PRB1881114 | | | |
| Next Experience Unified Navigation<br><br>PRB1690651 | Zing Exact Match search on workspaces intermittently navigates to an incorrect URL in Next Experience | Zing Exact Match search opens the record in record view instead of kb_view. | 1. Log in to an instance in incognito mode.<br>2. Ensure Next Experience is enabled.<br>3. Ensure global and workspace searches are using zing.<br>4. Select **Service Operations Workspace** in the search context.<br>5. Perform an exact match search for KB0000001.<br><br>Notice that it should open the record in kb_view.<br><br>6. Wait for 5 to 10 minutes.<br>7. Repeat the steps.<br><br>Observe that the record opens in record view. |
| Next Experience Unified Navigation<br><br>PRB1785796 | Keyboard focuses on a non-interactive Profile icon in User Menu | Keyboard focus should not go to non-interactive Profile icon in User Menu as this icon do not have any action on it. | 1. Open any base instance (impersonate or login with system administrator) in Chrome browser of Windows machine.<br>2. Navigate to the **User menu** button present at top right corner of the page using the Tab key.<br>3. Expand the menu using the Enter / Return key.<br>4. Press the Tab key again.<br><br>Notice that the focus moves to the profile icon and a tool-tip with user's name pops up.<br><br>5. Use the Enter key on this icon to see if there is any action available on this interactive control.<br><br>Observe that the keyboard focuses on the non-interactive Profile icon in User Menu. |
| On-Call Scheduling<br><br>PRB1823075 | Daily rotation is skipped on DST start dates | | 1. Log in as admin.<br>2. Navigate to create/edit schedule.<br>3. Create a shift: 03-11-2024 02:00:00 to 04-11-2024 20:00:00, Mon, Wed, Fri. |

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| | | | **4.** Add Primary - 1 week, Secondary - 1 daily.<br>**5.** Publish the shift.<br><br>Observe the secondary roster data in March and notice that daily rotation is skipped from March. |
| On-Call Scheduling<br><br>PRB1880894 | On-call scheduling is randomly skipping one person for every rotation cycle | . | |
| On-Call Scheduling<br><br>PRB1886730 | The 'On-call Who' API intermittently isn't returning users | | |
| Opportunity Management<br><br>PRB1889707 | Addition of Query ACLs in Opportunity Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Oracle Reconciliation<br><br>PRB1794653 | The Oracle licenses required value set hits the max integer limit | The issue occurs due to a datatype mismatch during reconciliation calculations. One of the values is returned as a string instead of an integer, resulting in concatenation of values instead of aggregation. This causes the licenses required value to hit max integer limit. | |
| Outsourced Customer Service<br><br>PRB1889693 | Addition of Query ACLs in Outsourced Customer Service | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Performance Analytics<br><br>PRB1817989 | The 'Daily Data Collection' job takes longer after upgrading to Xanadu | When the user runs the data collection job, they notice that the logs contain 'Processed ∞% (8) records'. | |

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|---|---|---|---|
| Performance Analytics<br><br>PRB1889720 | Addition of Query ACLs in Analytics Hub | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Performance Analytics<br><br>PRB1890020 | Addition of Query ACLs in Analytics Hub | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Platform Analytics Component API<br><br>PRB1783660 | A search isn't giving the expected results when the user language is set to non-English | The localization of the title of 'Visualisations' is also not working. | |
| Platform Analytics Dashboard API<br><br>PRB1807150 | If a dashboard has no creator in the ACLs, there is a null pointer exception | If the **Owner** field of a dashboard is empty or the owner is no longer an active user (for example, they have left the company), an error is thrown when trying to update the dashboard. | |
| Platform Analytics Migration API<br><br>PRB1820684 | Some legacy dashboard widgets don't render | Legacy dashboard widgets don't render after the dashboard has been migrated to Platform Analytics and setting sys_property glide.ui.choices.show_missing to 'false'. | 1. Navigate to **sys_widgets**.<br>2. Open the 'Filters' record.<br>3. Check **Active**.<br>4. Save the record.<br>5. Create a new dashboard.<br>6. Navigate to the **Add Widgets icon** > **Widget Category** > **Filters**.<br>7. Add the record previously created to the dashboard.<br>8. Migrate the dashboard to Platform Analytics.<br>9. Open the migrated dashboard.<br>10. Observe the legacy widget loads.<br>11. Set sys_property glide.ui.choices.show_missing to 'false'.<br>12. Refresh the migrated dashboard.<br><br>Notice that now it will not render the legacy widget, and will only show {}. |

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|---|---|---|---|
| Playbook Experience Core<br><br>PRB1841873 | Slowness within Playbook activities when there are a large number of stages and activities | This issue within the Playbook activities occurs when large number of stages and activities, such as 100 to 200 activities, have condition to run on the lanes and activities. | 1. Create a playbook process with a large number of stages and activities.<br>2. Attempt to progress through the playbook in the workspace or playbook preview.<br><br>Notice the slowness increases as the number of stages and activities grow. |
| Playbooks (Family Channel)<br><br>PRB1861646 | The questionnaire order isn't synchronized in update_set or persisted when duplicating a Playbook | The order of questions in the Questionnaire Activity should persist in a duplicated playbook. | 1. Create a new Playbook with a Questionnaire Activity.<br>2. Add three questions.<br>3. Select **Save**.<br>4. Duplicate the playbook.<br><br>Expected behavior: The order of questions persists in the duplicated playbook.<br><br>Actual behavior: The order of questions is not persisted in the duplicated playbook. |
| Policy and Compliance Management<br><br>PRB1889692 | Addition of Query ACLs in Policy and Compliance Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Portfolio Management<br><br>PRB1889736 | Addition of Query ACLs in Portfolio Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Portfolio Management<br><br>PRB1889740 | Addition of Query ACLs in Portfolio Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Predictive Intelligence<br><br>PRB1832015 | The training failed because the solution has a table as an input field, but the platform_ml_read role is missing from the input table | This issue occurs because the scheduler worker is logged in with a user that has the platform_ml_read role. If this role is missing from the table, the scheduler worker is unable to read the | |

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|---|---|---|---|
| | | table data, causing the training to fail. | |
| Predictive Intelligence<br><br>PRB1873662 | Add support for top number of classes, minute records per class, and removing ServiceNow Machine Learning others as advanced parameters in Classification solution | The ability to apply these advanced parameters. | |
| Predictive Intelligence<br><br>PRB1879961 | Two emails are sent for clustering when triggered from Process Mining | When RCA/Clustering is triggered from the process mining workspace, two emails are sent when only one email should be sent. Since the RCA or Clustering feature internally uses the show records, two ml_solutions are created, and the system identifies both of them as separate entities, causing it to send two emails. | |
| Predictive Intelligence<br><br>PRB1885952 | Incorrect use of current.update() in a base instance business rule | The script run by the BR includes a current.update() call without setworkflow call to disable other BRs. | |
| Problem Management<br><br>PRB1762651 | PMMU (Physical Memory Management Unit) issues found during London to Xanadu upgrade testing | There are several issues. There's incorrect code and problem models for customizations. The demo data needs to be remapped. There's an outdated info message. The **Next** button doesn't appear until reloading when requesting to activate a plugin. Some of the problems and problem | |

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|---|---|---|---|
| | | tasks failed to migrate. The 'Problem overview' dashboard should not be deleted on upgrading. | |
| Process Mining<br><br>PRB1870032 | Uppercase and lowercase sys_ids for the same record break mining | A script changes the document ID in sys_audit for records so that some document ID values are uppercase and lowercase. | |
| Process Mining<br><br>PRB1889675 | Addition of Query ACLs in Process Mining | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Project Management<br><br>PRB1859066 | Resource Assignment (RA) is associated to a new Resource Plan upon migration | The resource plan associated with an RA is in the 'Completed' state. When the effort value is updated, a new resource place is created and attaches the RA to the new resource plan. A new plan shouldn't be created, and the resource assignment should be pointing to the initial completed resource plan. | **1.** Create a resource plan.<br>**2.** Allocate it.<br>**3.** Complete the plan.<br>**4.** Migrate the plan to resource assignment.<br><br>Notice that upon migrating the plan, the newly created resource assignment will be linked to the completed resource plan; when attempting to change the effort type on the resource assignment record, a new resource plan with an allocated state is created. |
| Project Management<br><br>PRB1889859 | Actuals for planning item are not rolled up to the task type breakdown | Enable actual costs from expense lines to rollup to the 'Actual cost' on associated cost plans related to planning items without the core table integration. When user creates a new expense line for a planning item in the 'New financials' page for a planning item, the actual cost value on the cost plan breakdown should add up to the total amount from processed expense lines. | **1.** Create a planning item without integrations.<br>**2.** Add cost plans and expense lines.<br>**3.** Validate the actual roll up to task type breakdown.<br>**4.** Validate the roll up to investment entity.<br><br>Notice that actuals for planning item are not rolled up to the task type breakdown. |
| Reporting | Visualizations in non-global | When trying to add a dashboard to a library, | |

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|---|---|---|---|
| PRB1853349 | domains aren't displayed in the list of visualizations | it's not saved in any sub domains. It's saved only in the global domain. In the sub domains, when they try to save the dashboard, it says it's saved but it's not. | |
| Resource Management<br><br>PRB1860646 | A top task isn't updated for existing resource assignments when a project is made or removed from being a child of another project | When a project that has an existing resource assignment is added to another project as a child project the top task of the resource assignment isn't being updated. Additionally, when a project with an existing resource is removed from being a child of another project, the top task of the resource assignment isn't being updated. | |
| Resource Management<br><br>PRB1877603 | In Resource Management Workspace, there's a NullPointer exception | In Resource Management Workspace, users get nullpointer exception when changing resource status for an allocation. | 1. Open Resource Management Workspace.<br>2. Open a card.<br>3. Change the status of the assignments for a user.<br><br>Observe the null pointer exception. |
| Rollback and Recovery<br><br>PRB1809473 | When truncating a logical non-root table in TPH or TPP, all records are stored for ancestors and siblings in a shadow table | | 1. Create two tables using the 'Table Per Hierarchy' extension model (u_table1 and u_table2 extending the former).<br>2. Seed some test data on each tables.<br>3. Invoke 'DBI.tableDrop()' for u_table2 with rollback enabled.<br>4. Confirm that records from u_table1 were recorded in the shadow table 'sh $u_table1'.<br><br>That shadow table should only have records for u_table2 since those are the ones that were deleted and therefore the only ones that could be restored by rolling back the truncate of the logical table 'u_table2'. This can become a costly, unnecessary operation if the parent table is large. |

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|---|---|---|---|
| SaaS integration with Office 365 (Glide)<br><br>PRB1784710 | Potential savings calculation at the LMR level for bulk reclamation candidates | In SAM license workbench, potential savings for Microsoft shows 0 when it has removal candidates with potential saving values greater than 0. | |
| Schedule Optimization<br><br>PRB1875270 | Prevent the fallback of retrieving the schedule from the sys_user record when there's no schedule in the 'Agent schedule' table | Remove the 'Agent schedule' but add a schedule to the sys_user record. The agent shouldn't be returned in the getQualifierData response. Add the 'Agent schedule' only, it should be returned in the getQualifierData response. | 1. Enable a territory model.<br>2. For the qualifying agent, verify that no schedule is present in cmn_schedule.<br>3. Add a schedule at the agent level in the sys_user record.<br>4. Create SO batch with the 'Territory' qualifier.<br>5. Perform Graph QL for agents.<br><br>Expected behavior: No schedule should be returned.<br><br>Actual behavior: A schedule from the sys_user record is returned. |
| Security Customer Actions<br><br>PRB1873948 | Steps can't be re-opened for a completed action due to Playbook archiving | The user is not able to re-open the step to continue working on it again. | 1. Open a Xanadu instance.<br>2. Navigate to **Security Center** > **Customer Actions (Critical Updates)**.<br>3. Complete the **Enable 3DES deprecation for Password2 Fields** action.<br>4. Wait 14 days on the instance to allow for playbook archiving.<br>5. Navigate to the completed **Enable 3DES deprecation for Password2 Fields** action.<br>6. Navigate to **Steps**.<br>7. Select one of the steps.<br><br>Expected behavior: The user is able to re-open a step by using the **Restart** button to proceed working on it again.<br><br>Actual behavior: The user is not able to re-open the step. |

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|---|---|---|---|
| Server-side scripts<br><br>PRB1808973 | Turn On ECMAScript 2021 (ES12) mode is not toggled in certain scenarios | Turn On ECMAScript 2021 (ES12) mode is toggled off after zbooting an instance. | **1.** Unload a sys_script_include XML with Turn On ECMAScript 2021 (ES12) mode toggled.<br>**2.** Make sure sys_es_latest_script=true.<br>**3.** Save it to the repository.<br>**4.** Zboot the instance.<br>**5.** Check the record.<br><br>Expected behavior: Turn On ECMAScript 2021 (ES12) mode is on.<br><br>Actual behavior: Turn On ECMAScript 2021 (ES12) mode is off. |
| Server-side scripts<br><br>PRB1848232 | TD instance gets hung up and unresponsive due to recursive calls while capturing Generic Collection Framework (GCF) metics | While publishing the GCF metrics for scripts, MInMaxPriorityQueue is used for collecting 20 longest executions. It attempts to access indexes more than 20, causing ArrayIndexOutofBound exceptions. | |
| Server-side scripts<br><br>PRB1883239 | ESLatestScriptLoader returns a warning message | The message reads, 'Version loading was stopped by ESLatestScriptLoader for sys_es_latest_script...'. | |
| Service Catalog Builder<br><br>PRB1756914 | Modifying the catalog item task step through builder doesn't work as expected | Modifying the catalog item task step through catalog builder in the scoped application doesn't capture the 'Update name' in the application files of the scoped app. | |
| Service Catalog<br><br>PRB1835397 | Users are unable to clear a value on a date type question from a client script/ UI Policy | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Service Level Management<br><br>PRB1843470<br><br>KB1777517 | SLA engine reset condition may fail in certain circumstances | SLA Engine reset condition fails if the advanced conditions changes, changesFrom or changesTo are used in conjunction with the table in com.snc.sla.get_task_from_db and the walker is CHECKPOINT. | **1.** Create an SLA Definition on the table sc_req_item:<br>**a.** start condition active=true<br>**b.** stop condition active=false<br>**c.** reset condition due_date changes (advanced condition)<br>**2.** Check that the property com.snc.sla.get_task_from_db contains sc_req_item.<br>**3.** Check that property com.snc.walker.default=CHECKPOINT.<br>**4.** Update any value on an existing sc_req_item or create one and verify task_sla is created for SLA Definition created in #1.<br>**5.** Update the **due_date** field to anything if it is empty or change it to any value if it has a value.<br><br>Expected behavior: task_sla is canceled and new task_sla is created.<br><br>Actual behavior: task_sla isn't canceled. The error log contains 'CheckpointHistoryWalker does not support walk to update: #'. |
| Service Level Management<br><br>PRB1849627 | Improve SLA Calculator's handling of very large sets of Task SLA records during trigger processing | Under certain circumstances, bulk SLA calculations can cause node memory issues if the set of Task SLAs being calculated is very large. | **1.** Open the script include SLACalculatorNG.<br>**2.** Look at the function SLACalculatorNG.calculateSLArange.<br><br>Note that it first processes the list of Task SLA and adds them to an array. This is consumes memory unnecessarily. |
| ServiceNow IDE (Family Release)<br><br>PRB1878154 | A sync notification appears after deploying an app | The sync mechanism should detect changes from sys_update_xml by default. | **1.** Create an app.<br>**2.** Create a Table({}) using Fluent in index.now.ts.<br>**3.** Deploy the app.<br><br>Expected behavior: Changes made by Fluent shouldn't trigger a sync.<br><br>Actual behavior: A sync notification appears immediately after deploying |

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| | | | even though it was the user's changes that were deployed. |
| ServiceNow IDE (Family Release)<br><br>PRB1878166 | Integrated development environment (IDE) source files should not be deleted using a business rule on sys_app table | This business rule is triggered on every delete action for a sys_app. All associated IDE source files could potentially be deleted unintentionally from the instance, which is irreversible. | 1. Provision a ServiceNow Instance with ServiceNow IDE 2.0.4 installed.<br>2. Bump IDE to 2.1.0.<br>3. Create an app in Service Now IDE.<br>4. Build and deploy the newly created app.<br><br>Observe all the source files being shown in IDE.<br>5. Navigate to the sys_app record.<br>6. Delete the sys_app record.<br><br>Expected: ServiceNow IDE should not show any source files when app is deleted.<br><br>Actual: A purge occurs due to a business rule. |
| Service Portal<br><br>PRB1502280<br><br>KB0994649 | The file attachment field does not appear on portal form page | The file attachment field **My file** doesn't appear on the form page of the incident record. | 1. Log in as an admin user.<br>2. Open the form page of the incident record.<br><br>Notice that the file attachment field **My file** doesn't appear on portal, but shows in native view. |
| Service Portal<br><br>PRB1839297<br><br>KB1925168 | SPEntry page error 'Execute operation on script include 'SPEntryPage'' from scope occurs | Switching the scope and refreshing the page gives the error, 'Execute operation on script include 'SPEntryPage' from scope 'Knowledge Management - Service Portal' was denied'. | 1. Log in to a Xanadu instance.<br>2. Create the glide.entry.first.page.script system property.<br>3. Give it the value: new SPEntryPage().getFirstPageURL().<br>4. Make 'Knowledge Management - Service Portal' as the current scope.<br>5. Refresh the browser page.<br><br>Notice the error, 'Execute operation on script include 'SPEntryPage' from scope 'Knowledge Management - Service Portal' was denied. The application 'Knowledge Management - Service Portal' must declare a cross scope access privilege. Please contact the application author to update their privilege requests.' |

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| | | | **6.** Repeat step 2 and step 3 with the scopes 'CI Landing Experience' and 'Conversational Interfaces - Diagnostics'.<br><br>Notice that the same error message appears. |
| Service Portal<br><br>PRB1894604 | To reduce regressions, query ACLs are only enforced when certain conditions are met for widget-data-table | | |
| Sidebar (Family Release)<br><br>PRB1849937<br><br>KB2131098 | When sn_hr_core.impersonateCheck is set to 'true', users are unable to add users to the sidebar | When sn_hr_core.impersonateCheck is set to 'true', users can't add users to the sidebar discussion for sn_hr_core_case_payroll records. There's instead an error message: 'Participants can't join the discussion because they don't have access to this record.' | Refer to the listed KB article for details. |
| Software asset analytics<br><br>PRB1860159 | There's an issue with the 'potential savings indicator' filter for reclamation candidates | By default, all new reclamations have a user subscription mapped to the 'Subscription to reclaim' M2M table. Where there's a downgrade or consolidate use case, the product and user subscription isn't stamped. Where there's a low usage use case, the product and user subscription is stamped. Due to this, some reclamation candidates are missed by the potential savings calculation. | **1.** Create M365 integration.<br>**2.** Run the 'Usage' job.<br>**3.** Create entitlements.<br>**4.** Run the 'Reclamation' job for M365.<br>**5.** Check the user subscription and product for downgrade or consolidate case.<br>**6.** Run the Platform Analytics indicator job 'Subscription Daily Job'.<br><br>Some potential savings for these candidates are missing on the 'Software Asset Analytics' page. |

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| Software Asset Management<br><br>PRB1780888 | Potential savings do not appear in LWB for hybrid software | Potential savings calculations for license metric results do not consider reclamation candidates for hybrid products. | |
| Software Asset Management<br><br>PRB1874410 | CrowdStrike new license metrics are not added in SampConstants file | The new license metrics sys IDs are not present in SampConstants.SUPPORTED_LICENSE_METRICS. | 1. Navigate to the SampConstants Script include.<br>2. Check SampConstants.SUPPORTED_LICENSE_METRICS.<br><br>Notice that the new license metrics sys IDs are not present. |
| Software Asset Management<br><br>PRB1885911 | Subscription SuiteEngine performance optimizations | | |
| Software Asset Management<br><br>PRB1887365 | There is a bug inserting 'Undetermined' unlicensed reasons for more than 'glide.db.max_view_records' records for the same product | In SamsProductCalculator.stampUndeterminedEntitiesWithReasons, keep inserting batches of unlicensed installs until there are no more left to insert. | |
| Software Asset Management<br><br>PRB1887372 | Replication lag caused by AutomaticSMRConsolidationJob.updateExistingSoftwareModels | Chunking the large update is the only solution to avoid replication lag. | |
| Software Asset Management Publisher Pack for Oracle<br><br>PRB1876860 | Download Oracle Glas Report changes to add new fields to VM report and Hardware report | This is an enhancement to uptake new requirements on Oracle Audit download reports. | |
| Software Asset Normalization<br><br>PRB1840383 | For a software product type other than the licensable normalization engine, it | For a software product type other than the licensable normalization engine, it doesn't pick a pattern rule that has a potential | |

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| | keeps the version empty and marks it as normalized using only the product map | to stamp the version, and rather keeps the version empty and marks it as normalized using only the product map. When a discovery model undergoes normalization, in cases for software product types other than licensable, the normalization engine doesn't select a pattern rule that could assign a version. Instead, it leaves the version field empty and designates it as normalized using only the product map. | |
| Software Asset Normalization<br><br>PRB1842256 | The values for the 'Condition' column of the pattern rules samp_pattern_normalization_rule are not flowing to instances | The 'Condition' column values for samp_pattern_normalization_rule are not flowing to instances. These values are present on the instance, but are missing in the catalog item. | |
| Software Entitlements<br><br>PRB1787017<br><br>KB1650157 | In Software Asset Workspace, the 'Total cost' is generated incorrectly when the 'glide.sys.date_format' property value is set to anything other than the default format 'yyyy-MM-dd' | In Software Asset Workspace, the 'Total cost' is generated incorrectly when the 'glide.sys.date_format' property value is set to dd-MM-yyyy. The Entitlement Total Cost functions properly in the classic view of the alm_license table, but not in the workspace view. When the default format is used (yyyy-MM-dd), the Total Cost calculation is correct on both Software Asset Workspace and the alm_license table. The root cause of this issue is the base instance client script 'Update total cost onChange subscription', which does not recognize | 1. Set the 'glide.sys.date_format' property value to dd-MM-yyyy.<br>2. Navigate to **Software Asset Workspace** > **License Operations**, and open any Entitlement with License type as 'Subscription'.<br>3. Attempt to change the 'Subscription period' to something other than 'Entire Subscription Period'.<br><br>Notice that the 'Total cost' is generated incorrectly due to the new date format preference. |

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| | | date formats other than 'yyyy-MM-dd' for the start date and end date of the software entitlement in the workspace view. | |
| SSH MID Server Communication Protocol<br><br>PRB1887914 | SSHProtocolEngine thread is overwhelmed when SSH server starts dumping instead of sending a protocol version string | This is a product update. | |
| Store IRM GRC Core Case Management<br><br>PRB1892851 | Inadequate ACLs to prevent range query access to unauthenticated users corecase | | |
| Store IRM Privacy Case Management<br><br>PRB1890991 | Addition of Query ACLs in Store IRM Privacy Case Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Supplier Collaboration Portal<br><br>PRB1889728 | Addition of Query ACLs in Supplier Collaboration Portal | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Syntax Editor<br><br>PRB1790034 | Syntax editor macros do not work reliably | The macro is not rendered upon selecting the Tab button after help or for functions. | |
| System Events<br><br>PRB1807367 | A processing job should do a ready check while moving events with SysIDs into a queued state | Two jobs targeting a common range work on the same set of queued SysIDs simultaneously, causing events to be processed twice. | |

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| System Events<br><br>PRB1852694 | Events processing is malfunctioning due to cache updates not being generated or propagated | The sys_cache_flush isn't showing entries for the updated entries of sys_processing_framework_job, and other node caches are also not reflecting the latest changes. | |
| System Events<br><br>PRB1874642 | Rhino context re-used for multiple events can lead to inconsistent results | Reusing Rhino contexts can break code that uses poor initialization of global variables. | |
| System Import Sets<br><br>PRB1639586 | All import sets are deleted when concurrent data source calls are executed | In the script include ExchangeScopedUtils, the ImportSetCleaner is trying to get the table_name from importSetGr. In case ImportSetGr is already deleted due to concurrent executions, table_name is not passed as a parameter and the ImportSetCleaner deletes all the import sets from the instance for all applications. | |
| System Import Sets<br><br>PRB1808239 | JDBC connection for authentication=ActiveDirectoryPassword is not working properly | com.microsoft.azure:adal4j:jar:1.6.4 is not compatible with com.nimbusds:oauth2-oidc-sdk:jar:9.10.1. | |
| Table Administration and Data Management<br><br>PRB1850232 | Query with the yyyy/mm/dd format does not work in RaptorDB | | |
| Territory Planning<br><br>PRB1889733 | Addition of Query ACLs in Field Service Manager Workforce | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |

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|---|---|---|---|
| Third-party Risk Management<br><br>PRB1889679 | Addition of Query ACLs in Third-party Risk Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Transform Maps<br><br>PRB1847878 | Slow loading of related lists for particular transform maps | It takes several minutes to load a related list from a sys_transform_map record. | |
| UI Field Administration<br><br>PRB1892439 | When a preset action is selected and autogrow is false, there's infinite loading | | 1. Have a quickAction with autogrow as false.<br>2. Have this quickAction configured on a **Form** field as a default or normal preset action.<br><br>Observe that when this quick action is selected, the modeless dialogue opens but nothing happens. |
| UI Form Administration<br><br>PRB1781725 | Move Attachments doesn't work when a special handling pop-up is displayed | The Move Attachments dialog box is not closeable if it is overlapped by the special handling notes. | 1. Install the Employee Document Management Plugin.<br>2. Create a new special handling note for the sn_hr_core_case_operations table.<br>3. Open HR Agent Workspace.<br>4. Open an HR case that satisfies the SHN condition.<br>5. Add an attachment to the case.<br>6. Refresh the page<br>7. Select the **Move attachment** button.<br><br>The special handling note also pops up.<br><br>8. Close the SHN popup.<br><br>Notice that the page gets stuck with the **Move attachment** dialog box with only the **Close** button visible, which does not work. |
| UI Form Administration<br><br>PRB1814991 | Bulk-edit pop-up form in a presentational list won't refresh after previous transaction | The bulk-edit UI action pop-up form contains the input from the **Description** field from a previous transaction to other records that are opened. | 1. Navigate to **UI Builder** > **Service Operations Workspace**.<br>2. Add a variant to the List.<br>3. Select **List Page Template** in the Template Picker. |

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|---|---|---|---|
| | | | 4. Ensure the new variant has a smaller order than the existing one, so it becomes the default list.<br>5. Navigate to **Workspace** > **Service Operations Workspace** > **List** > **Incident** > **All**.<br>6. Select any record.<br>7. Select the **Edit (1)**UI action.<br>8. Update the **Description** field in the pop-up to **ABCDE**.<br>9. Select **Update**.<br>10. Notice the success update message.<br>11. Select another record.<br>12. Select the **Edit (1)** UI action.<br>13. Notice the **Description** field contains the user input 'ABCDE' from the last transaction.<br>14. Select **Cancel**.<br>15. **Confirm** to discard the changes.<br>16. Select another record.<br>17. Select the **Edit (1)** UI action.<br><br>Notice the **Description** field still contains the user input 'ABCDE' from the previous transaction. |
| UI Form Administration<br><br>PRB1829603 | Workspace fields are cleared when using multiple tabs with an agent | After upgrading to the Washington DC release, an issue occurs when accessing multiple tabs during a chat with a live agent, in which already completed interaction records are cleared. | 1. Log in to an instance.<br>2. Impersonate a user.<br>3. Navigate to the **Service Operations Workspace**.<br>4. Update the status to **Available** in two different tabs.<br>5. Impersonate two users.<br>6. Initiate a chat from portal.<br>7. Fill all the fields in the interaction record.<br>8. Search for 'REQ0010001' in the workspace.<br>9. Attempt to open REQ0010001.<br>10. Navigate to **Related Record** > **Requested Items** > **Catalog Tasks**.<br>11. Add to the work notes. |

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| | | | **12.** Close the Related Record tab.<br>**13.** View the interaction records.<br><br>Notice that the updated values in the interaction record are cleared after opening multiple tabs. |
| UI Form Administration<br><br>PRB1843602 | There's an issue with the date picker position | The date picker position doesn't change when scrolling through the page. | **1.** Open a form with a **Date** field.<br>**2.** Select the date picker.<br>**3.** Scroll the page.<br><br>Notice that the date picker remains in the same position on the screen even when scrolling. |
| UI Form Administration<br><br>PRB1860501 | A form's cache key doesn't account for roles with external and internal users | A generated cache key does not contain roles. | **1.** Enable the Explicit Roles plugin.<br>**2.** Modify ACL's to incident to allow read access to the snc_external role.<br>**3.** As an external user, navigate to any given incident.<br>**4.** As an admin, navigate to the sys_db_cache table.<br><br>Expected behavior: The cache entry created by the external user, should include the users roles in the cache key.<br><br>Actual behavior: The cache key generated does not contain roles. |
| UI Form Administration<br><br>PRB1866407 | Activity Stream attachment file actions don't work when a page has been set up to use the multi-controller template | Attachments can't be downloaded from the Activity Stream. | |
| UI Form Administration<br><br>PRB1868782 | While composing an email in Vendor Operations, the cursor occasionally jumps, making it difficult | When the user types rapidly, the position event is triggered multiple times, resulting in the cursor unexpectedly jumping to the end. | **1.** On a base instance, enable email reply recommendations on any table.<br>**2.** Add a line to the end of the email's last line.<br>**3.** Start typing in the first line quickly.<br><br>Observe that the cursor jumps to the end of the file. |

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|---|---|---|---|
| | to continue typing | | |
| UI Policies<br><br>PRB1894468 | Performance degradation for Core UI performance | Core UI performance testing shows 250 to 300ms degradation for most direct load user actions. | |
| Upgrade Center<br><br>PRB1891562 | A user is unable to determine the purpose of a link when it has the context 'Here' | | 1. Start JAWS.<br>2. Navigate to the 'Home' screen.<br>3. Navigate to the **Dashboard page** > **Instance upgrade panel** > **Visit Upgrade Center link**.<br><br>The respective page opens in a new tab.<br><br>Notice that the screen reader announces 'here' as the link and not what the link is for. |
| User Presence<br><br>PRB1767417 | Multiple threads can unnecessarily race to build the user presence cache adding load to the primary database | Multiple long running SQL queries run against the sys_user_presence table. | |
| UX Framework<br><br>PRB1834547 | An additional HR case creation form opens when selecting the 'View All' details of 'Cases for Subjected Person', 'Cases for Opened For', or 'Interactions' in a some scenarios | Occurs on the HR Agent Workspace 'HR Case creation' page. | 1. Log in as an HR Agent.<br>2. Navigate to the HR Agent workspace.<br>3. Select the **New HR Case** creation button.<br>4. Search for and select an employee.<br>5. Select the **Next** button.<br>6. Refresh the page.<br>7. Enter the employee name again.<br>8. Once the 'Create a New Case' page loads, select **View All** for 'Cases for Subjected Person', 'Cases for Opened For', or 'Interactions'.<br><br>Observe the issue where an additional HR case creation form appears. |

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|---|---|---|---|
| UX Framework<br><br>PRB1866363 | Opening more than the max limit of CSM Workspace tabs outside the ServiceNow Platform doesn't trigger the 'Max limit reached' pop-up | Configuring the sys_ux_page_property to not allow more than 10 tabs open in CSM workspace. When selecting '+' 11 times manually inside the CSM Workspace, 10 tabs are opened as expected. When 11 tabs are opened, a pop-up appears. When the tabs are triggered from outside the ServiceNow Platform using simple JavaScript, 10 tabs are open as expected, when 11 tabs are triggered, all 10 tabs are closed and a new tab is opened. | |
| UX Framework<br><br>PRB1868302 | Interaction Related Records for 'View Knowledge Articles' in the Service Operations Workspace (SOW) are incorrect after upgrading Xanadu | Interaction related records does not map correctly when viewed from SOW. | 1. Hop on to a base instance.<br>2. Open the Service Operations Workspace.<br>3. Select **Lists** > **Interactions**.<br>4. Select **New**.<br>5. Completed all required fields.<br>6. Select **Save**.<br>7. Select **Agent Assist** from the left pane.<br>8. Open any KB article in full view.<br>9. Navigate to **interaction_related_record.LIST**.<br><br>Observe that the record is created, and that the ID of the related record is empty and that the table is incorrect, and the knowledge article is empty, and the record type should be 'Knowledge'.<br><br>10. Navigate to the **Filter navigator** > **interaction_related_record.LIST**.<br>11. Find the entry created and compare it to the pre-upgrade entries that have completed information.<br><br>Interaction related records does not map correctly when viewed from SOW. |

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| UX Framework<br><br>PRB1869757<br><br>KB2105389 | There's a performance degradation when loading the home page on Xanadu | When the system property glide.ux.user_criteria_enabled=true, there's a performance degradation between Washington DC and Xanadu when loading the home page. | Refer to the listed KB article for details. |
| UX Framework<br><br>PRB1884471 | Incorrect page variant is displayed when the variant audience is mapped to user criteria and glide.ux.user_criteria_enabled is true | There is performance degradation between the two versions when the system property glide.ux.user_criteria_enabled is to 'true'. The incorrect page variant is displayed when the variant audience is mapped to user criteria. | Scenario 1:<br><br>1. Open a Washington DC instance.<br>2. Set glide.ux.user_criteria_enabled to 'true'.<br>3. Navigate to a list in the Service Operations Workspace.<br>4. Measure the page load times.<br><br>Notice that the average page load time is less than 5 seconds.<br><br>Scenario 2:<br><br>1. Open a Xanadu instance.<br>2. Set glide.ux.user_criteria_enabled to 'true'.<br>3. Navigate to a list in the Service Operations Workspace.<br>4. Measure the page load times.<br><br>Scenario 3:<br><br>1. Create two page variants which have two respective audience records, which are mapped to two distinct user criteria.<br>2. In the user criteria, use two different groups to map two different users.<br>3. Open the SOW landing page.<br><br>Expected behavior: The user should see the variant, 'Variant Landing Page Demo Level 2'.<br><br>Actual behavior: The user should see the variant, 'Variant Landing Page Demo Level 1'. |
| Virtual Agent | KG slot filling is erroring out | | |

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| Designer Legacy<br><br>PRB1896496 | | | |
| Virtual Agent<br><br>PRB1821950 | Now Assist Virtual Agent (NAVA) webclient unread message appears on Natural Language Understanding (NLU) webclient | Unread messages from the Employee Service Center (ESC) webclient appear on the NLU webclient in the Service Portal when it is open in another tab in the browser. | 1. Set up NAVA on an ESC portal.<br>2. Keep open NLU AI Search in the Service Portal (SP).<br>3. Open an ESC portal in one tab of the browser.<br>4. Log in.<br>5. Open SP in another tab.<br>6. Open the ESC portal webclient.<br>7. Start any LLM topic.<br>8. Complete the topic flow.<br>9. Wait for the summary card to appear.<br>10. Select **Submit**.<br>11. Open the SP tab.<br><br>Notice that all the unread messages applicable only to the ESC webclient appears on the NLU based webclient. |
| Virtual Agent<br><br>PRB1853608 | NAP isn't loading after 10+ cases notification have been triggered | | |
| Virtual Agent<br><br>PRB1864394 | When a user selects the 'None of these' option on the Submit Request (Template) topic in Virtual Agent, it generates empty catalog item page | When the user selects the option 'None of these' and selects the link, they are directed to an empty catalog item page. The user should not be asked to submit a request after selecting the option 'None of these'. | 1. Hop into a base Xanadu instance.<br>2. Ensure the plugin 'Customer Service Virtual Agent Conversations' is installed on the instance.<br>3. Ensure the topic 'Submit Request (Template)' is published and visible in Virtual Agent.<br>4. Navigate to the Customer Service Management (CSM) portal.<br>5. Select **Show me everything** > **Submit Request (Template)**.<br>6. Enter **Create case**.<br>7. Select **None of these**.<br>8. Select **Yes** for the query 'Do you want to proceed with?'.<br>9. Select the link. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: The user selects the link and they are either directed to the correct catalog item page, a case is created, or for 'None of these' options they are not asked to submit a request.<br><br>Actual behavior: The user is able to submit the 'None of these' option, and it gives an empty link for the catalog item. |
| Virtual Agent<br><br>PRB1867769 | Users can't activate a trigger for a Virtual Agent channel and profile | Instead of calling getChannelByName and hard-coding the channel, it should be grabbed by the channel ID. There's also a missing context profile. | |
| Virtual Agent<br><br>PRB1868975 | Some text in some OutputCardContent isn't translating | Specifically the **msg_heading** and **Heading** fields sent in custom Teams notifications aren't translated. | **1.** Set up local instance with chat, DTVA, and MS Teams channel configuration.<br>**2.** Install a language pack.<br>**3.** Change the language.<br>**4.** Create a custom notification.<br>**5.** Trigger a notification.<br><br>Notice the message and the message heading aren't translated. |
| Virtual Agent<br><br>PRB1881076 | Self-Service phase 2 - Dynamic Window experience | This is a product update. | |
| Virtual Agent<br><br>PRB1881106 | Global changes for auto chat in Glide | This is a product update. | |
| Virtual Agent<br><br>PRB1881107 | Enhance the async mode error response format in one API | This is a product update. | |
| Virtual Agent<br><br>PRB1881108 | A capability should have a new type called 'Predictive Intelligence' | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent<br><br>PRB1881109 | Deep clone of some skills and multiple default prompt bug fixes | This is a product update. | |
| Virtual Agent<br><br>PRB1881110 | Truncation support for tool outputs | This is a product update. | |
| Virtual Agent<br><br>PRB1881111 | Support 'Cancel' for AutoEval Run | This is a product update. | |
| Virtual Agent<br><br>PRB1881112 | Enhance APIs to support for creating a dataset and processing a dataset to avoid creating dataset skill mapping | This is a product update. | |
| Virtual Agent<br><br>PRB1881113 | Auto-prompt tuning check due to a backend name change | This is a product update. | |
| Virtual Agent<br><br>PRB1881115 | Extend Metric Result's schema and API to persist results per group | This is a product update. | |
| Virtual Agent<br><br>PRB1881116 | Clone Agentic Eval Run | This is a product update. | |
| Virtual Agent<br><br>PRB1881118 | Support Agentic AI Eval execution without a proxy skill | This is a product update. | |
| Virtual Agent | API support for new schema changes | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1881121 | | | |
| Virtual Agent<br><br>PRB1881123 | Adding to an update set should generate child update sets with a unique name | This is a product update. | |
| Virtual Agent<br><br>PRB1881125 | As an AI Practitioner, users should be able to select a solution, and be able to navigate to additional configurations sections | This is a product update. | |
| Virtual Agent<br><br>PRB1881126 | Create a new API for getTestDatasets for agentic-type datasets | This is a product update. | |
| Virtual Agent<br><br>PRB1883338 | Skill discovery for a non-agent topic (caller's assets) redirects to a AI Agent workflow in NAP | In NAP, skill discovery sometimes redirects to the default Virtual Agent workflow (AI Agent) instead of starting the caller assets skill. | |
| Virtual Agent<br><br>PRB1893275 | A loading screen appears and a topic with a reference choice control isn't triggered | Automation scripts are also failing due to this. | **1.** Log in to an instance.<br>**2.** Create a topic with a reference choice control.<br>**3.** In the reference choice control, set the filter condition to return only one record.<br>**4.** Make the reference choice control skippable.<br>**5.** Run that topic from the Web Client.<br><br>See that the topic isn't triggered and is stuck at the loading screen. |
| Virtual Agent | A Now Assist panel isn't loading on | Now Assist Panel is not loading AI Agents not running in Playground. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1893952 | Yokohama instances | An error is observed in the logs. | |
| Virtual Agent<br><br>PRB1896418 | Gaic Timing on for App Generation with NAFC NAFC26.4.0 | This is a product update. | |
| Virtual Agent third-party integrations<br><br>PRB1837988 | Unable to acquire conversation lock leads to repeated impersonation and excessive logging | Certain long-running Virtual Agent transactions, such as file uploads, can cause excessive impersonation logging. | 1. Start a conversation.<br>2. Set the lock_acquired and lock_touched to current time.<br>3. Set lock_owner to something other than 'Available'.<br>4. Send a custom adapter message.<br><br>Observe the impersonation messages that occur repeatedly until the lock is acquired. |
| Virtual Agent Web Client<br><br>PRB1887568 | Implement a sys prop for admins to be able to disable the pinned mode for dynamic window | This is a product update. | |
| Virtual Agent Web Client<br><br>PRB1893493<br><br>KB2182131 | Non-conversational catalog items can't be selected if they are preceded by external KB article citations | When Now Assist for Virtual Agent is enabled, catalog items can't be selected in the Virtual Agent interface. | Refer to the listed KB article for details. |
| Vulnerability Response and Configuration Compliance for Containers<br><br>PRB1891682 | Addition of Query ACLs in Vulnerability Response and Configuration Compliance for Containers | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Vulnerability Response | Addition of Query ACLs in Vulnerability Response | This change adds new Query ACLs on certain table(s) and field(s) | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1889724 | | to grant query_range access. | |
| Workforce Optimization for IT Service Management<br><br>PRB1889670 | Addition of Query ACLs in Workforce Optimization for IT Service Management | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |
| Work Order Management<br><br>PRB1853346 | Upgrading to the 'New Places' API | | |
| Work Order Management<br><br>PRB1855599 | A work order task (WOT) isn't assigned to a vendor/ contractor when assigning a WOT to a vendor/ contractor group | A work order task (WOT) isn't assigned to a vendor/contractor when assigning a WOT to a vendor/ contractor group, so the **Assigned to** field is empty in CSM/ FSM Configurable Workspace. | 1. Navigate to **Dispatcher workspace** > **Workspace setting**.<br>2. Check 'Enable task assignment modal' to ensure an assignment model opens when drag and dropping.<br>3. Install the 'Field service territory planning' plugin.<br>4. Navigate to a territory model module and set the territory model as true.<br>5. Navigate to the **WOT Form page** > **Form layout**.<br>6. Add a **Territory** field in the 'DispatcherWorkspace' view if the it isn't already added.<br>7. Create a WOT and assign it to some territory that manages at least one contractor group.<br>8. Move it in a pending dispatch. Don't give values to **assignment group** or **assigned_to** fields.<br>9. Impersonate as a dispatcher that manages the territory where users assign a work order task.<br>10. Select the territory from the territory filter.<br>11. Drag and drop the WOT created in step 7 to the contractor group under 'Contractor Groups'. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: The **Assigned_to** field should be populated with the contractor manager.<br><br>Actual behavior: The **Assigned_to** field comes up as empty. |
| Work Order Management<br><br>PRB1889505 | Fix script is not being executed while upgrade | The fix script is not being executed when upgrading from Washington DC to Yokohama. | **1.** Create an instance in Washington DC<br>**2.** Upgrade the instance from Washington DC to Yokohama.<br>**3.** Check for the logs for execution of fix script: sys_script_fix_6e154ec7c3d13010a0cd587c1f40ddd1<br><br>Expected behavior: The sys_script_fix_6e154ec7c3d13010a0cd587c1f40ddd1 must be executed.<br><br>Actual behavior: The sys_script_fix_6e154ec7c3d13010a0cd587c1f40ddd1 is not being executed. |
| Work Order Management<br><br>PRB1890343 | In the CSM portal, the user is unable to see the Worker Order Task (WOT) details in the fsm_ticket page | The WOT details are not shown and an error message on the **wm_task.parent** field appears. | **1.** Create a Work Order (WO) with a user as a contact.<br>**2.** Select **Ready for qualification**.<br>**3.** Notice that WOT gets created for WO in the RL.<br>**4.** Impersonate the user set as the contact in the WO.<br>**5.** Access the CSM portal.<br>**6.** Select the WO from the Work orders list.<br><br>Expected behavior: The user should be able to see the WOT details on WO page.<br><br>Actual behavior: The WOT details are not shown and a query_match error message on the **wm_task.parent** field is appearing. |
| Work Order Management<br><br>PRB1893187 | The location contributor staff lost access to the work order tasks associated to the work | Error message: 'org.openqa.selenium.TimeoutException: Expected condition failed: waiting for visibility of element located by By.xpath: //*[@id='related-wot']//table/tbody/tr/td[1]/a | **1.** Log in with the location contributor associated with a location having work order tasks associated with work orders.<br>**2.** Navigate to the cases associated to the work order on the BLSP Portal. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | orders on the portal | (tried for 20 second(s) with 500 milliseconds interval)'. | **3.** Select work orders RL.<br>**4.** Select the work order task.<br><br>Expected behavior: The user should get access to the work order tasks.<br><br>Actual behavior: The user is getting a query_range error. |
| Workplace Core<br><br>PRB1889743 | Addition of Query ACLs in Workplace Core | This change adds new Query ACLs on certain table(s) and field(s) to grant query_range access. | |

## 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.

- Xanadu Patch 8 Hotfix 3
- Xanadu Patch 8 Hotfix 2
- Xanadu Patch 8 Hotfix 1
- Xanadu Patch 8
- 
- Xanadu Patch 7a Hotfix 1
- xp7b
- Xanadu Patch 7
- Xanadu Patch 6 Hotfix 2
- Xanadu Patch 6 Hotfix 1
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 8 Hotfix 3

The Xanadu Patch 8 Hotfix 3 release contains fixes to these problems.

**Build information:**

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Build date: 05-05-2025_2003

Build tag: glide-xanadu-07-02-2024__patch8-hotfix3-05-02-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1823459 | AI Search indexing Topic Path Translation doesn't work for non system user preference language | Session users assigned as 'guest' with the sys_user_preference file 'name=user.language' and 'value=<some_non_user_session_language>' will have topic paths indexed in this language. The set language is not effective, which is the cause of incorrect translations. | 1. Ensure sys_language has two active languages, **en** for English and **de** for Deutsch.<br>2. Create an entry in the sys_user_preference table with the following values:<br>○ system = true<br>○ user = empty with language as 'de'<br>3. Create the catalog item with translations for topic and topic path.<br><br>Expected behavior: AI Search should index, and be able to search with the 'en' topic value.<br><br>Actual behavior: AI Search indexes content with Deutsch translations for documents with both English and Deutsch languages, and the search for English will fail. |

## 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.

- Xanadu Patch 8 Hotfix 2
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4

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- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 8 Hotfix 2

The Xanadu Patch 8 Hotfix 2 release contains fixes to these problems.

**Build information:**

Build date: 04-23-2025_2116

Build tag: glide-xanadu-07-02-2024__patch8-hotfix2-04-23-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Mobile Platform<br><br>PRB1883251 | Block Mobile Attachment Sharing property for Mobile doesn't support exemption based on user roles | Changing the property glide.sg.block_mobile_attachment_sharing from 'false' to 'true' should exempt some users based on their roles for the security property. | 1. Navigate to **sys_properties.list**.<br>2. Change the property glide.sg.block_mobile_attachment_sharing from 'false' to 'true'.<br><br>Notice that this applies to all users, when only some users require the ability to download or view attachments on Mobile based on their role. |

## 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.

- Xanadu Patch 8 Hotfix 1
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5

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- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 8 Hotfix 1

The Xanadu Patch 8 Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 04-14-2025_2301

Build tag: glide-xanadu-07-02-2024__patch8-hotfix1-04-10-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

### Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Code Signing<br><br>PRB1860810 | Generate signatures for sys_auto_script table with wildcard mode | Generating signatures for sys_suto_script table records as they are invoking scripts writing to ecc_queue directly from sys_auto_Script. | |
| Platform Analytics Migration API<br><br>PRB1820684 | Some legacy dashboard widgets don't render | Legacy dashboard widgets don't render after the dashboard has been migrated to Platform Analytics and setting sys_property glide.ui.choices.show_missing to 'false'. | 1. Navigate to **sys_widgets**.<br>a. Open the 'Filters' record.<br>b. Check **Active**.<br>c. Save the record.<br>2. Create a new dashboard.<br>3. Navigate to the **Add Widgets icon** > **Widget Category** > **Filters**.<br>4. Add the record previously created to the dashboard. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **5.** Migrate the dashboard to Platform Analytics.<br>**6.** Open the migrated dashboard.<br>**7.** Observe the legacy widget loads.<br>**8.** Set sys_property glide.ui.choices.show_missing to 'false'.<br>**9.** Refresh the migrated dashboard.<br><br>Notice that now it will not render the legacy widget, and will only show {}. |
| Platform Analytics Migration API<br><br>PRB1788955 | Core UI dashboard list **Delete migrated Experience Dashboard** UI action is not working as expected | This problem is not related to the Next Experience migration, although it involves removing the migrated Experience dashboard. | **1.** Navigate to **pa_dashboards.list**.<br>**2.** Select a dashboard.<br>**3.** Select the **Delete migrated Experience Dashboard** UI action.<br><br>Notice the info message, 'Dashboard has not been migrated'. |

## 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.

- Xanadu Patch 8
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 8

The Xanadu Patch 8 release contains important problem fixes.

**Xanadu Patch 8 was released on April 10, 2025.**

- Build date: 04-03-2025_0833
- Build tag: glide-xanadu-07-02-2024__patch8-03-26-2025

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

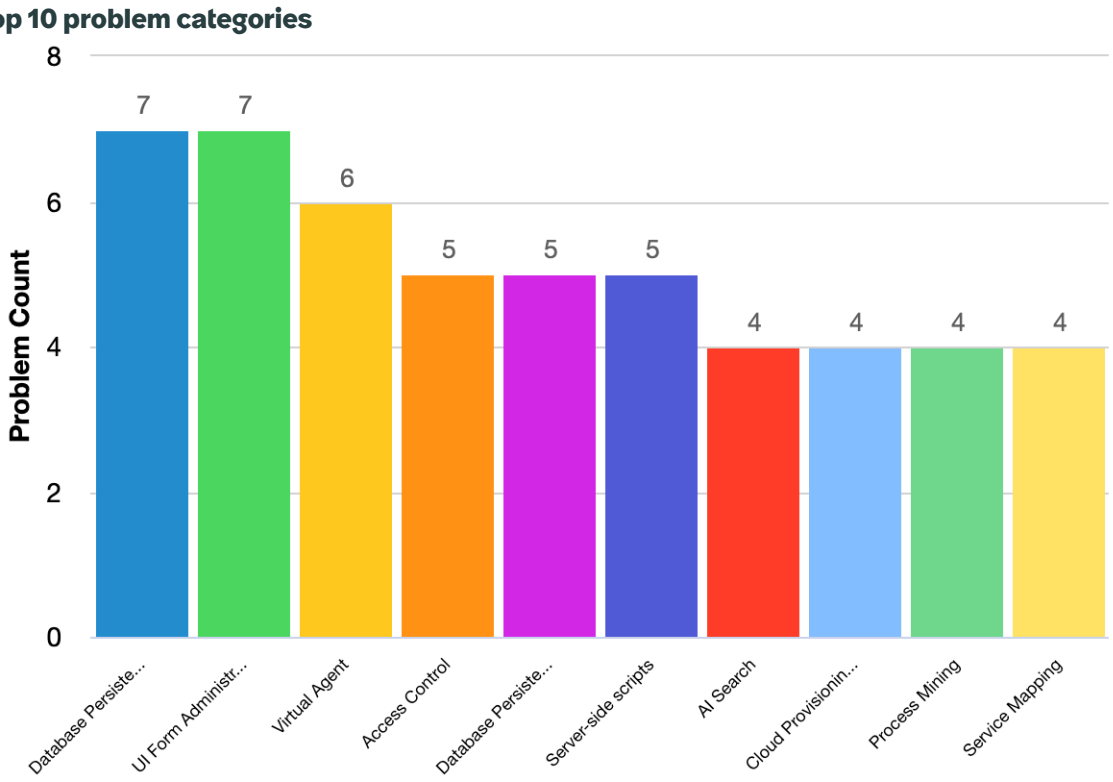
For more information about the release cycle, see the ServiceNow Release Cycle.

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 8 includes 147 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.




## Security-related fixes

Xanadu Patch 8 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 Xanadu Patch 8, refer to KB2045962.

## Changes in Xanadu Patch 8

### Create a marketplace engagement method

Progressive push

Using contractor ranking, incrementally pushes request to marketplace participants in numerical order based on specified wait duration.

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If the contractor does not respond or accept within a specified time frame, the request is shared automatically to the next ranked candidate. This process continues sequentially down the ranking list until it is shared with all contractors.

**Add a contractor to Marketplace participants post-push**

Use the Add Contractor button to add an eligible contractor to the list of marketplace participants once a work order task has already been pushed to Marketplace.

## 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 |
|---|---|---|---|
| Database Persistence - Data Access<br><br>PRB1649391 | Database views using TPC with function fields generate errors | | |
| MID Server<br><br>PRB1870465<br><br>KB2022624 | ECCSender does not use the correct character set when reading XML queue files | ECCSender uses the default file encoding/ character set when reading XML queue files from a disk. This results in incorrect characters in the response for some special characters. ECCSender should use UTF-8 when reading these files, as XML queue files on disk are always UTF-8. | Refer to the listed KB article for details. |
| Playbooks (Family Channel)<br><br>PRB1839341<br><br>KB1891818 | Update Set with Playbook change failed to install | The invalid preview error, 'Could not find a record in sys_pd_snapshot for column snapshot referenced in this update' occurs when moving changes to related to Playbook via update set from one instance to another. | Refer to the listed KB article for details. |
| Third-party Software<br><br>PRB1793365 | Commons-beanutils hits BEANUTILS-509, causing severe default thread contention, | In a few cases, this caused a node to completely hang indefinitely because all the threads were attempting to enter a | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | leading to 429s | synchronized block of a WeakHashMap that was being hogged by a thread stuck in an infinite loop. | |
| User Criteria for Service Catalog<br><br>PRB1819841<br><br>KB1773413 | Semaphore exhaustion is caused by the getAllUserCriteria function getting called in widgets | When a public page is accessed by a guest user or web crawler, this prompts a call to the getAllUserCriteria API, which causes semaphore exhaustion. | |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Access Control<br><br>PRB1744106<br><br>KB1992064 | Concurrent updates to the group/role assignment results in an incorrect inheritance count | When role/group assignment/ removal takes place concurrently for a user, it may result in an incorrect inheritance count. Thus the user may continue to have the role or may not have the required role. | Refer to the listed KB article for details. |
| Access Control<br><br>PRB1833782<br><br>KB1721153 | Slowness when loading forms with **TableChoice** fields related to the RecordFamilyResolver.archiveTableHasACLTerms code path | Accessing the any form with a **TableChoice** field where the instance has more than 250 archive tables can result in slowness in RecordFamilyResolver.archiveTableHasACLTerms code path and a change to CACHE_ARCHIVE_TABLE_HAS_ACL_TERMS in Xanadu. | Refer to the listed KB article for details.<br><br>RecordFamilyResolver.archiveTableHasACLTerms |
| Access Control<br><br>PRB1859273 | Query consuming significant time is invoked every minute by the UserHasRole | Issue with CSM performance. | Prepare an instance with CSM with five times the data.<br><br>Observe the time taken by the query executed as part of the UserHasRole Patcher scheduled job. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | Patcher sys_trigger | | |
| Activity Stream<br><br>PRB1807673 | Activity stream size limits aren't applied to a response | During activity stream performance testing, the activity stream load time was tested with variable number of events: 250, 500, 1000, 2000, 5000, 10000, 20000. Each activity stream has even number of comments, emails, attachments, field changes and relations. Knowing that default limit is 2000 for each event type, the expectation was that response time and response size should grow till 10000 events (2000 events for each of five event types). Users expect to receive 10k events for activity stream with 20k events. However, all 20k events are returned, causing high response time. In a case with 20k events, the response time is ~13-14 seconds. Large users have even bigger response times, considering that response time grows linearly with increasing number of events. | |
| Activity Stream<br><br>PRB1834000 | Reaper query needs an index to perform optimally | When the reaper query runs, it does not use an index to find the expired records. | |
| Activity Stream<br><br>PRB1858896 | Posts generated by Agentic AI or Now Assist should be posted as an 'AI' user vs ServiceNow | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Agent Chat<br><br>PRB1836949 | The **Send** button does not get enabled when new text is inserted in the chat input after stopping autopilot | | **1.** Start a conversation in agent chat.<br>**2.** Start an autopilot topic by agent.<br>**3.** Stop auto pilot by selecting the **Turn off autopilot** button.<br>**4.** After autopilot is turned off, cut and paste text in the chat input or type some text in the chat input.<br>**5.** Observe the **Send** button<br><br>Expected behavior: The **Send** button should get enabled once text is inserted in the chat input<br><br>Actual behavior: The **Send** button is not enabled once text is inserted. Refreshing the workspace and then inserting text enables the **Send** button. |
| Agent Chat<br><br>PRB1862727 | Show audio modal appears when an Agent presence state is changed to 'Available' for Safari users | User interaction is required on the page for audio to work, especially in inactive tabs. This was being enforced by a modal when the audioContext was detected to be suspended, which occurs when a new AudioContext is created in the page. Now, the modal appears for Safari whenever the presence changes in the inbox to 'Available' to avoid having users refresh the browser to see the modal. | |
| Agent Chat<br><br>PRB1868186 | Conversation history in Agent chat only shows one previous interaction | All previous closed conversations should be shown, but only one past closed conversation is shown. | **1.** Enable conversation history in Agent chat in **Conversational Settings** > **Agent Chat** > **Conversation History**.<br>**2.** Log in as an agent in Safari.<br>**3.** Log in as a non-guest user in any other browser.<br>**4.** Start a conversation and accept as agent.<br>**5.** Close the conversation. |

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| | | | **6.** Have a few more conversations (about 2-3) and close them.<br>**7.** Start a new conversation and scroll up to see the past closed conversations in the chat panel in agent chat.<br><br>Expected behavior: All previous closed conversations (up to the amount configured in the conversation history settings) are shown.<br><br>Actual behavior: Only one past closed conversation is shown. |
| AI Search<br><br>PRB1841579 | sn-search-combobox-desktop's use of createGraphQLEffect dispatches errorActionType due to a 401 error for public GraphQL endpoints | The batch request fails due to 401 even though the GraphQL request in the batch was actually successful. | **1.** Set the Service Portal Homepage to public.<br>**2.** Set the Typeahead Search Widget to public.<br>**3.** Open Service Portal without logging in.<br>**4.** Open Developer Tools.<br>**5.** Select the **Search Box**.<br><br>Observe in Seismic Dev Tools that the batch request failed due to 401. Then, observe in the Network tab that the GraphQL request in the batch was actually successful. |
| AI Search<br><br>PRB1847810 | When multi-node ingestion is enabled on a production instance, all cloned instances from production will enable multi-node ingestion | | |
| AI Search<br><br>PRB1850218 | ais_child_table cache is not flushed when glide.ais.disable_kbb property is changed | KBBs (knowledge blocks) should not be indexed as separate document. Instead, they are indexed with the KB document as embedded documents. When only KBB is enabled, the KBB table is removed from the tables. | **1.** Enable the knowledge block (KBB) flag.<br>**2.** Navigate to cache_inspect.do.<br>**3.** Check that CACHE_AIS_CHILD_TABLE has kb_knowledge_block.<br>**4.** Disable the flag.<br>**5.** Index kb_knowledge datasource. |

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| | | | Observe that the KBB is indexed as separate documents. |
| AI Search<br><br>PRB1851725 | Typo Handling blocked terms state doesn't change from 'New' to 'Published' when publishing a search profile | Blocked terms are published, and the UI did not change the state from 'New' to 'Published'. | **1.** Add a new blocked term to the Typo Handling dictionary.<br>**2.** Publish the parent profile.<br><br>Observe that the new term still has a 'New' state, the blocked term is actually published, but the UI did not change the state. |
| Analytics Data API<br><br>PRB1794715 | Breakdown elements are repeatedly queried when fetched with the PAR filter | In each API request, breakdown elements (sites) are fetched for more than 40 times. | |
| Analytics Data API<br><br>PRB1820588 | Vendor Management Workspace Performance Reports show 'error' | After upgrading to Xanadu, Performance Reports show 'error' in Vendor Management Workspace. | **1.** Create a time series visualization with a number of open incidents.<br>**2.** In the data source, add the filter conditions:<br>**a.** Breakdown - Assignment Group.<br>**b.** Operator - Is (Dynamic), Element - Groups I manage.<br>**3.** Make sure there are no incidents with the above filter condition.<br><br>Expected behavior: Observe the message 'No data available. No content available for the selected criteria' and no error should be shown.<br><br>Actual behavior: The Analytics data API is shows the error 'Unable to generate chart. Contact your ServiceNow administrator for more information.' |
| Cache<br><br>PRB1860082 | CacheMetricsManager causes a performance bottleneck at high workloads | Enhance the performance of the Cache Metrics API to accommodate a high volume of concurrent requests. | |
| Change Management<br><br>PRB1815169 | Standard Change template (std_change_record_producer) does not display the | The **Additional comments** field is not displayed when a change proposal is approved. Instead, | **1.** Create a new standard change proposal with 'Additional comments'.<br>**2.** Request approval and approve it.<br>**3.** Check the std_change_record_producer created. |

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| | 'Additional comments' column | another field is displayed. | Expected behavior: Additional comments should be visible.<br><br>Actual behavior: The **Additional comments** field is not displayed. Instead, another field is displayed (where the field name is the first in A-Z order of all fields). |
| Code Signing<br><br>PRB1857416 | Signatures created by signing jobs have an empty **update_name** field | The record field **update_name** is empty for generated signatures to prevent records from being checked in to git and to be published to the App repo. Generated signatures should populate the **update_name** field. | Run a signing job to generate a signature for the record field **update_name**.<br><br>Notice that the record field **update_name** is empty |
| Configuration Management Database (CMDB)<br><br>PRB1868449 | Fix family compatibility issues for the 'Reject task' feature | The Data Manager (DM) subflow does a double rejection process for rejected tasks in the Workspace, and the business rule 'Clean up TaskToCI records' fails to process records with a NullPointerException. | 1. Create a DM retire policy on the cmdb_ci table where the condition name starts with 'SAP'.<br>2. Assign the policy to user.<br>3. Publish the policy.<br>4. Run the scheduled job 'SNC.CMDBDataManagerScriptableApis.executeRetireP<br>5. Notice that a task is assigned to a user.<br>6. Impersonate the user.<br>7. Open the CMDB Workspace.<br>8. Navigate to **Open my task** > **Open the task** > **Review task** > **Reject**.<br>9. Give a reason for the rejection.<br>10. Select **Save**.<br><br>Observe that the task is rejected successfully, and CIs should be available for any other DM policy to pick up.<br><br>11. Re-run the same scheduled job 'SNC.CMDBDataManagerScriptableApis.executeRetireP or any other policy process.<br><br>Expected behavior: A new task should be created with the CIs with the matching condition because the task was rejected. |

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| | | | Actual behavior: No task is created, and the cmdb_data_management_task_to_ci table is not clearing the old CIs from the rejected task. |
| Core Platform<br><br>PRB1762070 | ServiceNow Performance Dashboards have errors for some graphs | When the user navigates to Service Now Performance Dashboards, some of the graphs are not shown and instead the following error message appears: 'Error:Invalid series data'. | |
| Database Persistence - Data Access<br><br>PRB1857656<br><br>KB1935234 | A Glide function with a substring function may return a 'negative substring length not allowed' error if the arguments are negative | A Glide function with a substring function may return a 'General Data Exception detected by database (ERROR: negative substring length not allowed)' error if the arguments are negative. | Refer to the listed KB article for details. |
| Database Persistence - Data Management<br><br>PRB1844907 | Orphan Archive Related Records (sys_archive_related) with empty Archive_Map values are not ignored by the archive job | When instance has orphaned archive related records, the archive job does try to find orphan related records, and therefore archive them as a part of the archive run being processed by the archive job. Archive related records should not be created without an archive_map defined, and every archive related record should be linked to an archive rule. | 1. Log in to the instance.<br>2. Create a new archive rule on incident with any conditions.<br>3. Add an archive related record for incident_task.<br>a. Save the archive rule.<br>b. Delete the new archive rule.<br>c. Notice the archive related record becomes orphaned.<br>4. Create a parent incident.<br>a. Create a new incident task for the incident.<br>b. Create a new incident with the parent incident created, where the relationship is incident.parent_incident.<br>c. Create incident tasks for this new incident.<br>5. Create a new archive rule on incident with conditions so that it archives the previously incident created, and if the |

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| | | | parent incident is archived, the child incident will also be archived.<br>6. Create an archive related record for the archive rule created with the metadata:<br>a. Action - archive.<br>b. Reference - incident.parent_incident.<br>c. Reference table - Incident [incident].<br>d. Reference element - parent_incident<br>e. Reference table rule - empty.<br>7. Activate the new archive rule created.<br>8. Run it.<br><br>Expected behavior: The archive job should ignore invalid archive related records, and only linked archive related rules should be picked up and processed.<br><br>Actual behavior: The archive job finds and processes orphaned archive related records for all the archive rules the job runs. |
| Database Persistence - Data Management<br><br>PRB1850816 | z_tmp tables should not be eligible for compaction | Compaction is running on z_tmp tables when they should not be. | Generate a z_tmp table that is eligible for compaction.<br><br>Notice that compaction is running on z_tmp tables when they should not be. |
| Database Persistence - Data Management<br><br>PRB1854621 | Archive reparenting issue occurs when sys_attachment is configured as a related record for an archive rule | The table name 'incident' remains instead of being renamed to 'incident_task' after running the archive rule. | 1. Create an archive rule for the 'incident' table.<br>2. Define archive the related records incident_task and sys_attachment.<br>3. Set up test data.<br>a. Ensure incident_task records references incident.<br>b. Ensure sys_attachment records references incident and incident task.<br>4. Run the archive rule.<br>5. Verify that both incident and incident tasks are moved to ar_incident and ar_incident_task. |

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| | | | **6.** Check that the sys_attachment records reference to the incident record are moved to ar_system_attachement.<br><br>Notice that the table name is still 'incident' instead of 'incident_task'. |
| Database Persistence - Data Management<br><br>PRB1855929 | Investigating sys_attachment records that are not reparented correctly in Vancouver | Reparenting issue for records in sys_attachment in the gateway DB. | |
| Database Persistence - Data Management<br><br>PRB1859358<br><br>KB1968830 | The orphan cleaner does not check both the primary and archive tables to determine if a record is an orphan | Orphan cleaner is enabled by setting property 'glide.db.orphan_cleaner.peripheral_tables' to clean records from the peripheral tables sys_attachment, sys_attachment_doc, and sys_audit, sys_journal_field. It only checks if a record exists based on the document ID reference's tablename. When the document ID reference's tablename is not updated after archiving records during archive reparenting, the orphan cleaner deletes non-orphan records. | Refer to the listed KB article for details. |
| Database Persistence - Data Scale<br><br>PRB1726762 | SQLCancel does not end some queries that stream data | Cancellation takes five minutes and scales with the amount of inserted data because the close() method is called and reads the rest of the data before ending the transaction. The database query isn't killed. | |
| Database Persistence - Data Scale | Change CorrelationAliasProvider to use ConcurrentLRUCache | | |

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| PRB1793744 | nstead of SynchronizedLRUCache | | |
| Database Persistence - Data Scale<br><br>PRB1795746 | getRhinoFeatureSet causes contention when multiple threads ask for the current rhino feature set | | |
| Database Persistence - Data Scale<br><br>PRB1800838 | GLIDE_ELEMENT_EXTENSIONS cache access is slow due to CacheManager | There is no need for this to use CacheManager. Extensions don't need to be flushed when using extension point listeners. | |
| Database Persistence - Data Scale<br><br>PRB1800841 | JavaScriptMembers, ScriptableObjects, and JavaMembers use a HashTable that causes a concurrency bottleneck | The 'get' method is synchronized. The HashTable is initialized and then not modified again. It's unnecessary to synchronize all 'get' access. | |
| Database Persistence - Data Scale<br><br>PRB1800843 | Orbit class loader no longer uses ParallelWebappClassLoader | Orbit class loader no longer uses ParallelWebappClassLoader due to resource usage. This is noticeably one of the larger concurrency bottlenecks in glide. Glide runs with reloadable='false' flag to prevent reloading class files, therefore access to cache of class files don't need to synchronized. | |
| Database Persistence - Data Scale<br><br>PRB1859279 | StringCache causes a concurrency bottleneck due to SynchronizedLRU | Enhance StringCache to support a large volume of concurrent requests. | |

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| Data Privacy (Classic)<br><br>PRB1840597 | Admins are unable to see rollback record fields | After installing the data privacy application, security ACLs were installed for the sys_rollback_context table. The user is unable to see anything in the table even though they have admin access. | |
| Declarative Actions<br><br>PRB1824763<br><br>KB1754358 | The **CSM/FSM Configurable Workspace** UI action overflow menu isn't working | After upgrading to Xanadu, there's a UI issue on the 'Record Default' page variant in the CSM/FSM Workspace. The overflow menu for UI actions doesn't work as expected, and the UI actions aren't stacked behind the three-dot menu item when the page is zoomed in. | |
| Discovery<br><br>PRB1833735<br><br>KB1710860 | Azure Cloud Discovery schedules do not consider the member accounts that are selected when creating the discovery schedule via the discovery configuration page | When a cloud discovery schedule is created using the 'Cloud Discovery' option, member accounts are not included in the schedule, even if all member accounts are selected on the CDU page. Upon editing a previously created schedule in the Cloud Workspace, it shows that no member accounts are present in the schedule. However, if the accounts are added through the Cloud Workspace and the discovery is run, it works as expected, triggering patterns for the member accounts. | Refer to the listed KB article for details. |

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| Employee Center<br><br>PRB1818417 | Javascript console errors on the Human Resource Management (HRM) ticket page | Navigating to the to-do page displays console errors. | 1. Create a HR case - Employee Travel Visa Request for an employee with the manager 'Abel Tuter'.<br>2. Let the case move to 'Awaiting approval'.<br><br>The approval record is created for a user with no roles (in this case, Abel Tuter).<br>3. Open the approval task in to-do's page.<br>4. Select **HR Service** which opens the HRM ticket page.<br>5. Select the approval to-do in the HRM ticket page.<br><br>Expected behavior: User should be able to approve or reject the task from HRM ticket page.<br><br>Actual behavior: The to-do page has console errors. |
| Employee Center Pro<br><br>PRB1814341<br><br>KB1704519 | The 'Give Feedback' text in Experience Feedback Drawer widget is upside down for the Chinese/ Japanese/ Korean languages | All the vertical languages are considered and are read from top to bottom. | 1. Provision an instance with EC Pro installed with the Chinese, Japanese or Korean language.<br>2. Switch to one of the above installed languages.<br>3. Open /esc?id=hri_user_profile.<br><br>Expected behavior: The 'Give feedback' text displays vertically.<br><br>Actual behavior: The 'Give feedback' text displays upside down. |
| Event Management<br><br>PRB1852761 | NullPointerException (NPE) in Impact Calculation after topology change | NPE occurs after performing a topology change in Event Management. | 1. Navigate to Application Services.<br>2. Navigate to ServiceNow Event Management.<br>3. Select **View Map**.<br>4. Add a Linux (lnux100) server under Alert Processing.<br>5. Send a minor alert on lnux100.<br>6. Select the Impact Tree. |

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| | | | **7.** Navigate to **Impact Calculation** > **Impact**.<br>**8.** Change the influence for impact rule to 50 to perform a topology change.<br><br>Observe the following NPE, 'Exception at executeImpactCalculation. Msg: Cannot invoke 'java.lang.Integer.toString()' because 'this.fContributedSeverity' is nullllastImpactCalcDate: nullImpactSyncHandler'. |
| Flow Engine<br><br>PRB1804504 | Curly brackets within an inline script are parsed unexpectedly | The user observes the error 'Cannot invoke 'Object.toString()' because the return value of 'com.snc.process_flow.val.InVal.value()' is null'. | |
| Flow Engine<br><br>PRB1828174<br><br>KB1709903 | Do-In-Parellel branch remains on a 'Waiting' state after MID action | The flow should go to a 'Complete' state after it returns from MID, but it remains in a 'Waiting' state with only one of the parallel branches having been executed. | Refer to the listed KB article for details. |
| GRC Platform Plugins<br><br>PRB1843595 | The **Details** field is missing in Attestation Designer after Xanadu upgrade | The **Details** field is missing in the attestation designer after the upgrade to Xanadu from Washington DC. | **1.** Navigate to attestation designer.<br>**2.** Select the gear icon for any of the questions.<br><br>Observe that no **Details** field is present.<br><br>**3.** View the same attestation designer in a Washington DC instance.<br><br>Observe that the **Details** field is present. |
| GRC Platform Plugins<br><br>PRB1854275 | Risk Assessment Designer doesn't launch or open a saved assessment | The session hangs and causes the browser to time out when using Risk Assessment Designer. | **1.** Impersonate a user.<br>**2.** Enter assessment types in the Filter Navigator.<br>**3.** Navigate to **GRC Risk** > **Administration** > **Assessment Types**.<br>**4.** Open an Assessment.<br>**5.** Select **Risk Assessment Designer UI**.<br><br>Notice that the session hangs and eventually causes the browser to time out. |

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| | | | 6. Close the browser.<br>7. Wait two minutes.<br>8. Relaunch the browser.<br>9. Impersonate the same user.<br>10. Enter assessment types in the Filter Navigator.<br>11. Navigate to **GRC Risk** > **Administration** > **Assessment Types**.<br>12. Select **Risk Assessment Designer UI** from the list.<br>13. Select **New Assessment New Assessment Load Assessment** > **Load Assessment** when the designer opens.<br>14. Search for the assessment in the search modal.<br><br>Notice that it hangs and eventually times out the session. |
| Health Log Analytics (Family)<br><br>PRB1846612 | MID server stops when it fails to format a log message | | |
| Hermes (Family)<br><br>PRB1849037 | Change to glide.graphql.glide.graphql.results.limit | The property ensures the GraphQL engine is not overconsuming resources for GlideRecord_Query requests. | |
| Hermes (Family)<br><br>PRB1857188 | When DISH sends back an empty response for a Hermes Service (for example, MIF-Hermes) the preexisting hermes_cluster_config records are not cleared | Instances connected that have called the Hermes callback listener and set up the hermes_cluster_config table cannot be removed by returning an empty response to those instances from MWR. | |

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| HR Service Delivery<br><br>PRB1788794<br><br>KB1651068 | The 'Scratchpad: Show HR Service Fields' business rule causes errors in the system logs | A base instance business rule causes multiple errors in the system logs, including: 'com.glide.script.RhinoEcmaError: Cannot convert null to an object.' | Refer to the listed KB article for details. |
| HR Service Delivery<br><br>PRB1831691 | HTML dynamic parameters on HR templates do not work as expected | HTML dynamic parameters on HR templates are not replaced with the actual value when used in links. | |
| Inbound Email Actions<br><br>PRB1841147 | Sensitive Data Redaction does not work for Inbound email actions if 'Stop processing' is enabled | This issue impacts inbound email actions even if 'Stop processing' is enabled. | |
| Integration Hub<br><br>PRB1839006<br><br>KB1952753 | OpenAPI Step with MID fails | When following the OpenAPI Step document to create an action to make an API to an OpenAPI Step, a Guice configuration error occurs. | Refer to the listed KB article for details. |
| Integration Hub Remote Process Sync<br><br>PRB1874002 | Remote Process Sync (RPS) is triggered by changes from non-captured fields | RPS captures changes to a record when any changes are made to the fields selected by the user as part of the CDC Definition (change data capture). Even though changes are being made to fields that are not part of the CDC Definition, RPS still captures these changes. | **1.** Set up RPS.<br>**2.** Create a record that syncs.<br>**3.** Modify a field on that record that isn't part of the CDC Definition.<br><br>Observe that this creates an update record on cdc_queue_ih, which should not be created. |
| Issue Auto Resolution for Virtual Agent<br><br>PRB1862157 | IAR Simulation does not use the correct API | Custom intents are returned when the regular IAR flow is executed. Custom intents are not returned when simulation is used, because the API takes in a list of objects instead of a single | |

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| | | object. The simulation feature is using the single prediction instead of the bulk one, so the custom IAR's are not being returned. | |
| Knowledge Management<br><br>PRB1827639 | Selecting a knowledge base from 'Explore our Knowledge Bases' in a portal redirects to the wrong URL | A URL with incorrect search results is returned when selecting a knowledge base from /esc?id=kb_home with AI Search enabled on the application 'Knowledge Management - Service Portal' version 1.0.0. | |
| Knowledge Management<br><br>PRB1849608<br><br>KB1906766 | Knowledge Management (KM) notifications are unable to be triggered | Email notifications aren't triggered for Knowledge Articles because some KM artifact records in the Knowledge Advance plugin are overridden by the Activity Subscription plugin. This occurs in Xanadu and Yokohama. | 1. Select any Knowledge Base (KB) that is under subscription.<br>2. Publish any Knowledge Article from the KB.<br><br>Notice that the published article is not triggered to the subscriber in the KM subscription.<br><br>3. Attempt to trigger the published article by navigating to **Notification** > **Related list** > **Email log**.<br><br>Notice that the notification is not getting triggered for 'KM Subscription: Article published'. |
| List Administration<br><br>PRB1776103 | Column personalization doesn't work | The issue is related to the list page template. List personalization works when using a record list bundle. | 1. Log in to any Xanadu instance.<br>2. From UIB, create a Now list page using the List Menu Template.<br>3. Save the page and open it in runtime.<br>4. Edit columns to add columns to the list.<br>5. Refresh the page using browser refresh.<br><br>Expected behavior: New columns should be saved.<br><br>Actual behavior: New columns added are not saved after refresh. |

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| List Administration<br><br>PRB1795127 | Selecting an already selected item in the list menu causes the list to render incompletely | The list renders now-loader. | 1. Select an existing experience or create a new one.<br>2. Add a new page from List Page Template.<br>3. Once the **Preview** button in UIB is enabled, select the **Preview** button to open the page in a new tab.<br>4. In the List menu, select a list item to open the list.<br>5. Once the list finishes rendering, select the same list item again.<br><br>Notice that this time, the list renders now-loader instead. |
| List Filters<br><br>PRB1751177 | Inconsistency in Presentational list filters | There is an inconsistency between the data shown and the filter applied for empty values. In one scenario, there is inconsistency while applying filters on the string column and the number column. If the filter text value is empty, the **Apply** button is disabled for the string column, but still enabled for the number column. Selecting **Apply** still retains the older filter. In another scenario, there is also an inconsistency between the data shown and the filter applied for empty values. Fields, which are empty in a table, are being shown as 0 in the presentational list based on the data type. When they are filtered, they should be considered empty or should be considered as 0 if it is shown as zero. | |
| Mobile Platform | InputFormScreen doesn't work when the | An InputFormScreen with Fetch Type = Prefetch/OnDemand | 1. Open the mobile (requestor) app.<br>2. Log in to an instance. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1840375 | function containing the InputFormScreen comes from a list | does not show the dependent parameter of level three (parameter3 depends on parameter2 which depends on parameter1). | **3.** Select **ALP List** > **AppletList** > **ListSegmentsWotInc** .<br>**4.** Swipe left on item from the list.<br>**5.** Choose 3LevelsParamsNotInline_IFSPrefetch / 3LevelsParamsNotInline_IFSOnDemand.<br><br>Expected behavior: Choice three shows the option 'None', and when picking values in choice one and choice three, choice three shows the values configured to it.<br><br>Actual behavior: Choice three doesn't show value at all, and when picking values in choice one and choice three, choice three does not show the values configured to it. |
| Oracle Reconciliation<br><br>PRB1788175 | Processor factor mapping is missing the Oracle core factor entry for some CPU names | | |
| Platform Analytics Filters<br><br>PRB1812254 | Migrated breakdown filters without indicators appear as 'Invalid Selection' on the filter source | When the user selects breakdowns in the source, they should be able to see all breakdowns regardless of whether they have at least one indicator or not. After the migration, the user should still be able to see only breakdowns with at least one indicator. | **1.** Create a dashboard in classic.<br>**2.** Add the following breakdown filters:<br>**a.** Groups<br>**b.** Incident.Category<br>**c.** Incident.Priority<br>**d.** Users.Active<br>**3.** Add a few Platform Analytics widgets to the dashboard.<br>**4.** Configure the widget using different indicators.<br>**5.** Migrate the dashboard.<br>**6.** Edit the User.Active filter after migrating the dashboard.<br><br>Notice that the filter source shows an invalid selection. |
| Platform Analytics Migration API | Backend data load up for a fix for breakdown filters migrated incorrectly | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1863262 | | | |
| Playbooks (Family Channel)<br><br>PRB1857887 | sys_flow_data_definition is missing sys_update_name in sys_update_xml payload | This PR makes sys_flow_data_definition use FlowDesignerSuppress which blanket returns 'true' for suppressNameAndUpdateName. | 1. Navigate to sys_flow_data_definition.<br>2. Create new record with just name.<br>3. Navigate to sys_update_xml, sort by created.<br>4. Open record for the data definition created.<br><br>Expected behavior: The payload has non-empty sys_update_name and sys_name and sys_package.<br><br>Actual behavior: The payload has empty sys_update_name and sys_name and sys_package. |
| Predictive Intelligence<br><br>PRB1858849 | Empty **row_count** field in the ml_solution table leads to an error message being logged while parsing an integer from empty string from the ml_solution row_count attribute | When the **row_count** field is empty while training a solution, the following error message is logged, 'Exception caught while building data Description list: For input string: '': no thrown error'. This occurs only for Java-based solutions. | |
| Process Mining<br><br>PRB1847963 | Mining data from either a record list or KPI doesn't create a process mining project properly | Several tables were tried in the risk space. sn_grc_issue and sn_compliance_control from either a KPI or list of records. From a KPI, there's an error that the instance isn't licensed for this KPI or table to produce a project. For a list of records, it presents an empty project with no definition, including the table the records are in. | |
| Process Mining | Work Notes results shows HTML code | Work notes are collected from sys_journal_field table | 1. Initiate work notes analysis without LLM.<br>2. Select **View Results**. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1852247 | In cluster concepts | which stores results with HTML tags. | Notice that HTML tags are present in cluster concepts. |
| Process Mining<br><br>PRB1856986 | In Xanadu, meter-based licenses block users from mining | | 1. On a Xanadu instance, download a meter-based license.<br>2. Execute a full mine.<br><br>Observe that this triggers a licensing error. |
| Process Mining<br><br>PRB1860897 | Allow sample mining on an evaluation project from workbench | Sample mining an evaluation project works from a KPI but not from the workbench. | 1. Navigate to workbench.<br>2. Attempt to sample mine.<br><br>Notice that the user receives mining exception. |
| Project Management<br><br>PRB1850637 | Duplicate resource_aggregate_weekly and resource_aggregate_monthly records are created intermittently | Code in the updateActualsFromTimeCard function of the Resource Actuals SI raises an event to update aggregates for each day when a time card is approved or recalled, causing duplicate resource_aggregate_weekly and resource_aggregate_monthly records to be created intermittently. | |
| Project Management<br><br>PRB1864892 | The **Time Constraint** field dictionary default value does not work in Project Workspace while creating the Project Task | The default value for the **Time Constraint** field is set to 'ASAP' irrespective of Default value. | 1. Set the Default value for the **Time Constraint** field through dictionary from Project Task form.<br>2. Open the Project Workspace.<br>3. Open any project.<br>4. Create a Project Task.<br><br>Observe that the default value for the **Time Constraint** field is set to 'ASAP' irrespective of Default value. |
| Schedule Optimization<br><br>PRB1860079 | Performance impact due to the Optimization business rule | A 'Optimization Metadata processor' business rule is made in sys_attachment async. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Seismic Framework<br><br>PRB1859951 | ClientInteraction aggregate transactions creates a performance bottleneck | Setting glide.client_metrics.aggregation.enabled=true on a fully loaded system will cause performance to decrease significantly. | |
| Server-side scripts<br><br>PRB1782856 | A business rule executes in the 'module' scope | | |
| Server-side scripts<br><br>PRB1841707 | Turn on ECMAScript 2021 (ES12) mode is not toggled after upgrade/zboot | Turn on ECMAScript 2021 (ES12) mode is off. | 1. Unload a sys_script_include XML with Turn on ECMAScript 2021 (ES12) mode toggled.<br>2. Make sure sys_es_latest_script=true.<br>3. Add the script include to the 'Update' folder in the com.glide.sg plugin.<br>4. Zboot the instance.<br>5. Spin the instance with Zboot.<br>6. Check the record.<br><br>Expected behavior: Turn on ECMAScript 2021 (ES12) mode is on.<br><br>Actual behavior: Turn on ECMAScript 2021 (ES12) mode is off. |
| Service Catalog Variables<br><br>PRB1863977 | 3DES Deprecation in Service Catalog Variables | | |
| Service Mapping<br><br>PRB1816637 | In TB service connection, two CIs that are already part of a service and belong to the same CI type aren't added even if they match the traversal rule | When calculating a TB service, it starts from the tagged CIs, and then goes rule by rule to bring the next level according to the rule. When a rule is defined on the same class, if two CIs of that class have a connection that matches the rule between them, but those CIs are already part of a service, this | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | connection isn't added to service. | |
| Service Mapping<br><br>PRB1816925 | Service Mapping (SM) Discovery state always remains 'Active' if entry points are not reachable | When SM scheduler is run, the Discovery status for SM Discovery and end point status is created. The host is not in CMDB, so the end point status runs 'Host detection'. Host detection creates a new prob with agent_correlator with horizontal Discovery. When host detection is finished, it updates the end point and the state becomes 'Complete'. However, SM Discovery doesn't update, so the business rule was not triggered to set the Discovery status to 'Completed'. | **1.** Created the service with two unreachable entry points.<br>**2.** Create scheduled discovery that runs on this service by name attribute.<br>**3.** Run a discovery scheduler.<br><br>Notice that the discovery state will always remain 'Active'. |
| Service Portal<br><br>PRB1834496 | The user cannot input a value into a widget | The user cannot input a value into a widget [KB knowledge base]. | |
| Software Asset Management<br><br>PRB1854090 | Cross product downgrade rights should exclude inactive downgrade relationships | There's no behavior change for the users on recon. This is intended to exclude inactive products in the backend. | **1.** Create cross product downgrade rights in samp_downgrade_model.<br>**2.** Set the Active column to **False**.<br>**3.** Run reconciliation.<br><br>Although the reconciliation result is as expected, it was found that inactive cross products downgrade rights been processed during recon logs, which is incorrect. |
| Software Asset Management<br><br>PRB1865260 | Unallocated installs should not infer unallocated installs to user-subscription-only entitlements | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Software Asset Reconciliation<br><br>PRB1842035<br><br>KB1833581 | Replication lag due to slow updates on cmdb_sam_sw_install table from jobs | An update in the SamPreferenceStageHandler script include causes replication lag. | Refer to the listed KB article for details. |
| Standard Change Catalog<br><br>PRB1856886<br><br>KB1931818 | Value is not populated from the template if a new text area field is added when creating or modifying a standard change proposal | The **template_value** field contains 'STARTSWITH' instead of the '=' operator, which doesn't allow the field to be populated with the value when the template is applied to the change request record. | Refer to the listed KB article for details. |
| Survey Management<br><br>PRB1842390<br><br>KB1832412 | The HR case number is not displayed completely on the survey card on the My surveys page | The HR case number is not displayed completely on the survey card rendered using the 'My surveys' widget on My surveys page. | Refer to the listed KB article for details. |
| Transaction Management<br><br>PRB1866307 | Sanitizing URLs in GlideElementURL | For performance, the sanitized URL can be cached rather than computing the same value repeatedly. | |
| UI Form Administration<br><br>PRB1810910<br><br>KB2012523 | In Xanadu, the onChange client script executes twice on the 'Record Default' UX screen of CSM Configurable Workspace | The onChange client script executes twice on the base instance 'Record Default' UX Screen. | Refer to the listed KB article for details. |
| UI Form Administration<br><br>PRB1847059 | Formatting on the special handling notes header is aligned to the left in Xanadu | Special Handling Notes is not aligned properly and is completely formatted to the left. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Form Administration<br><br>PRB1868782 | While composing an email in Vendor Operations, the cursor occasionally jumps, making it difficult to continue typing | When the user types rapidly, the position event is triggered multiple times, resulting in the cursor unexpectedly jumping to the end. | 1. On a base instance, enable email reply recommendations on any table.<br>2. Add a line to the end of the email's last line.<br>3. Start typing in the first line quickly.<br><br>Observe that the cursor jumps to the end of the file. |
| Virtual Agent<br><br>PRB1819265 | Follow-up queries that are not in English intermittently hang | As soon as follow-up utterance is submitted, VA Input extraction fails, preventing anything else from happening after that. This includes the creation of a sys_cs_fdih_invocation record. | |
| Virtual Agent<br><br>PRB1852222 | 'Time Out Abandoned Virtual Agent (VA) Conversations' is not respecting the timeout configured for NAP in sys_cs_channel | VA conversations are not closed out according to the timeout configured for NAP. | 1. Set the timeout on NAP channel to four hours.<br>2. Create a conversation.<br>3. Don't update the conversation<br><br>Expected behavior: Conversation should be closed after four hours.<br><br>Actual behavior: Conversation is closed after two hours. |
| Virtual Agent<br><br>PRB1859339 | An attachment icon isn't aligning with the rest of the other icons in the chat box | | 1. Navigate to a Xanadu instance.<br>2. Log in as a user and then open Service Portal.<br>3. Initiate a chat to see the attachment icon.<br><br>Expected behavior: All the icons in the chat box should align.<br><br>Actual behavior: The attachment icon is slightly above the other icons and doesn't align with the rest. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent<br><br>PRB1862370 | Skill executions are stuck when Now Assist guardian settings (prompt injection, offensiveness) are enabled | Skill test runs are not working from the skill kit, whereas executions outside of the skill kit (for example, OneExtend.execute() in async mode) is working fine for the same settings. This is due to an unsupported operation exception coming from EvaluationServiceImpl.java. | 1. Create a skill from the Now Assist Skill Kit.<br>2. Enable prompt injection from the Now Assist Guardian settings (use option as Block).<br>3. Select **Run Test** on that skill.<br><br>Expected behavior: **Run Test** should work irrespective of the guardian setting because users can execute the same One Extend capability outside of the skill kit.<br><br>Actual behavior: **Run Test** is stuck due to an exception (Error Execution of evaluation request failed for batch result: fbb3afc4c348e2149e83d62f0501312b due to error: null). |
| Virtual Agent<br><br>PRB1866633 | In APAC data center instances, AI agents are not working even after accepting the Global Routing Consent information message | Global routing is not working even after consenting on the info message for data center instances in the Asia-Pacific region. | 1. Deploy a new instance from the APAC data center.<br>2. In an APAC region instance, select **Agree on the Global Routing Consent info message**.<br><br>Expected Behavior: The AI Orchestrator should be invoked.<br><br>Actual Behavior: Even after accepting the consent, AI agents are not functioning, and the error message occurs: 'Sorry, there was a problem on my side trying to complete this request. Try asking again later'. |
| Virtual Agent<br><br>PRB1866635 | Trail Assists are incorrectly loaded for six or more tools triggered from Now Assist Panel (NAP) with skill Discovery | This problem doesn't occur with playground and NAP triggers. | 1. Have a use case with six or more tools.<br>2. Navigate to NAP.<br>3. Enter an utterance for the use case with six tools and skill Discovery.<br>4. Invoke AI Agents use case:<br>a. Utterance: Get me the price of<br>b. Washing machine - 2<br>c. Refrigerator – 3<br>d. Monitor – 2<br>e. Toaster – 1<br>f. Vacuum cleaner – 2<br>g. Dishwasher – 2 |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: Trail Assists should be 50.<br><br>Actual behavior: Trail Assists are loaded as 25. |
| Web UX Runtime<br><br>PRB1769964 | In Agent Chat, intermittently the inbox icon won't disappear when the page is loaded | In Agent Chat, intermittently the inbox icon won't disappear when the page is loaded because sn-canvas-viewport doesn't handle includesFieldsAndParams in certain usecases. | |
| Work Order Management<br><br>PRB1859719 | Upgrade to the new Google Maps Places API for Platform and Portal | Using the new Places API to query and display suggestions on the NDS typeahead component. | |

## 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.

- Xanadu Patch 7 Hot Fix 1
- Xanadu Patch 7a
- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 7a Hotfix 1

The Xanadu Patch 7a Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 05-06-2025_1203

Build tag: glide-xanadu-07-02-2024__patch7a-hotfix1-04-27-2025

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**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Service Portal<br><br>PRB1502280<br><br>KB0994649 | The **file attachment** field does not appear on the portal form page | The file attachment field **My file** doesn't appear on the form page of the incident record. | **1.** Log in as an admin user.<br>**2.** Open the form page of the incident record.<br><br>Notice that the file attachment field **My file** doesn't appear on portal, but shows in native view. |
| List Administration<br><br>PRB1810106 | **Opened by** different states are overridden with the latest state value | When a new **Opened by** timestamp is created, the **State** field is changed and overrides the previous state value. | **1.** Open the UI Builder.<br>**2.** Add the **List page**template.<br>**3.** Select **Incidents** > **All**.<br>**4.** Apply a filter matching Priority 4.<br>**5.** Load the URL.<br>**6.** Notice that in output 1, a new 'Opened by' timestamp is created with the Priority 4 filter.<br>**7.** Apply a filter matching the **State** field.<br>**8.** Load the URL.<br>**9.** Notice that in output 2, a new 'Opened by' timestamp is created with the Priority 4 filter and the **State** field is changed.<br>**10.** Navigate to the list containing output 1.<br><br>Expected behavior: A new 'Opened by' timestamp is created with the Priority 4 filter.<br><br>Actual behavior: A new 'Opened by' timestamp is created with the Priority 4 filter and **State** field changes, and the previous state values are overridden. |

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## 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.

- Xanadu Patch 7a
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 7 Hotfix 1

The Xanadu Patch 7 Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 04-02-2025_1342

Build tag: glide-xanadu-07-02-2024__patch7-hotfix1-04-01-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| MID Server<br><br>PRB1870465<br><br>KB2022624 | ECCSender does not use the correct character set when reading XML queue files | ECCSender is using the default file encoding/ character set when reading XML queue files from disk. This results in incorrect characters in the response for some special characters. ECCSender should use UTF-8 when reading these files, as XML | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | queue files on disk are always UTF-8. | |
| Integration Hub Remote Process Sync<br><br>PRB1874002 | Remote Process Sync (RPS) is triggered by changes from non-captured fields | RPS captures changes to a record when any changes are made to the fields selected by the user as part of the CDC Definition (change data capture). Even though changes are being made to fields that are not part of the CDC Definition, RPS still captures these changes. | **1.** Set up RPS.<br>**2.** Create a record that syncs.<br>**3.** Modify a field on that record that isn't part of the CDC Definition<br><br>Observe that this creates an update record on cdc_queue_ih, which should not be created. |

## 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.

- Xanadu Patch 7
- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes

## Xanadu Patch 7

The Xanadu Patch 7 release contains important problem fixes.

**Xanadu Patch 7 was released on March 12, 2025.**

- Build date: 03-06-2025_0935
- Build tag: glide-xanadu-07-02-2024__patch7-02-27-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

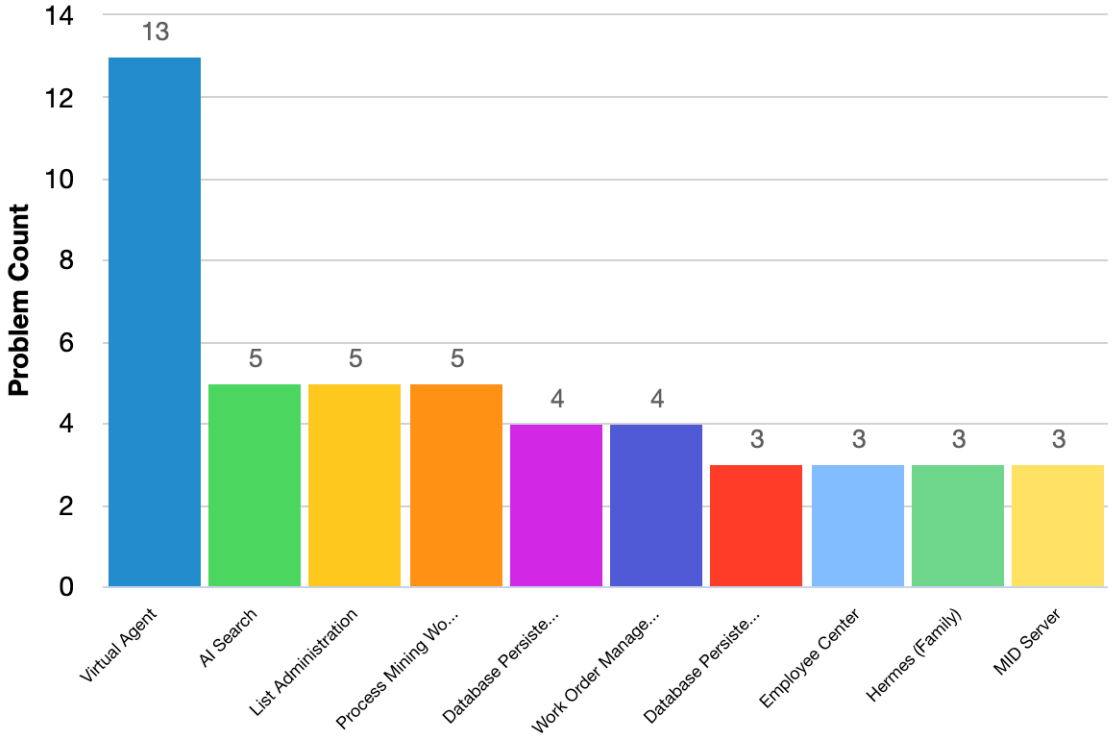
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For a downloadable, sortable version of the fixed problems in this release, click here.

## Overview

Xanadu Patch 7 includes 164 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

**Top 10 problem categories**




## Security-related fixes

Xanadu Patch 7 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 Xanadu Patch 7, refer to KB1925102.

## 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 |
|---|---|---|---|
| Approvals<br><br>PRB1845668<br><br>KB1810362 | Multi-Level approval skips steps due to race conditions | Overlapping transactions on the sc_req_item table cause race conditions, allowing approval steps to be skipped. | Refer to the listed KB article for details. |
| List Administration | In Vancouver, changing | When a user changes the rows per page | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1688076<br><br>KB1585842 | he rows per page in UI Builder results in security restraints messages | on Tokyo or Utah and refreshes, it resets to 20 per page and this error doesn't appear. | |
| List Administration<br><br>PRB1804211<br><br>KB1710147 | A list is failing to load due to Access Control List (ACL) failures | Lists do not load, and a response is returned in the call for the record list composite data broker. | Refer to the listed KB article for details. |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Access Control<br><br>PRB1850716 | There should be a check for customization before the removal of the snc_internal ACL role from a set of ACLs | If a snc_internal acl role record has an entry in the sys_update_xml table, then the record shouldn't be deleted. | |
| Activity Stream<br><br>PRB1843408 | If a user deletes drafts after sending mail, the last sent email disappears in the filtered 'Activity Stream' section | | 1. Open an email page record.<br>2. Select the 'Email' tab.<br>3. Compose an email with valid recipients.<br>4. Select the **Send** button.<br>5. Once the email history is updated, select the 'Email drafts' icon and delete all drafts.<br>6. Close the dialog/modal.<br><br>Expected behavior: Sent email logs should be displayed on the email's history.<br><br>Actual behavior: The last sent email has disappeared from the email's history. |
| Activity Stream<br><br>PRB1858894 | Application Programming Interface (API), ServiceNow AI Platform, and | API, ServiceNow AI Platform, and GraphQL calls are slow specifically because of the Table Cleaner | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | GraphQL is slow due to the Table Cleaner being throttled, causing heavy replication lag | on sys_activity shards. Using Instant Alter added an index, and as a result, all records were replicated with the load causing replication lag. When replication lag is detected, Table Cleaners are throttled, which can exacerbate the amount of data that is being replicated and cause timeouts. Timeouts are caused by the Table Cleaner running synchronously in the Activity Stream load request. | |
| Advanced Work Assignment<br><br>PRB1857820 | Agent Outside Workspaces that use OpenFrame soft phone are set to an 'Offline' presence state within a minute after the agent moves to an available state | If an agent isn't also on a workspace, the presence reverts to 'Offline' within about a minute. Since the agent is using OpenFrame to manage capacity, it shouldn't automatically revert to 'Offline'. The issue occurs after an Xanadu upgrade. | |
| Agent Chat<br><br>PRB1846351 | Audio notifications don't play intermittently when the browser has 'Allow All Auto-Play' configured | On a Safari browser, when the user doesn't allow the Auto-Play for the ServiceNow site, audio notifications intermittently don't play for an agent. This is applicable for inbox and conversation notifications. For example, if an agent doesn't hear an audio notification for an incoming inbox notification, it's possible the following conversation's audio alert to play or not play. Once audio notifications begin to play, proceeding audio notifications usually | 1. In a Safari browser, as an agent, open Service Operations Workspace.<br>2. Change the status to 'Available'.<br>3. Using a Chrome browser, impersonate a requester.<br>4. Turn off audio notifications in the web client.<br>5. Initiate a chat and attempt to connect to a live agent.<br>6. In the Safari browser, as an agent, accept the incoming work item.<br>The audio notification plays.<br>7. From the Chrome browser, as a requester, send a message to ensure an audio notification plays on the agent's side. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | play. The audio state can be 'interrupted'. | 8. In the same Safari browser, as an agent, open a new tab with a random URL. Keep this as the active tab and workspace tab in the background.<br>9. In Chrome, as the requester, wait for the timeout reminder and observe if the audio notification plays.<br>10. In Chrome, as the requester, send a message.<br><br>Observe at this time, the audio notification stopped working, even though the console log says it successfully played audio. |
| Agile Development<br><br>PRB1845010 | Add the spm_agile_common_user role to the plannedtask.* ACL to view a rm_story form | A spm_agile_common_user should be able to have CURD access on the rm_story table. | |
| AI Search<br><br>PRB1827624 | A search doesn't return any results | After configuring the search profiles and the user, the search results don't appear, but if the **location.state** field is changed for the user, search results appear. | 1. Download and import the search profiles.<br>2. Ensure the search profiles were uploaded.<br>3. Find the 'Location boost' risk intelligence report.<br>4. Select the 'Location boost' risk intelligence report.<br>5. Navigate to **positive**.<br>6. Change the match field from 'location.city' to 'location.state'.<br>7. Publish the profile.<br>8. Set up a user.<br>9. Assign the user the knowledge_admin and ITIL roles.<br>10. Ensure the values in the **company** field are empty.<br>11. Change the **location** field to 'California'.<br>12. Select **Save**.<br>13. Select the value **California**.<br>14. Ensure that the column 'state' is 'California'.<br>15. Ensure that the 'name' is 'California'. |

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| | | | 16. Run this query 'Employee benefits?' on Global, Service Portal, and Now Assist Virtual Agent.<br>17. Navigate to 'sys_generative_ai_log.list'.<br>18. Check the response.<br><br>Expected behavior: The Knowledge Base article, 'Employee Benefit - US' should be at the top.<br><br>Actual behavior: The search results don't appear, but if the user changes the **location.state** field, the Knowledge Base article appears. |
| AI Search<br><br>PRB1838451 | AisJournalFieldPreAction throws a NullPointerException (NPE) | Leaving the value empty when adding a journal value column to kb_knowledge throws an NPE. | 1. Add a journal value column to kb_knowledge.<br>2. Leave the value empty.<br>3. Attempt to ingest the document.<br><br>Observe the NPE. |
| AI Search<br><br>PRB1852129 | Selecting a search result in the Portal adds the parameter 'SearchTerm', leading to a 404 error | With AI Search enabled, searches in the Portal lead to a '404 page not found' error. This occurs when search results that are external links are presented in the search results. When a search result is selected, an additional parameter is added to the URL '&searchTerm=', which causes the 404 error. | 1. Navigate to a Xanadu instance.<br>2. Add an external link to the AI Search source.<br>3. Navigate to the Employee Portal.<br>4. Search for the external link.<br>5. Select the top search result.<br>6. Observe that 'searchTerm=' is added to the URL.<br><br>Expected behavior: The user lands on the external link after selecting the search result.<br><br>Actual behavior: The user lands on an page with the error message '404 Page not found'. |
| AI Search<br><br>PRB1852402<br><br>KB1909618 | SearchAnalyticsService.pruneSearchSignalEvents occasionally purges events with the wrong application ID | The sys_auto_script scheduled job, 'Prune Search Signal Events', may cause sys_search_events and its related tables to be incorrectly pruned. | Refer to the listed KB article for details. |

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| AI Search<br><br>PRB1857237 | Images aren't returned for Now Assist actions on Service Portal | | 1. On a Yokohama instance with Now Assist for Search 10.0.14, navigate to Service Portal.<br>2. Search for 'Apple' or 'Laptop'.<br><br>Expected behavior: Images should be returned for the Now Assist actions Genius Results.<br><br>Actual behavior: Notice that the images aren't coming back for Genius Results. |
| Application Install Engine<br><br>PRB1836818 | A parent application installs successfully despite missing dependencies | A parent application (for example, Generative AI Controller 9.0.1-Snapshot) is installed successfully even though its dependencies (for example, Microsoft Azure AI Speech Spoke) were not installed during the process | 1. Attempt to install a parent application with known dependencies.<br>2. Simulate a scenario where the dependency (for example, Microsoft Azure AI Speech Spoke) fails to install.<br><br>Observe that the parent application still installs, creating a record in the sys_store_app table, but dependencies remain missing. |
| Attachments to Records<br><br>PRB1849752<br><br>KB1885864 | There's an issue with archive table clean-up using the 'PurgeOrphanAttachments' job | There's an issue that may result in the unintentional removal of records from the sys_attachment table under specific conditions. The issue may impact instances on Washington DC and later releases. | Refer to the listed KB article for details. |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1827858 | Ship RCA for a KB search in the target scope | | 1. Set up Now Assist for HR.<br>2. Enter a query in Virtual Agent: 'Tell me about parental leave policy' or any other KB related query.<br><br>Expected behavior: The numbers should be visible and clickable.<br><br>Actual behavior: The numbers aren't displayed in the KB result. |
| Case and Knowledge Management | RCA issues with tuition reimbursement AI agents | There are RCA records that are needed in app-hr to let tuition | |

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| for HR Service Delivery<br><br>PRB1850236 | | reimbursement request AI agents to function. | |
| Case Card Component for HRSD Agent Workspace<br><br>PRB1828093 | Tooltips aren't working | After upgrading to Xanadu, the tooltips stopped working on all the workspaces. | 1. Access any Xanadu instance that was upgraded from Utah or Washington DC.<br>2. Navigate to sys_ux_lib_asset_list.<br>3. Observe if the instance has the file sys_ux_lib_asset_4eca5b08258a2192915e9d083b0bf32e.xml.<br>4. Open any workspace.<br>5. Observe that there's no tooltip.<br>6. Remove the file mentioned on step 3.<br><br>Observe that the tooltips are working. |
| Client Scripts<br><br>PRB1794520 | Newly populated **on_hold_reason** field data doesn't display for a duplicate tab | The behavior is different from the native view and the Service Operations Workspace view. | 1. Log on to any instance.<br>2. Navigate to 'change_request.do' and populate the **assignment_group** field.<br>3. Save the form.<br>4. Select the **Request Approval** UI action.<br>5. Duplicate the tabs so users have the change request open on two tabs - Tab A and Tab B.<br>6. In Tab A, select the 'on_hold' checkbox.<br><br>Observe that the **on_hold_reason** field appears.<br><br>7. Enter '123' in the **on_hold_reason** field.<br>8. Save the form.<br>9. Move to Tab B.<br><br>Observe that the 'on_hold' checkbox is now ticked, but the **on_hold_reason** field doesn't have '123' populated.<br><br>10. Refresh Tab B.<br><br>Observe that '123' is now populated. |

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| CMDB Query Builder<br><br>PRB1830100 | The 'Dynamic CI' group is missing a few CIs | The QueryBuilderOutput.getCISysIdsFromQBResults() loop has an issue. | **1.** Create a QB query (can use only one node) to qualify a few thousand CIs.<br>**2.** Run the query entirely by selecting the **Load All Results** button.<br>**3.** Note the count of CIs.<br>**4.** Create a CMDB Group and use the QB query from step 1 into this group.<br>**5.** Create a Dynamic CI Group and use the CMDB Group from step 4 to populate it.<br><br>Give it a minute or so to associate CIs with this DCG before going to the next step.<br>**6.** On the 'Form' page of this Dynamic CI Group, select **View Service CIs**.<br>**7.** Note the count of CIs.<br><br>Expected behavior: The count of CIs from step 7 should match the count of CIs from step 3.<br><br>Actual behavior: The count of CIs from step 7 doesn't match the count of CIs from step 3. |
| Code Signing<br><br>PRB1857413 | Signatures created by 'Signing' jobs have the **update_name** field empty | | Run the 'Signing' job to generate a signature for records.<br><br>Excepted behavior: Generated signatures should populate the **update_name** field<br><br>Actual behavior: The **update_name** field is empty for a generated signature. This prevents records from Git check-in and the 'Publish to App' repo. |
| COE Legacy Family Component<br><br>PRB1850825 | Moving the resizable panes handle quickly doesn't work on a configurable page with an iFrame component | If users add an iFrame component in the tab sidebar, then it causes an issue when trying to adjust the size of the panes in the workspace. | |

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| Conversational Interfaces<br><br>PRB1810492 | A module key isn't present in the ms_teams_crypto_module, but the key is present in oauth_entity, which is causing migration issues | | Create a data migration from security jobs.<br><br>The migration fails because a record from the oauth_entity table is skipped. The oauth_entity had a key but the respective crypto_module module key doesn't exist. |
| Customer Service Management<br><br>PRB1855041 | Unable to create an email draft in an application scope | The sys_email_draft table has table-level access limitation. Only 'Can Read' is allowed in the application scope. | 1. **AI Agent** > **Testing**.<br>2. Select the AI agent 'CSM Response Handler'.<br>3. Enter the task detail as:<br>a. record_table = 'sn_customerservice_case'<br>b. record_sysid = '5078cc9a2be71210f980f0aef291bf0b'<br>c. email_reply_content = 'We can't complete this case until missing fields and missing documents are added'<br><br>Observe the email response tool 'Draft Email' returns an error message 'Email draft is failed created'. |
| Database Persistence - Data Management<br><br>PRB1808866 | Inefficient chunk production for a document ID type reference | For a document ID type reference, the 'Unreferenced Record Cleaner' producer first computes the list of unique table names and then produces the chunks. The SQL query to compute the list of unique table names can timeout leading to no chunks being produced. | 1. Create a large table with a document ID type reference.<br>2. Have a large number of unique table names in the table **name** field.<br>3. Set the SQL timeout (sysrule_quota) to a small value.<br><br>Observe that 'Unreferenced Record Cleaner' producer times out computing the list of unique table names, thus producing no chunks. |
| Database Persistence - Data Management<br><br>PRB1820795 | The DMJob allows the restarting of timed out DM runs | This issue was seen in an unreferenced record cleaner cleanup. Runs are left in a 'processing' state. | |

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| Database Persistence - Data Management<br><br>PRB1840970 | Monthly/Yearly scheduled jobs named 'Physical Table Stats Aggregator/ Gatherer' causes slow CPU and instance responses | This problem manifested primarily on demo instances that have more than 300 DBIs, but it isn't necessarily isolated to demo hosts. | |
| Database Persistence - Data Scale<br><br>PRB1777198 | When upgrading, the fix script does not update records | | Run an upgrade.<br><br>Notice that records in sys_query_rewrite have the **Engine** field, but no value in it. |
| Database Persistence - Data Scale<br><br>PRB1807483 | Track the number of total/dropped messages per SqlType | Currently, the number of dropped messages is already being tracked and the stats are exposed in xmlstats. When a capture is run, one can hit the xmlstats to get the state/health of the capture, which includes the number of dropped messages. However, the dropped messages are not tracked per SqlType, which makes it impossible to know the percentage of the dropped messages. | |
| Database Persistence - Data Scale<br><br>PRB1834412 | Make JDBC driver properties load dynamically from the DB so nodes don't need to be bounced | This property currently requires updating file properties and bouncing of nodes, which is hard on instances. | Update the sys_properties table with glide.db.postgresql. jdbc.largeResult SetProtectionMethod = disk.<br><br>Observe JDBC driver still uses stream mode. |
| Database Persistence - Data Scale<br><br>PRB1834816 | Send txn-level SQL execution time in micros | Currently, TransactionMessage.sql_time is being sent to indicate the total SQL time for the transaction. The value comes from Transaction#getSQLTime and the unit is in | |

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| | | milliseconds. The total transaction-level SQL time should be measured and sent in microseconds. | |
| Database Persistence<br><br>PRB1763563 | **SNCVARCHAR** fields are created as an unbounded length, but should be set to 16 MB | | 1. Create a payload larger than 16MB.<br>2. Insert into a text field set to more than string 255. |
| Developer Sandboxes<br><br>PRB1788330 | Standby nodes are incorrectly elected as controller/ sandbox nodes over primary nodes | The available sandbox count should only count primary nodes (seen from sys_cluster_state). Only primary nodes should be assigned DSB nodes. If there are no more primary nodes left to assign sandboxes, then the available sandbox count should be 0 and a sandbox shouldn't be able to be created. | 1. Create a sandbox instance with many nodes, some as standby and others as primary.<br>2. Increase the sandbox controller count.<br>3. Check the expected behavior below, and repeat increasing the count as needed.<br><br>Expected behavior: Each time the count is increased, an available primary node is chosen as the controller node.<br><br>Actual behavior: Sometimes a standby node is chosen as the controller node over an available primary node. |
| Discovery<br><br>PRB1804025 | During Shazzam, updates should be batched to discovery_status.state | A lot of updates in a short time causes a performance issue. In this case, batch means to change the started state only once for all probes that are to be launched. | 1. Run a discovery using RaptorDB.<br>2. Observe the performance. |
| Discovery<br><br>PRB1824650 | Smart content for the November release should be true upped | | |
| Discovery<br><br>PRB1843022 | Simple Network Management Protocol (SNMP) GetTable commands during pattern execution no | SNMP GetTable commands no longer exit pattern when errors occur that exceed the limit, and the failure count continues to increase. | 1. Setup a Discovery.<br>2. Run a Discovery against an SNMP device that returns errors running 'getTable' requests.<br><br>Ensure that this sets the MID properties |

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| | longer exit the pattern when errors occur that exceed the limit | | 'mid.sa.snmp.allowable_failures_before_success' and 'mid.sa.snmp.allowable_failures_after_success' to 0.<br>**3.** Check the logs after the Discovery.<br>**4.** Observe messages such as, 'SNMP command failure count is 1 and allowable failures before success is 0. Exiting pattern execution'.<br><br>Expected behavior: The pattern should exit after the first failure.<br><br>Actual behavior: The pattern doesn't exit, and the failure count continues to increase on subsequent errors. |
| Discovery<br><br>PRB1860779 | True-up licensing app | | |
| Dynamic Translation for Virtual Agent<br><br>PRB1853153 | Virtual Agent responses are in English when Dynamic Translations are on | This impacts Brazilian Portuguese, French, German, Italian, Japanese, and Spanish. | **1.** Ensure Dynamic Translation is enabled and Native LLM is turned off.<br>**2.** Set the language session to Japanese.<br>**3.** Navigate to 'https://<instance name>.service-now.com/sp'.<br>**4.** Open the Virtual Agent chatbot.<br>**5.** Request for '社内在庫管理' and, once the item is found, start the request.<br>**6.** Begin entering Serial ID item inputs.<br>**7.** Continue responding to any additional questions prompted by the chatbot.<br>**8.** Observe the language of the chatbot's responses.<br><br>Expected behavior: All chatbot responses, including those for Serial ID item inputs and other user-provided answers, should be entirely in Japanese.<br><br>Actual behavior: The chatbot responds in English for every input provided by the user, including Serial ID item inputs and any other follow-up responses in the process. |

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| Dynamic Translation<br><br>PRB1847469 | A Spanish user runs skills and gets a response in English | | 1. Set up Dynamic Translation.<br>2. Impersonate an agent.<br>3. Change the language to Spanish.<br>4. Type or select a skill pill.<br><br>Expected behavior: The user gets the entire response in Spanish<br><br>Actual behavior: The user gets a response in English and Spanish. |
| Edge Encryption<br><br>PRB1844471 | After a Vancouver upgrade, a scheduled upgrade is blocked from appearing on a Washington DC or Xanadu's instance for a Vancouver proxy | The **Schedule** button doesn't appear on the edge proxy page, so users are unable to schedule an upgrade. | |
| Employee Center<br><br>PRB1734350 | Portal Utils prediction methods should respect missing or inactive HR AI configuration records | HR_MLPortalUtilsSNC has two methods, 'getSimilarProfiles' and 'getRecommendedArticles' that retrieve HR AI configurations before trying to predict matches. getRecommendedArticles doesn't check for an HR AI configuration. It could be useful for a user to be able to turn off this functionality if they don't wish to train AI data and don't want to see the 'Solution GlideRecord does not exist, please train the solution definition' repeated in the system error logs. | 1. Log in to the instance.<br>2. Check system logs for the message 'Solution GlideRecord does not exist, please train the solution definition' from the sn_hr_sp source. |
| Employee Center | Rich text content isn't translated on the ESC portal | It still displays English content inside for rich text content. | |

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| PRB1792636 | Get Support' widget | | |
| Employee Center<br><br>PRB1817222 | Level 2 subcategories don't follow a tree form in the 'Categories' widget | The 'SC Categories' widget doesn't display the proper indentation for the Level 2 categories. The tree structure of the second level is the same as the parent and this creates confusion of where the categories end. | **1.** Navigate to any Washington DC instance.<br>**2.** Navigate to esc?id=sc_category.<br>**3.** Select the second level catalogs.<br><br>Expected behavior: The second level content under the tree should get aligned similarly to the first level.<br><br>Actual behavior: The content under the first level is properly aligned below the tree. The second level content isn't aligned properly under the tree. |
| Employee Taxonomy Framework<br><br>PRB1766037 | The 'Search within Topic' page doesn't return results in the Employee Center when the topic name has special characters | The value of the **_kb_knowledge.topic_level_2_s** field on documents under the 'Compensation (Base/Incentive/ Stock)' topic is actually 'Compensation Base Incentive Stock'. The special characters were removed at indexing. The facetFilters added by the 'Topic Content' sp_widget don't get the same treatment. The query has a filter looking for documents where the field's value is 'Compensation (Base/Incentive/Stock)' when the actual value is 'Compensation Base Incentive Stock'. | |
| External Triggers<br><br>PRB1848664 | Change the spoke sys_id to the spoke ID in the definition for external triggers telemetry | | |
| Field Service Management | Sm_config records are updated | . | |

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| PRB1827771 | randomly with new versions | | |
| Flow Engine<br><br>PRB1825217<br><br>KB1709497 | When applying inline scripting to pass the value in an input of a dynamic template, it's not working, and the field appears empty | When users create a new action from scratch with one input of a dynamic template and apply inline scripting to pass the value to this input in the flow, it doesn't work. | Refer to the listed KB article for details. |
| Flow Engine<br><br>PRB1843277 | Users get an error when creating a flow from Table Builder or from logic and automation on a partially upgraded instance | An error is thrown: 'java.lang.NullPointerException: Cannot invoke "com.glide.db.PrimaryKey.addQuery (com.glide.db.meta.Query, String)...' | **1.** Provision an instance having Washington DC installed.<br>**2.** Partially upgrade it to Yokohama.<br>**3.** Navigate to AES.<br>**4.** Create an app or use existing an app.<br>**5.** Create a table in it.<br>**6.** Edit the table.<br>**7.** Create a flow in it.<br><br>Expected behavior: The user must be able to create the flow in it.<br><br>Actual behavior: The user is getting an error. |
| Flows (Family Channel)<br><br>PRB1844406 | The IntermediateFlow.processIntermediateFlow() API doesn't work properly with the trigger type 'sla_task' | | |
| Flows (Family Channel)<br><br>PRB1850367 | Enable a generation_source value other than 'text2flow' in Flow Generation | | |
| GRC Platform Plugins<br><br>PRB1789050 | When importing policy text, images don't render and there's misalignment | In Compliance Workspace with O365 Integration enabled, 'Import Policy Text - Images' don't render and there's misalignment. | **1.** Impersonate a user.<br>**2.** Open a policy in the Compliance Workspace.<br>**3.** Create a policy in 'Draft'.<br>**4.** Navigate to 'Policy text'. |

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| | | | **5.** Select **Import Policy** text.<br>**6.** Add a file in attachment.<br>**7.** Select **Import**.<br>**8.** Navigate back to the 'Policy text' tab.<br>Observe the misalignment. |
| GRC Platform Plugins<br>PRB1842928 | The **Revised by** field is empty when a policy is re-published in Policy and Compliance | Re-publishing a policy after moving it into a 'Draft' state displays an empty **Revised by** field. | **1.** Navigate to an instance.<br>**2.** Create a policy.<br>**3.** Publish the policy.<br>**4.** Move the policy into the 'Draft' state.<br>**5.** Re-publish the policy. |
| Hermes (Family)<br>PRB1789573 | The GCF metrics collector for certain internal topics is broken | Certain topic name patterns break GCF metrics' name parsing and selects the wrong value for the app ID. | |
| Hermes (Family)<br>PRB1845208 | Hermes tables aren't being audited | | Modify hermes_topics_state or hermes_app_services.<br>Notice that it's not being audited. |
| Hermes (Family)<br>PRB1845224 | There's no warning that deleting sys_kafka_topic deletes the topic in a cluster | Deleting a topic in sys_kafka_topic deletes it in the cluster. Users should be warned about that. | Delete a sys_kafka_topic record in Xanadu or later.<br>Notice that it's deleted in a cluster and no warning was given. |
| Horizontal Portal Capabilities for Customer Service<br>PRB1827623 | '[Add to Wishlist]' isn't displayed in the CSM portal after upgrading to Xanadu | It can be added in Service Portal, but in the CSM portal, the 'CSM SC Cat item' widget doesn't have [**Show Add**/**Update Wish List** buttons] as an instance option. | **1.** Provision an instance with the Customer Service Management plugin to have a CSM portal.<br>**2.** Find one sc_cat_item with 'Catalogs' and 'Category' defined and 'Catalog' enabled with Wishlist=true.<br>**3.** Confirm it in the CSM portal.<br>Expected behavior: It should be with the [Add to Wishlist] option, same as Vancouver.<br>Actual behavior: [Add to Wishlist] isn't displayed in Washington and Xanadu. |

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| HR Service Delivery<br><br>PRB1819942 | HTML tags are seen in the **Description(description)** field of an HR case | | |
| HTML Field Type Editor<br><br>PRB1841733<br><br>KB1813433 | There's warnings seen in syslogs on visiting a classic form with an html-editor on it | 'com.glide.script.RhinoEcmaError: null is not a function. : Line(1) column(0) ==> 1: null()' warnings are displayed in sys logs after upgrading to Xanadu. | Refer to the listed KB article for details. |
| HTML Field Type Editor<br><br>PRB1853234 | The 274 records related to TinyMCE 27.0.0 in the [sys_ux_lib_asset] table shouldn't be presented | For example, when it comes to search, starting with 'sn-tinymce/27.0.0' in the 'Name' column. | |
| Instance Data Replication (IDR)<br><br>PRB1838458 | Selected fields in 'Outbound Entry' aren't replicated to 'Inbound Entry' when a transformation is enabled (specifically sys_fields) | When a user creates a 'Replication Entry' with transformation enabled, this freezes the selected/ deselected sys_ fields. Specifically, it freezes the ones that are gated by the 'Preserved Modified By' checkbox. | 1. On a 'Producer Replication' set, have sys_ fields included and enable transformation on any table.<br>2. Establish a 'Consumer' set.<br>3. Ensure replication works.<br>4. Remove/add a sys_ field on a 'Producer Entry' set.<br>5. Synchronize on the consumer side.<br><br>Observe that the removal/addition isn't present on the 'Consumer Inbound Entry'. |
| Instance Data Replication (IDR)<br><br>PRB1846711 | If the legacy cluster is offline, the 'IDR Producer' job is in a 'doNothing' state | This prevents processing for Hermes sets too, even if the Hermes cluster is online. | Have the legacy cluster offline.<br><br>Notice errors in the log and observe that the Hermes replication sets are also not processed. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Integration Hub<br><br>PRB1836492 | After upgrading to Xanadu, a 'No valid MID server' error is outputted by OAuthTokenRefreshJob | The error 'No valid MID server with REST capability available to obtain new access token' is outputted. The **use_mid** field should not exist on the discovery_credentials table until the 'com.snc.mid.enhanced_security.oaut' plugin is installed. | 1. Prepare an instance which doesn't install the 'com.snc.mid.enhanced_security.oauth' plugin.<br>2. Allow OAuthTokenRefreshJob to run.<br>3. Check the syslog to see if the error message is outputted. |
| Key Management Framework (KMF)<br><br>PRB1819713 | A node is stuck in deadlock due to a LegacyPropertyEncrypter DB call in GlidePropertiesController.snapshot() | This is a highly intermittent issue. This may take a significant number of node restarts to get into the same the underlying race condition. | 1. Open a one node instance.<br>2. Fire a full cache flush messages in a loop.<br>3. Add 100 repeat jobs running every 1 second.<br>4. Reduce the DB connection pool size as small as possible. |
| Key Management Framework (KMF)<br><br>PRB1839570 | Upgrading to Xanadu causes module keys that are wrapped with a deactivated IKEK to be rekeyed with the active IKEK and then deactivated | This is an issue in KMF that causes module keys that are wrapped with a deactivated IKEK to be rekeyed with the active IKEK and then deactivated. The user is using a specific filter to find the correct module key to use for CLE, based on the sys_id. However, because that key was deactivated, CLE failed. | |
| Knowledge Management<br><br>PRB1768407 | The **Request Translation** UI action can be used multiple times for the same language on any knowledge article that has a version higher than 1 | . | 1. Open a 'Knowledge Article' list.<br>2. Find an article which has a version > 1.<br>3. Select the knowledge article in the list.<br>4. Select the **Request Translation** action.<br>5. Select a language to translate.<br>6. Complete the process until a draft knowledge article version is created.<br><br>Notice that the draft knowledge article has a 'Parent' set to v1 of the knowledge article instead of the selected version. |

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| | | | 7. Select the **Request Translation** UI action.<br>8. Select the same language as per the above step.<br>9. Submit the request.<br><br>See the translation request is still being created. |
| Language and Translations<br><br>PRB1835314 | Search is not working in the sc_cat_item table when a catalog item is created in a non-English language, and is then updated to an English language in an Oracle DB instance | When the user creates a catalog item in a non-English language, it can be searched by its name in the sc_cat_item table. However, when the name of the catalog item is updated to an English language, it cannot be searched in the sc_cat_item table in a non-English language. | |
| Lifecycle Events<br><br>PRB1847452 | The 'Check Activity closure - Flow' business rule (BR) may run and query more often than necessary | Notice that the 'Check Activity closure - Flow' business rule runs and queries for all sys_flow_context updates where 'state=COMPLETE'. This can lead to performance issues with an excessive number of sys_trigger records created and unnecessary queries run by this BR. | |
| List Administration<br><br>PRB1809729 | When opening the database view record from a list, the view isn't the same as the list | | |
| List Administration<br><br>PRB1821700 | On an extensible list, users are unable to create an incident | The error message 'The page you are looking for could not be found' is displayed. | 1. Log in to the instance.<br>2. Navigate to Service Operations Workspace.<br>3. Navigate to the 'Incident' list. |

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| | | | **4.** Refresh the page.<br>**5.** Select the **New** button to create an incident.<br><br>Users are unable to create an incident. |
| MID Server<br><br>PRB1760614 | SudoProcessor doesn't properly support commands with file paths | When configuring certain commands used by 'Parse File', they fail with 'Permission Denied' errors if configured in Sudo with a filepath specified, such as: /bin/cat /path/to/file. | |
| MID Server<br><br>PRB1808137 | Migrate 3DES ssh_private_key data to the new format of KMF encrypted data | Any ssh_private_key data must be encrypted in the password2 new KMF format. Any old_format data must be migrated to the new format. | |
| MID Server<br><br>PRB1840424<br><br>KB1772428 | MID Server ECCSender thread gives an 'Invalid byte 2 of 4-byte UTF-8 sequence' error, blocking sending of valid ecc_queue inputs to an instance | This is most likely to be seen in LDAP user imports, or Import Set JDBC Data Sources, where large data is involved. Large data is likely to include extended unicode characters such as emojis. For LDAP probes, emojis have been seen in OU/CN group names and user details data. For REST integrations synching incidents, emojis have been seen in comments of cases. They could potentially appear anywhere, for any feature's probe result data. | Refer to the listed KB article for details. |
| Mobile Experience for Field Service Management | A map doesn't load when users tap 'set location' | Users see a blank screen. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1840564 | | | |
| Mobile Platform<br><br>PRB1843738 | Field parameters for the URL button type that are used for the URL template are always encoded even when it's not needed | When selecting the options below on the Now Mobile app, the page doesn't navigate as expected. Instead, it is taken to a 'The page you are looking for could not be found' search screen. After selecting **Go**, the page is redirected correctly. Options: 'Open my Reservation » mesp?id=wsd_reservations' and 'Create a new general reservation »mesp?id=wsd_search'. | 1. Access the instance via Now Mobile.<br>2. Open my Reservation » mesp?id=wsd_reservations.<br>3. Create a new general reservation »mesp?id=wsd_search.<br>4. Select **Go**.<br><br>Notice that the page redirects correctly after selecting **Go**. |
| Mobile Platform<br><br>PRB1844740 | If a dot-walk field references a column in the parent table, document data isn't saved | Document data isn't displayed offline because it isn't saved in SQLite DB. | 1. Create a Table A extending task.<br>2. Add a reference column.<br>3. Create a child Table B extending from Table B.<br>4. Add a few columns.<br>5. Add a form screen to display the Table B record to show the reference field defined in Table A.<br>6. Verify that the form screen is displayed correctly in the mobile app.<br>7. Go offline.<br><br>Notice that the form screen can't be displayed offline because the document data for Table B isn't saved in an SQLite database. |
| Next Experience Unified Navigation<br><br>PRB1792732 | Next Experience's impersonate is much slower than UI16's impersonate | When users have a large number of sys_user, the impersonate dialog can take a long time to open in Next Experience. | 1. Open an instance with at least 200k sys_user records.<br>2. Enable Next Experience.<br>3. Connect as a user with admin rights in Next Experience.<br>4. Notice the time it takes to open the impersonate dialog. |

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|---|---|---|---|
| | | | 5. Set the user preference to not use Next Experience.<br>6. Reconnect and open the impersonate dialog.<br><br>Observe that it takes a long time to open. |
| Next Experience Unified Navigation<br><br>PRB1814384 | Adding a parent application and child module to the configurable menu breaks the menu API | | 1. Create a configurable menu.<br>2. Add the application 'Benchmark' to the configured items of the menu.<br>3. Add a child module of 'Benchmark' to the configured menu.<br><br>Expected behavior: The API should return the menu items' response.<br><br>Actual behavior: The API returns 500. |
| Next Experience Unified Navigation<br><br>PRB1836091 | There's a 'Session Expired 401' modal on public pages | The 'sn-banner-announcement-list' component emits an HTTP_ERROR_OCCURRED event causing a CANVAS_GLOVAL_ERROR event to open the 401 alert dialog. | 1. Create a page in UI Builder.<br>2. Make it public.<br>3. Log out.<br>4. Open that public page.<br><br>Notice a 'Session Expired (401)' dialog displays. |
| Now Assist Panel<br><br>PRB1852531 | The latency feedback messages are cut at the bottom | The problem likely stems from a height issue for the container. | 1. Navigate to NAP.<br>2. Type 'summarize a record'.<br>3. Check the latency feedback messages.<br><br>Expected behavior: The message text is displayed whole in the container.<br><br>Actual behavior: The bottom part of the messages are cut. |
| On-Call Scheduling<br><br>PRB1814433 | The 'Reminder Report' displays in an incorrect format | | |

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|---|---|---|---|
| Platform Analytics Dashboard API<br><br>PRB1760775 | There's an issue with reports on a workspace dashboard | Legends display duplicate values when translated into non-English language. | 1. Provision an instance with the 'Install Platform Analytics workspace' plugin installed.<br>2. Create a Platform Analytics dashboard with a column report with 2 data sources.<br>3. Change the language to Brazilian Portuguese. |
| Playbooks (Family Channel)<br><br>PRB1842669 | Data definition synchronization slows down Playbook activation even when Playbook has no questionnaire activities | Activating Playbook can take over 1 hour to complete on a Xanadu instance. After setting a system property to turn off flow data variable sync, the activation time decreased to 40 minutes. When running a background script to activate, the process took 19 minutes. Previously, activation time took between 8 and 10 minutes. | 1. Create a Playbook with 100 activities but without any questionnaire activities, adding a trigger and filling all required fields.<br>2. Activate the Playbook. |
| Playbooks (Family Channel)<br><br>PRB1847073 | Questionnaire data definition and flow data variable (questions) are missing after duplicating a playbook | | 1. Create a playbook.<br>2. Add a lane and a questionnaire activity.<br>3. Open the configuration panel and add a questionnaire (data definition).<br>4. Add a question (flow data var).<br>5. Save and close the configuration panel.<br>6. Duplicate the playbook.<br><br>Expected behavior: The questionnaire is duplicated.<br><br>Actual behavior: The questionnaire isn't duplicated. |
| Playbooks (Family Channel)<br><br>PRB1848445 | A PD update set generation takes a long time and/or timeouts for large playbooks with many | This can happen with large processes. In extreme cases, update set generation takes 60+ minutes, where the entire process errors out. | 1. Create a large process (e.g. 200 activities), where all activities have a condition to run.<br>2. Activate. |

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| | conditions to run | | Notice how long it takes to generate the update set, and if it fails. |
| Predictive Intelligence Similarity Solution<br><br>PRB1826156 | Untranslated annotations with the i18n language plugin | The annotation, 'STEP 1: Please select the table & field(s) you want to use to retrieve your similarity results, and the table and fields you want compared' is left untranslated and in English. | **1.** Set up a Xanadu testing environment.<br>**2.** Install an i18n language plugin for French.<br>**3.** Navigate to **now/nav/ui/classic/params/target / ml_capability_definition_similarity.do**.<br><br>Observe the hardcoded string, 'STEP 1: Please select the table & field(s) you want to use to retrieve your similarity results, and the table and fields you want compared'. |
| Process Mining Workspace<br><br>PRB1830418 | Edit transitions aren't working | | **1.** Apply a transition.<br>**2.** Select **Edit** from applied filters.<br><br>Expected behavior: The transitions pop-up should be filled.<br><br>Actual behavior: The transitions pop-up is empty. |
| Process Mining Workspace<br><br>PRB1834704 | When applying a transition filter and then an RCA, there's issues with flickering, the transitions, and filters | When applying a transition filter and then an RCA, after selecting any leading influencers and selecting 'Apply', there's multiple issues. Transitions aren't displayed properly. The screen flickers. Pop-ups are displayed multiple times. Applied filters and buttons aren't seen. | |
| Process Mining Workspace<br><br>PRB1839094 | Full mining is enabled for a freemium project on the 'Project list' page | No users should be able to edit the evaluation project. No users should be able to delete the evaluation project(s). Users with a Process Mining role (analyst, power or admin) role can copy any project, including an evaluation project(s). The copied | |

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| | | project is handled as a regular project and follows regular license check validation. No users should be able to do a full mine on evaluation project(s). The option shouldn't be available on UI16 and project card drop down menu. | |
| Process Mining Workspace<br><br>PRB1848238 | Transitions freeze when max constrains are set to 0 | The max duration in the constraints set is automatically handled as 0 when not filled in. This results in 0 matched records. Second, the UI freezes when the transition as 0 records, making it impossible to set a **max duration** field manually. This can also happen when a filter set has a transition with an activity from a previous version, which isn't present in the current version. | 1. Create a project with any AD.<br>2. In the analyst workbench, open the **Transition** field.<br>3. Configure 2 conditions/activity.<br>4. Configure a constraint with:<br>○ Start = step 1<br>○ End = step 2<br>○ Min duration = 1 min<br>○ max duration: Keep empty<br><br>Expected behavior: When the max duration is left empty, the max duration should be set to infinite (so all records longer than the min duration should match). Also, the user should be able to use the transition UI to add/remove fields and constraints.<br><br>Actual behavior: When applying the transition, zero records match despite some matches. The **max duration** fields are set to 0 rather than kept empty. Also, when zero records match the condition, the user isn't able to change anything in the transition. |
| Project Management<br><br>PRB1829307 | A project actual isn't populated in the resource aggregated monthly for October, though it's populated for September and November | A category project actual isn't populated in table resource_aggregate_monthly for October. It does populate for September and November. There is one record for a project actual in October. If looking in resource_aggregate_weekly, | 1. Open the resource aggregate monthly [resource_aggregate_monthly] table.<br>Only 1 record displays under the monthly table and it excludes the month of October.<br><br>2. Check in resource aggregate weekly [resource_aggregate_weekly].<br>Records are displayed as expected including the month of October. |

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|---|---|---|---|
| | | all project actual records are there. | |
| Project Management<br><br>PRB1829721 | For a group-based ORA, if users update allocation dailies, it's rolling up to only immediate user-based allocation but not rolling up to group allocation without a user | | |
| Related Lists<br><br>PRB1780317 | Inline cell edit options appear off-screen for related lists | The inline edit box should be right-justified when on the right side of the screen and should show all inline edit icons. Instead, the inline edit box is left justified when on the right side of the screen and disappears off the right edge of the screen. | |
| Resource Management<br><br>PRB1841076 | After an Xanadu upgrade, there's a resource reports issue | Resource reports are broken after an Xanadu upgrade when the glide.sys.date_format is dd-MM-yyyy. | 1. On Xanadu, set the date format to dd-MM-yyyy or dd/MM/yyyy.<br>2. Navigate to **All** > **Resource** > **Resource Reports** > **Resource Reports**.<br>a. Start date auto populates = today's date.<br>b. End date auto populates = 1 year from today's date - 1 day.<br>3. Update the start date to 10/12/2024 and end date to 11/11/2025.<br>4. Select **Run**.<br><br>Observe the error message 'Report duration can't be more than 12 months'. The system considers the start date as being the 12th of October and not the 10th of December. |
| Rollback Contexts | The 'Clean Expired Rollback Contexts' | The job is streaming through large rowblocks of data and causing node restarts. | Refer to the listed KB article for details. |

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|---|---|---|---|
| PRB1844401<br><br>KB1803428 | Job causes memory issues and node restarts | The heap dump shows 1.2GB of memory taken by this job. | |
| SaaS integration with Adobe Cloud (Glide)<br><br>PRB1843443<br><br>KB1913878 | sn_samp.UpdateReclamationCandidates > getUserSubscriptionCost code issue | The **potential_savings** field is not present on the samp_sw_reclamation_candidate table, and not in samp_sw_rc_m2m_subscription. This is causing the 'SAM - Updating Existing Reclamation Candidates' job to fail when updating the hybrid subscription cost. | Refer to the listed KB article for details. |
| Schedules<br><br>PRB1831078 | The 'Timeline' page isn't displaying properly with sub items after an Xanadu upgrade | When there is a [cmn_timeline_sub_item] record attached, 'View Timeline' doesn't seem to work. The issue is only there when there's a timeline sub item in the 'Timeline' page. If there's no timeline, there's no issue. | **1.** Navigate to **All** > **Timeline Pages**.<br>**2.** Select **ServiceNow Roadmap**.<br>**3.** Select the **View Timeline** button. |
| Server-side scripts<br><br>PRB1842183 | Accessing ex.message throws an error in the 'try - catch' block when there's a RhinoException in the script | If there a RhinoException, there is an error: 'Allowing access to org.mozilla.javascript.RhinoException: getMessage:() Ljava/lang/String;...' | **1.** Write a server side script.<br>**2.** Try to access ex.message in try-catch block. |
| Service Catalog<br><br>PRB1835283 | A UI policy script is running in Virtual Agent though the UI type is set to 'Desktop' | | In Virtual Agent chat, request the item 'Seating Arrangement for Onboarding.' This has an onLoad UI Policy to make will_this_employee_be_seated_flex_or_remote' read only.<br><br>Expected behavior: The first question should be about a desk request.<br><br>Actual behavior: The question 'Will this employee have a reserved desk, flexible desk, or work remotely?' is asked. This indicated that this isn't a read only question, and the onLoad UI Policy did run. |

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|---|---|---|---|
| Service Mapping<br><br>PRB1816637 | In TB service connection, 2 CIs that are already part of a service and belong to the same CI type aren't added even if they match the traversal rule | When calculating a TB service, it starts from the tagged CIs, and then goes rule by rule to bring the next level according to the rule. When a rule is defined on the same class, if 2 CIs of that class have a connection that matches the rule between them, but those CIs are already part of a service, this connection isn't added to service. | |
| Service Mapping<br><br>PRB1836767 | When deleting a solution in the ml_solution table, a cascade delete is triggered on ml_cluster_detail, but the records are not deleted | When deleting a solution in the ml_solution table, a cascade delete is triggered on ml_cluster_detail, and it times out and does not delete all of the records because there are too many records in the table to handle a cascade delete. | |
| Service Mapping<br><br>PRB1851972 | Updating the same last_mark in blob table during recomputation | During recomputation, the blob tables (svc_model_obj_relation for example) are updated with today's date in the **last_mark** field. The code is using 'date time' instead of the date to update the field. | **1.** Open the SQL debug.<br>**2.** Change a CI that connects to a service.<br><br>Users see an update to the **last_mark** field with 'date time' instead of just the date.<br><br>**3.** Repeat the process.<br><br>Observe the same record updating with the same date. |
| ServiceNow Security Center (Family Release)<br><br>PRB1843476 | At an upgrade time with updated content, the completed steps of a customer action keeps the action status as | | |

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| | 'ready', which turns off the action's **Complete** button | | |
| Service Portal<br><br>PRB1840878 | The display of the Genius Results card using Now Assist and Knowledge Base articles are not aligned properly after resizing the browser | This issue also impacts the display in mobile devices. | **1.** Navigate to a Xanadu instance with Now Assist configured.<br>**2.** Ensure that the Portal has AI search enabled.<br>**3.** Set the Genius search results limit to ten in the Search Application Configuration of the Portal Record.<br>**4.** Ensure that the Search Profile has the Genius Results configuration 'Now Assist Q&A' set in 'Related List'.<br>**5.** Navigate to the Portal.<br>**6.** Search for any keyword.<br><br>Notice that catalog items populate in Genius Results.<br>**7.** Resize the browser.<br><br>Notice that the alignment of the Genius Results are not correct.<br>**8.** Navigate to the Knowledge tab in the search results.<br><br>Notice that the alignment of the Knowledge Base results are also not properly aligned. |
| Session Validation<br><br>PRB1846625<br><br>KB1812394 | Deeplinks redirection failed with a node switch from an unauthenticated session to an authenticated session | On opening a deeplink URL, the user should authenticate and redirect to a specific resource. | Refer to the listed KB article for details. |
| Software Asset Management Licensing and Compliance<br><br>PRB1807335 | Daily subscription counts intermittently get zero counts | The 'SAM/CI populate data' job clears out resources counts but takes 7 minutes to repopulate. Since 'Usage Analytics definition' queries that for the daily count, if the definition query | **1.** Run the 'SAM/CI populate data' job at 4AM.<br>**2.** Run 'Usage Analytics for definition' counts at 4AM.<br><br>Observe daily subscription counts gets zero counts. |

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| | | happens during the 7 minute window when the 'SAM/CI populate data job' is running, definition query doesn't get an accurate count. | |
| Software Asset Management<br><br>PRB1787960<br><br>KB1826337 | There's a slow query caused by updateMultipleEntity in Suite Engine | The query causes a reconciliation performance issue, with slow updates due to chunking. There's significant performance degradation. | Refer to the listed KB article for details. |
| Software Asset Management<br><br>PRB1790386 | There's a replication lag caused by 'untagSoftwareModelForUnlicensedInstall' in AutomaticSMRCreation | | |
| Software Asset Management<br><br>PRB1853225 | Remediation options buttons aren't triggering a scheduled job immediately if date_format is different | A scheduled job should be scheduled to run immediately. | |
| Software Asset Normalization<br><br>PRB1808233 | The 'SAM - Normalize discovery models using content library rules' scheduled job is not robust because a single corrupted samp_package_map record can make the job fail | The code should be robust to not fail the job because one record threw an exception. Also, this job triggers another job, 'SAM - Normalize discovery models using ML', which should be checked for being active before adding in a trigger. | 1. Create a discovery model.<br>2. Create a matching version hash record in samp_package_map where the package reference is corrupted.<br>3. Run the job.<br><br>Observe that it fails. |
| Software Asset Reconciliation<br><br>PRB1791385 | ignoreNonBYOLInstalls shouldn't insert a reason for 'Missing Cloud License Type' | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Special Handling Notes<br><br>PRB1836082 | Simplify 'Refresh SHN' conditionals for readability and backportability | In Xanadu, if users set the Special Handling Notes (SHN) property 'Display special handling notes only once per session' to false, then the SHN pop-up window isn't displayed at all each time a user accesses a record. However, in Xanadu, once the property is set to false, the SHN pop-up window isn't displayed at all each time a user accesses a record. According to the documentation, the SHN pop-up window should be displayed each time a user accesses a record. | 1. Ensure that the plugin 'Special Handling Notes' (com.sn_shn) is activated.<br>2. Ensure to upgrade the Store apps to the latest versions.<br>3. Create 'Special Handling Notes' (sn_shn_notes) for the 'Incident' table.<br>4. Specify a condition, such as 'Short description', that contains something.<br>5. Open the SHN 'Properties' page and set the property 'Display special handling notes only once per session' to false.<br>6. Open an 'Incident' record which matches the condition in Service Operations Workspace or CSM Workspace.<br><br>Notice that the 'Special Handling Notes' pop-up window isn't displayed at all each time a user accesses the record in either workspace. |
| Survey Management<br><br>PRB1847800 | Inactive metrics aren't displayed on the user response form | | 1. Open any instance on or after Xanadu.<br>2. Create a survey.<br>3. Assign the survey to a user.<br>4. Take the survey.<br>5. Submit it.<br><br>After submitting, when users view a user response form, users are able to see all the questions along with their response.<br>6. Mark a few questions as inactive.<br>7. Open the view user response form.<br><br>Expected behavior: Inactive metrics should also be shown in the response form.<br><br>Actual behavior: Inactive metrics aren't displayed now even though the responses were there. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Syntax Editor<br><br>PRB1533082 | The fonts defined on the system property 'glide.ui.html.editor.font.collection' aren't displayed on the font list of the HTML editor on Agent Workspace | The list should show only the fonts defined in the value of system property glide.ui.html.editor.v4.font.collection, but it shows all the fonts mentioned on the system property 'Description'. On the native UI HTML editor, it's working as expected. | |
| System Events<br><br>PRB1818627 | The 'Slow Delete DMLs' from the 'Text index events process' job is contributing towards a replication lag on the Standby DB | 'Slow delete DMLs' originating from the 'Text index events process' job is contributing towards the lag when observed at any point of time during the lag increasing time. It can run past 3 hours. | |
| System Import Sets<br><br>PRB1847486 | Multiple concurrent import sets are created for one data source | | 1. Install an AWS version with parallel loading.<br>2. Configure AWS.<br>3. Run import.<br>4. Check the concurrent import set attached to the imports sets. |
| Table Administration and Data Management<br><br>PRB1811830 | Records with no translations for translated fields appear first when sorted a to z | | 1. Provision an instance with a language plugin installed.<br>2. Switch the user language from English to another language.<br>3. Navigate to any table with a translated type field.<br>4. Order the translated type columns.<br><br>Expected behavior: The order should be correct.<br><br>Actual behavior: The order isn't correct with 'a to z' or 'z to a'. |
| UI Field Administration<br><br>PRB1696422 | The **Toggle Domain Scope** action doesn't work in a workspace | The **Toggle Domain Scope in form** UI action isn't working when Next Experience is on. It works fine with | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | Next Experience off on UI16 pages. This issue doesn't impact legacy Agent Workspace. It impacts configurable workspaces only. | |
| UI Form Administration<br><br>PRB1820922 | The display business rule causes info messages to not display on quick-edit of records in the Service Operations Workspace (SOW) | An info message doesn't display the message when using the 'i' quick-edit feature in SOW or any other workspace. When selecting the 'i' icon to edit a record in quick edit from the list view in the workspace, the info message is not shown. However, the info message appears correctly when previewing a record using the 'i' icon in the Native UI. | 1. Open any Xanadu or Washington DC instance.<br>2. Create a business rule for the incident table that executes on 'Display'.<br>3. Add an info message in the script section of the business rule.<br>4. Open the incident list in the Native UI.<br>5. Select on the **i** preview of a record.<br><br>Observe that the business rule is executed and displays the info message.<br>6. Open SOW or any workspace.<br>7. Select the **i** icon for the quick view edit of a record in the list view.<br><br>Expected behavior: The info message should be displayed upon triggering the business rule in the workspace.<br><br>Actual behavior: The info message is not displayed in the quick-edit view in the workspace. |
| Upgrade Center<br><br>PRB1812035<br><br>KB1831586 | Records with <sys_es_latest_script action="INSERT_OR_UPDATE"> in the XML are listed in the plugin update list as 'skipped' during the plugin upgrade | It seems that the entire XML file is diffed for upgrades, when users would expect only the contents of the record to matter. | Refer to the listed KB article for details. |
| Upgrade Center<br><br>PRB1844300 | sys_claims customization protection behaves differently than sys_update_xml during upgrades when the sys_policy | The installer has no historic knowledge and can't tell if a record was previously unprotected and just became protected in a subsequent release version. This applies both to sys_claims as well as | 1. Open a Washington DC instance.<br>2. Install the sn_hr_agent_ws app.<br>3. Customize the 'sys_ux_macroponent_1d033475eb3011106eb96bf3a252287f' file.<br>4. Publish to the app repo.<br>5. Create a customization pack. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | of the file changes | sys_update_xml as a protection mechanism for changes. | 6. Open another instance.<br>7. Install the above app along with the app customization.<br>8. Ensure the entry for that file is present in the sys_claim table.<br>9. Upgrade the instance to Xanadu's latest patch.<br>10. Check the upgrade history log for that file.<br><br>Notice that it should be 'SKIPPED', but instead is 'UPDATED'. |
| Virtual Agent<br><br>PRB1817023 | A NAVA response is still loading when the conversation is closed | | 1. On NAVA, start a conversation.<br>2. Type 'show me some article'.<br><br>Observe that the NAVA response is displaying as 'Looking into your request. |
| Virtual Agent<br><br>PRB1849035 | Skill discovery is failing because of a missing sn_aia_usecase table | | 1. Install AI Agent Jan version to an instance with Now Assist.<br>2. Create sn_aia_usecase.<br>3. Upgrade the instance on to the latest build.<br>4. Open NAP.<br><br>Observe that topic discovery is failing. |
| Virtual Agent<br><br>PRB1851004 | Skill discovery and execution fails with the proxy sys_prop enabled in Yokohama | Discovery and execution fails when the sysprop com.glide.cs.one_extend.auto_proxy_enabled = false. This is enabled by default. | 1. Open a NAVA portal.<br>2. Execute a topic.<br><br>The topic executes with error messages in each stage.<br>3. Try to perform a topic discovery.<br><br>Observe that discovery fails with a 'sorry' message. |
| Virtual Agent<br><br>PRB1851248 | In sync mode, skill execution involving RAG is failing | For the skill mentioned, the RAG tool is failing in 'sync' mode due to an empty query input. It looks like it's not able to fetch and | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | resolve 'query' from the previous tool output. | |
| Virtual Agent<br><br>PRB1854061 | OptimisticLockException when executing dynamic capability | The output refiner response is proper, but it fails to return a response to the dynamic capability node in the topic. | |
| Virtual Agent<br><br>PRB1854081 | GAIC Licensing should charge assists instead of trial assists even when the 'Licensing' API returns that a feature isn't configured in pricing | When a GAIC capability is executed, as part of licensing, a call is made to the 'Licensing' API to get the assists configured for that capability. If it is not present in pricing, users get an empty response. In that case, trial assists are configured in GAIC (sys_gen_ai_license _metadata_trial) and set as trial assists. This needs to be changed that the trial assists should still be charged as real assists when inserting into sys_gen_ai_usage_log. | |
| Virtual Agent<br><br>PRB1855393 | User KnowledgeGraph data should be applied for search | | |
| Virtual Agent<br><br>PRB1856309 | Create a metadata table for AI agents's skill discovery | This is a product update. | |
| Virtual Agent<br><br>PRB1856323 | An NSA admin user is unable to switch LLMs | The issue exists during activating a skill. | 1. Impersonate with an NSA admin user.<br>2. **Now Assist admin** > **Settings** > **Manage LLMs**.<br>3. Switch the LLM from Azure to Now LLM.<br>4. Verify the success modal.<br>5. Verify the 'sys one extend capability' table.<br>6. Observe that no capability is switched. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: An NSA admin user is unable to switch the LLMs.<br><br>Actual behavior: An NSA admin user should be able to switch the LLMs. |
| Virtual Agent<br><br>PRB1856492 | Chat bot errors out due to a mismatched lock version | The chat bot errors out and exits the chat. | 1. In a chat bot conversation, enter the query: 'General Request for a Storage VM' to request this catalog item.<br>2. Go through the flow.<br><br>Observe that bot throws the error, 'Syslog error: Lock version mismatch for conversationId 14c1dcb92b371a 1009f2f22ffe91bf1c - expected 13 and encountered 14'. |
| Virtual Agent<br><br>PRB1857900 | A deflection log table doesn't set a 'no response' state when AI Search returns 'no answer found' | | 1. Navigate to NAVA.<br>2. Type in a search term that has no synthesized result and no regular result.<br>3. Navigate to the deflection log table (sys_cs_deflection_log).<br>4. Check the record corresponding to this search.<br><br>Notice that the **State** field isn't set to 'no response'. |
| Virtual Agent<br><br>PRB1858305 | GAIC doesn't handle response max tokens of NULL for sys_generative_ai_config | If sn_vad_genai.com.glide.cs.one_extend .auto_proxy_enabled is set to false, the issue isn't reproducible. | 1. Provision an instance with Now Assist For Creator (nowassist-creator) plugin version 27.1.1 installed.<br>2. As a user with elevated privileges, open Service Now Studio.<br>3. Select **NAP** in ServiceNow Studio.<br>4. Type anything as a prompt. For example, 'I want to create an app to track new employee hires'.<br><br>Expected behavior: Users get a response from the LLM.<br><br>Actual behavior: There's a GAIC error complaining about missing data. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent<br><br>PRB1858954 | Follow-up after a navigation skill isn't working | | **1.** Select **NAP**.<br>**2.** Enter 'show me list of unassigned incidents'.<br>**3.** Select **incident**.<br>**4.** Enter 'show list of open incidents'.<br><br>Observe that a processing message keeps loading and no response is displayed. |
| Virtual Agent Web Client<br><br>PRB1861185 | An animated icon isn't visible in NAVA when enabled | | **1.** Enable sn_nowassist_va.nass _animated_avatar_enabled.<br>**2.** Navigate to NAVA.<br>**3.** Type an utterance like 'what is spam'.<br><br>Expected behavior: An animated icon is visible next to the loading messages.<br><br>Actual behavior: No icon loads next to loading messages. |
| Walk-Up Experience<br><br>PRB1848443 | A badge reader throws an error: 'Could not find location queue associated with badge reader' | Starting from Xanadu, users who have the badge reader configuration set up are facing the issue where it states 'Could not find location queue associated with badge reader', even though there is a location queue defined with the badge reader. | **1.** Log in as an admin.<br>**2.** Run the badgeReaderAPI.<br><br>Expected behavior: The API should give a success message: 'User has been checked in'.<br><br>Actual behavior: The API is throwing 'Could not find location queue associated with badge reader', even though there is a location available. |
| Workflow Contexts<br><br>PRB1820829 | A fix causes a query to be executed when module access is requested | A SQL query against sys_kmf_crypto_module is run whenever access to a module is checked with CallerPolicyAccessManager .isModuleAccessible. For a field with a Column Level Encryption (CLE) configuration, this API is called one or more times for each canRead\|canWrite\| canCreate call that is made. When canRead | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | is called multiple times for each form load, the query is run many times when loading a single record. | |
| Work Order Management<br><br>PRB1838614 | Logic fails to check for conflicts if the assignment group selected on the work order task (WOT) contains multiple group types | The business rule date checks for table sm_task fails to correctly check for conflicts if the assignment group on the WOT contains multiple group types. | 1. Impersonate a dispatcher and assign a task to an agent in a group with multiple types.<br>2. Assign a second task to the same agent at the same time.<br><br>The time-conflict that should be displayed isn't displayed.<br>3. Unassign the task assigned in step 2.<br>4. Remove one of the types from the agent's group.<br>5. Execute step 2 again.<br><br>The assignment fails because of the conflict. |
| Work Order Management<br><br>PRB1853754 | Schedule conflicts aren't displayed for wm_manager when the contractor management plugin is installed | A conflict error message should be displayed when scheduled Work Order Tasks (WOT) conflict and are assigned to the same user with the wm_manager role. | 1. Provision an instance with the Field Service Management Contractor Management plugin installed.<br>2. Create a WOT.<br>3. Assign the WOT to a wm_manager.<br>4. Create another task that conflicts with the previous task.<br>5. Assign the WOT to a same wm_manager.<br><br>Expected behavior: The conflict error is displayed.<br><br>Actual behavior: The conflict errors aren't displayed. |

## Fixes included

- Xanadu Patch 6
- Xanadu Patch 5
- Xanadu Patch 4b Hotfix 1
- Xanadu Patch 4b
- Xanadu Patch 4
- Xanadu Patch 3

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- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 6 Hotfix 2

The Xanadu Patch 6 Hotfix 2 release contains fixes to these problems.

**Build information:**

Build date: 04-07-2025_0716

Build tag: glide-xanadu-07-02-2024__patch6-hotfix2-04-01-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

### Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Form Administration<br><br>PRB1843602 | Issue with the date picker position | The date picker position doesn't change when scrolling through the page. | **1.** Open a form with a date field.<br>**2.** Select the date picker.<br>**3.** Scroll the page.<br><br>Notice that the date picker remains in the same position on the screen even when scrolling. |
| Platform Analytics Filters<br><br>PRB1838937 | When a non-admin user creates a Platform Analytics Date filter, **Field** flashes briefly and is then cleared when selected, depending on the table chosen | Depending on the table chosen in the Data to filter modal, entries selected in **Field** flash briefly and are then cleared, and do not remain selected. | **1.** Grant a non-admin user the analytics_filter_admin role.<br>**2.** Impersonate the user.<br>**3.** Navigate to **Platform Analytics** > **Library** > **Filters**.<br>**4.** Select **New**.<br>**5.** Navigate to **Filter Type** > **Date** > **Data to filter** > **Add**.<br>**6.** Select **Task** in the field **Table** in the Data to filter modal.<br>**7.** Select **Created** under **Field**. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Observe that **Created** flashes briefly and is then cleared, and the selection does not remain. |

## 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.

- Xanadu Patch 6 Hotfix 1
- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 6 Hotfix 1

The Xanadu Patch 6 Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: _03-28-2025_0050

Build tag: glide-xanadu-07-02-2024__patch6-hotfix1-03-24-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Form Administration<br><br>PRB1868782 | While composing an email in Vendor Operations, the cursor | When the user types rapidly, the position event is triggered multiple times, resulting in the cursor | 1. On a base instance, enable email reply recommendations on any table.<br>2. Add a line to the end of the email's last line.<br>3. Start typing in the first line quickly. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | occasionally jumps, making it difficult to continue typing | unexpectedly jumping to the end. | Observe that the cursor jumps to the end of the file. |
| UX Framework<br><br>PRB1869757 | There is a performance degradation while loading the home page on Xanadu | When the system property glide.ux.user_criteria_enabled = true, there is a performance degradation between Washington DC and Xanadu upon loading the home page. | 1. On Washington DC Instance, set glide.ux.user_criteria_enabled to true on a Washington DC instance.<br>2. Navigate to the instance home page.<br>3. Measure the page load times.<br><br>Notice that the average page load time is less than five seconds.<br>4. On a Xanadu Instance, set glide.ux.user_criteria_enabled to true.<br>5. Navigate to the instance home page.<br>6. Measure the page load times.<br><br>Notice that the average page load time is between eight and ten seconds.<br><br>Observe the performance degradation between the two versions when the system property glide.ux.user_criteria_enabled is set to true. |

## 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.

- Xanadu Patch 6
- Xanadu Patch 5 Hotfix 1
- Xanadu Patch 5
- Xanadu Patch 4a
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

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## Xanadu Patch 6

The Xanadu Patch 6 release contains important problem fixes.

**Xanadu Patch 6 was released on February 13, 2025.**

- Build date: 02-11-2025_1128
- Build tag: glide-xanadu-07-02-2024__patch6-01-29-2025

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

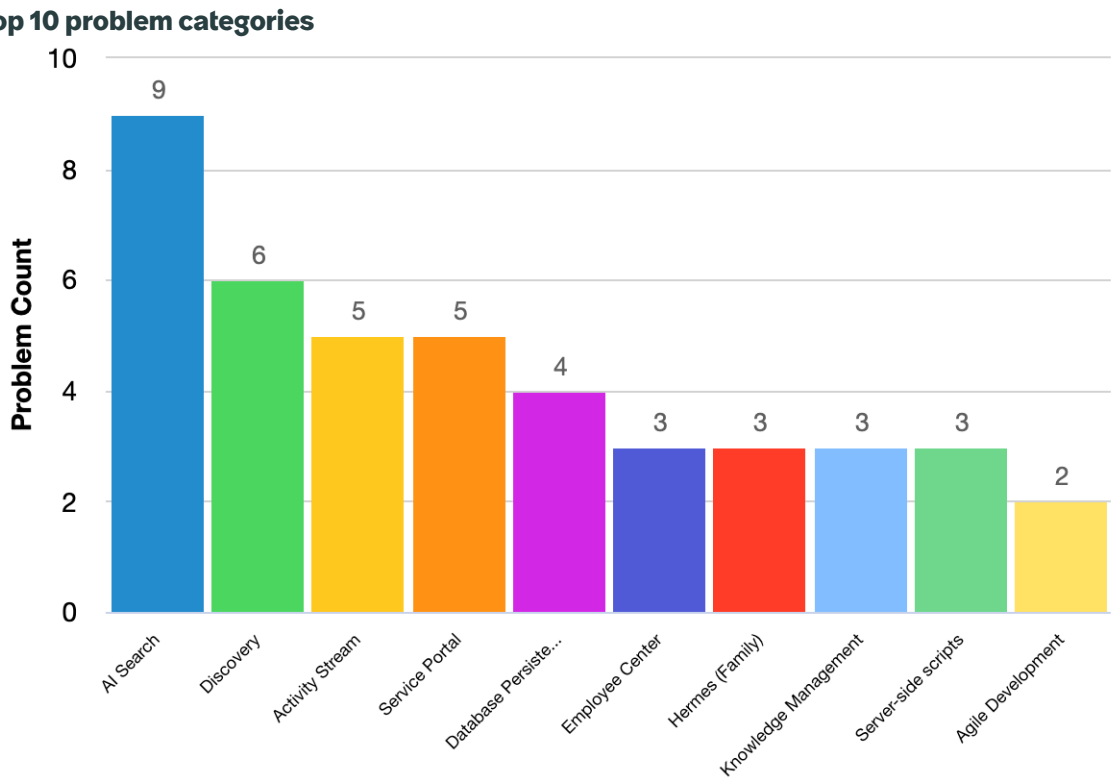
For more information about the release cycle, see the ServiceNow Release Cycle.

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 6 includes 151 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.




## Security-related fixes

Xanadu Patch 6 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 Xanadu Patch 6, refer to KB1821996.

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## Changes in Xanadu Patch 6

### Hyperautomation and low-code

The External Content Connectors ServiceNow® Store application enables AI Search applications to search content and metadata from supported external data repositories, such as Atlassian Confluence Cloud and Microsoft SharePoint Online

## 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 |
|---|---|---|---|
| AI Search<br><br>PRB1825963<br><br>KB1763961 | Index KBB throws an exception about journal peekahead | An error is thrown: 'IngestService: Unable to index Glide Record [9b85baaa3bf 11a10c4589c 8c24e45a2b] u_kb_template_ topic_category. fa8191f6fb059 e507863f46b5 eefdc1d : Cannot invoke "java.util.Map.get(Object)" because "journalElement ToValuesMap" is null java.lang. NullPointerException: Cannot invoke "java.util.Map. get(Object)" because "journalElement ToValuesMap" is null...' | Refer to the listed KB article for details. |
| AI Search<br><br>PRB1836358<br><br>KB1790348 | A race condition causes an incorrect deleteMultiple() query to be generated on the v_search_genius_result and sys_variable_value tables | When the AI Search Genius Result is requested and processed in a multi-threaded, high-concurrency environment, such as when multiple users simultaneously perform search functions on a portal or virtual assistant (VA), a thread safety issue arises. This issue may cause an incorrect deleteMultiple() query to be generated, potentially leading | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | to the deletion of excessive records from the sys_variable_value table. As a result, various components, including the Integration Hub, Service Catalog items, and workflows, may malfunction due to the absence of these critical records. | |
| Flow Engine<br><br>PRB1814554<br><br>KB1715780 | Issue found in Xanadu with **Submit Catalog Item Request**, and multi-row variable sets (MRVS) and multi-line text variables | A flow or subflow using **Submit Catalog Item Request** where the catalog item contains a MRVS and multi-line text field fails produces the error: 'com.snc.process_flow.exception.OpException Caused by: Unexpected character (\) at position 3942.' | Refer to the listed KB article for details. |
| List Administration<br><br>PRB1402594<br><br>KB0956006 | Unable to edit a field in the list view when it is dependent on another field that is read-only for the user | This issue has been observed since New York. Users are not able to edit a field on list view when it is dependent on another field that is read-only or has an ACL making it read-only. | Refer to the listed KB article for details. |
| Service Portal<br><br>PRB1803497 | attachment.upload.success event is triggered incorrectly, and can't be relied on to turn off the **Catalog - Order Now** button | When uploading multiple attachments consecutively, the 'attachment.upload.success' event is triggered immediately after the first batch of attachments finishes uploading instead of waiting for all batches to complete. The attachment modal is also hidden before the upload process is fully completed. | |

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## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Activity Stream<br><br>PRB1775777 | g_form.setValue() doesn't work as expected on Workspace when applied to the **Comments** field | The g_form.setValue can be used to update a field on an record form. Sometimes it is used to update a field with a value captured via the g_form.getValue(). This behavior works without issue in the native UI. However, when trying to apply this same action to the Workspace view, it doesn't work under certain circumstances. | 1. Create a UI action on HR Workspace.<br>2. Navigate to HR Workspace.<br>3. Select any sn_hr_er_case record from the HR workspace.<br>4. Add text to the **Comments** field.<br>5. Select **Add signature**.<br><br>Expected behavior: The **Comment** field should be populated with both the current text and the message 'This is a test'.<br><br>Actual behavior: The **Comment** field doesn't change. |
| Activity Stream<br><br>PRB1832633 | 'Assignment group' changes are hidden in an activity stream on HR Agent Workspace, which is intermittently different to native | An activity stream in the workspace for the 'Case' table is intermittently missing the 'Assignment group' field change. Native has the change reflecting in 'Additional comments'. | 1. Open an incident.<br>2. Set the 'Assignment groups' and **Assigned to** field.<br>3. Save the record.<br>4. Check the activity stream for the missing 'Assignment group' in the audit event.<br>5. Repeat steps 2 through 4 several times.<br><br>Expected behavior: The activity stream should be the same in both workspace and native.<br><br>Actual behavior: The 'Assigned Group' field change is missing intermittently in the HR agent workspace activity. |
| Activity Stream<br><br>PRB1834293 | Activity stream activity events with empty **event_created_by** field values cause the activity stream screen on mobile to crash | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Activity Stream<br><br>PRB1837845 | A 'File Attachment' type field isn't added in the activity log in Workspace | A 'File Attachment' type field isn't added in the activity log in Workspace when attaching from a field. It's a ZZ_YY prefix problem. | 1. Create a new file attachment type field for some record type.<br>2. Ensure that the field is visible in some view.<br>3. Attach an image to an existing record via the **New file attachment** field.<br>4. View the activity stream for the existing record in any workspace.<br><br>Expected behavior: The image appears in the workspace activity stream.<br><br>Actual behavior: The image doesn't appear in the workspace activity stream. |
| Activity Stream<br><br>PRB1843720 | The activity log captures changes but aren't displaying them as the newest entry in Workspace | For a field with name and label of length more than 40 characters, any changes made to the field aren't reflected in the activity stream as a new entry. | 1. Create a new field name and label of length of more than 40 characters.<br>2. Add the newly created field in the Service Operations Workspace (SOW) view and configure the activity stream filter to display that field in SOW.<br>3. Open SOW.<br>4. Try updating the value in the field.<br>5. **Save**.<br><br>Expected Behavior: The field change should be added as a entry in activity stream.<br><br>Actual Behavior: The change doesn't reflect in the workspace activity stream but reflects in the UI16 activity stream. Instead, the field change appears to overwrite the first initial field change record. If users follow the steps with a field name and label of less than 40 characters, the change would reflect in both workspace and UI16 activity stream. |
| Agile Development<br><br>PRB1789584 | DEFN1003811 calculates worker subscription roles differently for SMV1 versus SMV2 | DEFN1003811 ends up producing different results if SMv1 vs SMv2 are installed. The root cause is that the filter to detect the worker subscriptions doesn't match the naming in production and thus | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | misses the worker subscriptions in SMv2. It appears that the '-' in the subscription names is the problem as it doesn't exist in the product subscription names observed in production. The filters should be updated to consistently match the relevant subscriptions. | |
| Agile Development<br><br>PRB1797672 | DEFN1003811 should clean user analytics files from app-itsm | DEFN1003811 ends up producing different results if SMv1 vs SMv2 are installed. The root cause is that the filter to detect the worker subscriptions doesn't match the naming in production and thus misses the worker subscriptions in SMv2. It appears that the '-' in the subscription names is the problem as it doesn't exist in the product subscription names observed in production. The filters should be updated to consistently match the relevant subscriptions. | |
| AI Search<br><br>PRB1735195 | The range facet and facet with compound table.column set in the facet fields is filtered out when one of the tables is late-binding | A fuction doesn't parse table.column correctly and results in a bucket match to zero. The facet is then filtered out. | |
| AI Search<br><br>PRB1818529 | A search results page is continuously loading when clicking the pagination in the search preview (New) | The issue exists in both xnowassist and ynowassist. | 1. Open a track/xnowassist or track/ynowassist instance.<br>2. Navigate to 'Search preview (New)'.<br>3. Navigate to /now/ais-preview-utility/preview.<br>4. Select any search profile. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **5.** Perform a search.<br>**6.** Select a pagination.<br><br>Expected behavior: Search results should load.<br><br>Actual behavior: Search results are loading continuously. |
| AI Search<br><br>PRB1832851 | There's no hover over for a Q&A source citation | | **1.** Get a Q&A result.<br>**2.** Hover over the source citation.<br><br>There's no hover over of the source title. |
| AI Search<br><br>PRB1835340 | sys_updated_on for ais_datasource isn't updated upon changes in Advanced Configuration, Field Configuration and Semantic Index Configurations | | |
| AI Search<br><br>PRB1837114 | There's exceptions for the Search QnA Glide Signal processing | There's an exception in the logs: '*** Script: Failed to process signal event of type: 'SEARCH_EVENT', priority: 'INFO', body: '[object Object]', created: '2024-12-17 01:44:04': null:...' | **1.** Provision an instance on the latest main instance with all the latest store apps for GenAI.<br>**2.** Make a **search** action.<br>**3.** Check the logs for the exception. |
| AI Search<br><br>PRB1843571 | AI Search's NLQ Genius result 'None of the above' option doesn't work as expected | | **1.** Enable the NLQ Genius result for a search application.<br>**2.** Search for an utterance that contains multiple table names.<br>**3.** Select **None of the above** in one of the menus of the Genius result card.<br><br>Observe that there's no result in the table. The NLQ query didn't properly remove the table which had **None of the above** selected for it. An error shouldn't display. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1847092 | A part of the query on sys _generative _ai _config has been ignored because of insufficient access for 'query_match operation on sys_generative_ai_config definition | Results in warning message pop-ups. | |
| Analytics Data API<br><br>PRB1821588 | sys_report_chart_color and sys_report_color table cache creation is taking around 15 seconds | The creation of a cache for both tables becomes a lengthy operation when an instance has like 23000 and 1100 entries in the sys_report_chart_color and sys_report_color tables, respectively. | 1. Navigate to any instance.<br>2. Create a data visualization.<br>3. Navigate to cache.do and clear the cache.<br>4. Select the refresh context menu.<br>5. Observe the network panel.<br><br>Observe that it takes a long time to create. |
| Analytics Data API<br><br>PRB1832760 | Bar chart visualizations aren't loading on a BT1 clone | The following error is displayed in the console: '{"error": {"message":"Unable to generate chart","detail":"For input string: \"gray \" under radix 16","errorCode":100,"type":null,"statusCode":400}' | 1. Navigate to **All** > **Chart colors**.<br>2. Select only 'incidents' colors.<br>3. Select one color.<br>4. Observe that the color in the 'Display' column is defined as red.<br>5. Apply this color to the chart on a dashboard.<br>6. On the 'Chart colors' page, change the color to 'gray'.<br>7. Remove the existing color definition link.<br>8. Refresh the visualization.<br><br>See that the chart is displayed as a blank. |
| Antivirus Scanning<br><br>PRB1835660 | The antivirus job updates all columns instead of only the 'State' column | The antivirus job updates all columns in some scenarios. It should only update the state column when attachment.setState(advise) is called. However a forceUpdate occurs, | 1. Log in to a Washington DC instance.<br>2. Navigate to **All** > **Self service** > **Service catalog**<br>3. Select **Mobiles** > **Add to cart**<br>4. Upload a 10MB file. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | which ultimately updates the entire row, including the state data. Additionally, when the old table name and table sys_id are updated, the attached file is moved to the previous table. | **5.** Select **Order now.**.<br>**6.** Navigate to sys_attachment.list.<br><br>Expected behavior: The table name should be sc_req_item on the available 'State'.<br><br>Actual behavior: The antivirus job updates all columns instead of only the 'State' column. |
| Application Install Engine<br><br>PRB1792128 | There's a race condition when nodes try to download the same app package at the same time | During the cloning process, the list of nodes of clones are upgraded/ downgraded. They restart at the same time and tend to download the app package at the same time. There is an existing logic which cleanups all the other attachments for the current app other that the download it made. Since the downloads are happening at the same time, nodes are deleting each other's downloads and nodes are failing to download the apps. | **1.** Have multiple nodes (>=4) in the clone.<br>**2.** Reset the clone. |
| Approvals<br><br>PRB1845668 | Multi-Level approval skips steps due to race conditions | Overlapping transactions on the sc_req_item table cause race conditions allowing approval steps to be skipped. | |
| Attachments to Records<br><br>PRB1801182 | The **Attach File** field Pencil/ Edit icon disappears for an attachment after saving a record | | **1.** Create a table and name it 'cust_attachment' with these columns:<br>**a.** Name , Type String<br>**b.** Approver , Type - Reference, Reference - sys_user<br>**c.** Attachment, Type - File Attachments.<br>**2.** Create an ACL, with the following parameter: |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **a.** Type: Record<br>**b.** Operation: Read<br>**c.** Decision Type: Allow If<br>**d.** Table: cust_attachment and leave field aline<br>**e.** Role: itil<br>**3.** Create another ACL, with the following parameters:<br>**a.** Type: Record<br>**b.** Operation: write<br>**c.** Decision Type: Allow If<br>**d.** Table: cust_attachment and leave field aline<br>**e.** Role: itil<br>**f.** In the data condition, add a condition with the approver is itil user.<br>**4.** Create some records in the cust_attachment table with some attachments and the approver as an itil user.<br>**5.** Impersonate as an itil user.<br>**6.** Add the cust_attachment table to Service Operations Workspace from 'My Lists'.<br>**7.** Add a new list.<br>**8.** Select any record.<br><br>Observe the 'Edit' icon is missing from the attachment. |
| Automated Test Framework (ATF)<br><br>PRB1805778 | 'Validate Record Present in List' fails for a related list | Related list records are failing to run when the user preference 'Load related lists in classic forms' is set to 'On Demand'. | |
| Case and Knowledge Management for HR Service Delivery | Ad hoc tasks generated from a flow aren't supported in the playbook on HR Agent Workspace | | **1.** Create a test LE event.<br>**2.** Add several activity sets to it.<br>**3.** Create a subflow in Flow Designer. |

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| PRB1844302 | | | **4.** Create activities in all of the activity sets of as many different activity types.<br>**5.** For flow activities, make sure to define 'Activity Field Mappings'.<br>**6.** Tie the LE event to HR service.<br>**7.** Create a case of that HR service.<br><br>Notice that LE activities can't be closed and closing all activities in an activity set triggers the next activity set (if it is a dependent activity set). |
| Case Management<br><br>PRB1826618 | An email with a recipient list of more than 1000 users isn't sent | When using a task communication recipient list with over 1000 users in a major incident, the resulting mail does not resolve the recipient list into its users and no mail is sent. The mail shows the error: 'Recipient items 3e6e6de1c3e 95a10b4081bddd 40131ef sn_ publications_recipients_list failed to resolve with error: Cannot read property "length" from undefined'. | |
| Communities<br><br>PRB1793564 | The video preview isn't displayed to users on 'Video' content type posts in the community activity feed | The video thumbnail should be displayed in the preview, similar to how it appears when the video URL is inserted during the posting. | |
| Configuration Management Database (CMDB)<br><br>PRB1835043 | The X true-up version for CMDB Workspace should be updated to add the domain_master attribute for the cmdb_dependent table | The sn_cmdb_ws plugin and glidefix_domain_master_cmdb_dependent_ ci_ledger.xml fix script are taking 45 minutes during an X to Y upgrade.<br><br>t_ci_ledger | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Content Publishing<br><br>PRB1837860 | The Event Calendar widget 'Holiday Calendar' isn't generating the correct .ICS file | Users are unable to import all events from that .ICS file into Mac Calendar or MS Outlook. | This issue can be reproduced using either Mac Calendar or MS Outlook. Using Mac Calendar:<br><br>**1.** Navigate to /esc?id=esc_dashboard.<br>**2.** Find the Holiday Calendar.<br>**3.** Select **Add all to Calendar**.<br>**4.** Double click on the downloaded .ICS file.<br>**5.** Open the file by double-clicking it.<br>**6.** When adding a new event, select **New Calendar...**.<br>**7.** Select **OK**.<br>**8.** Verify that a new calendar named 'Holidays_2025' has been added to the Mac Calendar.<br>**9.** Browse through the months and observe that only one entry is present, while all other entries are missing.<br><br>Expected behavior: The import for all events should work in the calendar.<br><br>Actual behavior: Users can't import all events into the calendar. It only imports the first entry. |
| Data Archiving<br><br>PRB1826830 | Rearchiver runs for few days due to incorrect query logic when the archive rule has an 'OR' condition | Re-archiver can run for over 4 days without completion. In the localhost log, there can be a long query result set, such as 1409626 rows. | |
| Database Persistence - Data Access<br><br>PRB1842119 | The ViewWhereClausePostgresSanitizer method isn't handling NOT LIKE correctly | | |
| Database Persistence - Data Access | After renaming columns of a staging table to under 63 bytes for applicable ones, the | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1842672 | Staging table has syntax errors when accessing the list view | | |
| Database Persistence - Data Access<br><br>PRB1845539 | Cypher datetime and property data types | This is a product update. | |
| Database Persistence - Data Management<br><br>PRB1801384<br><br>KB1790177 | Orphan archive-related records (Archive_Map NULL) aren't ignored by the archive job | When an instance has orphaned archive related records, the archive job tries to find orphan related records and archive them as part of the run being processed by the archive job. | Refer to the listed KB article for details. |
| Database Persistence - Data Management<br><br>PRB1845280 | Users see a null point error when turning on archive debugging | The error caused archive reparenting process to fail and the state to be in 'error'. | |
| Database Persistence - Data Scale<br><br>PRB1779767 | Using 'Null' as a value in the '!= ALL' operator set fails | | |
| Database Persistence - Data Scale<br><br>PRB1841215 | Restrict primary key-ordering injection for Postgres only | Primary key ordering was dynamically added for certain kinds of queries (for example, REST/BATCH_REST, non-referred, non-interactive queries with windowing). The change could adversely impact query performance for MySQL. | |
| Database Persistence | Oracle prepared statements leaked for | When running Glide with an Oracle database, when loading an attachment, | Refer to the listed KB article for details. |

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|---|---|---|---|
| PRB1849736<br><br>KB1901158 | sys_attachment_doc queries | PreparedStatement leaks. This leak eventually cleans up when its database connection is recycled. However, if enough attachments are loaded before the connection is recycled, an OutOfMemoryError can occur, resulting in the application node restarting. | |
| DevOps (Family)<br><br>PRB1839002 | A DevOps event isn't honoring load checks on the sys_flow_context table | | |
| Discovery<br><br>PRB1821160 | A scripted deletion strategy is triggered for the keep strategy | . | |
| Discovery<br><br>PRB1833443 | Files supported for the 'put file' operation should be extensible as a MID server property | Currently, the files supported for the 'put file' operation are hardcoded in Java. This needs to be more extensible moving forward to support more files added by content teams and users. | |
| Discovery<br><br>PRB1835802 | Discovery is incorrectly classifying Cisco routers as switches for OID 1.3.6.1.4.1.9.1.469 | . | Run Discovery on any Cisco 2621XM router.<br><br>Observe that it classifies as a switch instead of a router. |
| Discovery<br><br>PRB1837810 | vCenter Discovery doesn't go through IRE | As vCenter discover doesn't go through IRE, users can't leverage reconciliation rules. The actual source for a correlation ID is a third party integration. However, Discovery is overriding this | |

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|---|---|---|---|
| | | field after integration updates the correlation ID. If not planning for IRE rules on vCenter Discovery, there should be configurable functionality to skip some fields. | |
| Discovery<br><br>PRB1842227 | True-up ITOM Licensing November release version for Xanadu and Washington DC | | |
| Employee Center<br><br>PRB1806589<br><br>KB1704673 | Employee Center autocomplete suggestions don't work in Xanadu | The autocomplete suggestions of a base instance ESC AI Search doesn't work in Xanadu. | 1. Open a base instance ESC Portal in Xanadu.<br>2. In the Search box, type 'What is spam?'.<br><br>Expected behavior: There are suggestions in the typeahead widget.<br><br>Actual behavior: There are no suggestion results. |
| Employee Center<br><br>PRB1820904<br><br>KB1705991 | A missing semi-colon in the EC Theme breaks the CSS resolution | A missing semi colon at the end of a new theme variable in EC Theme causes the CSS resolution to break. | 1. Log in to an instance with the latest EC apps.<br>2. Create an incident using the 'Create Incident' catalog item on the ESC Portal.<br>3. Navigate to 'My Requests'.<br>4. Open the newly created incident.<br><br>Observe that the 'Start' text isn't encircled in a green color. |
| Employee Center<br><br>PRB1827901 | On the EC homepage, the 'My items' widget displays 'You don't have any items yet', then loads | The text 'You don't have any items yet' shouldn't come up unless there aren't any active activity configurations on the instance. | |
| Employee Relations | Requested RCA from Employee | After installing the ER plugin, case creation isn't happening for | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Case Management<br><br>PRB1827550 | Center Core targeting Human Resources: Employee Relations about Widget: Standard Ticket Header | those categories where it should be creating a sn_hr_er_case. It is giving the 'Sorry, there was a problem on my side trying to ...' error. | |
| Event Management<br><br>PRB1822392 | After an upgrade to Xanadu, if automated grouping is turned off, (sa_analytics.aggregation_enabled=false) tag-based grouping isn't working | The sa_analytics.aggregation_enabled property should be responsible only for automated, CMDB and text grouping. In addition, there should be a feature flag property on the entire query job (sa_analytics.query_job_enabled). When set to false, no logic inside the query job executes. | |
| External Triggers<br><br>PRB1810755 | Updating an event source shouldn't update the domain and domain path | | 1. Provision an instance with the Domain Separation plugin installed.<br>2. From the global domain and any non global scope, navigate to sys_ih_external_event_source.<br>3. Select the **New** button.<br>4. Provide valid inputs.<br>5. **Submit**.<br>6. Navigate to sys_api_collection.list.<br>7. Check the domain and domain_path column values. It should be global.<br>8. Navigate to sys_api_operation_list.<br>9. Check the domain and domain_path column values. It should be global.<br>10. Switch the instance domain to the default domain.<br>11. Open Flow Designer.<br>12. Navigate to inbound connections.<br>13. Activate the event source created above. |

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|---|---|---|---|
| | | | **14.** Check the domain and domain path column values in sys_api_collection.list and sys_api_operation.list.<br><br>Expected behavior: The domain and domain_path column values should be global.<br><br>Actual behavior: The domain and domain_path column values display the default domain. |
| Flow Engine<br><br>PRB1814015 | A template isn't applied properly on the corresponding table fields through Flow Designer | In a subflow, the user uses the **Create Task** action to create a task and a template to fill the task field. When the subflow runs, the template populates one field with everything and leaves the other fields blank. | |
| Flows (Family Channel)<br><br>PRB1822604<br><br>KB1709945 | **Flow action** field values are truncated when they contain the '=' symbol in one field and use inline scripts in another field | A flow action isn't updating fields properly when having the 'script' type column and inline scripts on the **Create Record** action. | Refer to the listed KB article for details. |
| Hermes (Family)<br><br>PRB1805189 | Info logging in KafkaConsumerRegistry (create/close) is estimated to cost $20K/ year in Splunk costs | Logging from KafkaConsumerRegistry should be lowered to debug or removed entirely to save Splunk costs. | |
| Hermes (Family)<br><br>PRB1832870 | 'Potential infinite loop' errors in the 'MIF Consumer' job | The 'MIF Consumer' job fails when attempting to poll for new messages on the MIF topic. | |
| Hermes (Family)<br><br>PRB1841698<br><br>KB1809311 | There's duplicate entries in hermes_cluster_config | Duplicate entries in hermes_cluster_config table are causing dependent plugins to not work as expected, causing node failure during upgrades. | Refer to the listed KB article for details. |

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| --- | --- | --- | --- |
| HR Service Delivery Case Management for Lifecycle Events<br><br>PRB1848928 | There's an RCA error on creating LE and ER Cases for summarization | An error is thrown: 'Read operation on table 'sn_hr_le_case' from scope 'Now Assist context menu' was denied. The application 'Now Assist context menu' must declare a cross scope access'. | 1. Log in to an instance.<br>2. Create an LE case as an agent with the sn_hr_le.case_writer role.<br><br>Observe that an RCA error is thrown. |
| HR Service Delivery<br><br>PRB1830128 | Quotes aren't correct in HTML in HR Workspace and Playbook after upgrading from Vancouver to Xanadu | Special characters are rendered in an encoded format: FIND | |
| HR Service Delivery<br><br>PRB1837460 | Using the 'Email recommendations elaborate' functionality generates RCAs | | |
| HTML Field Type Editor<br><br>PRB1796117 | The copy and paste function isn't working as desired | When copying over formatted content from a Word document, a few formatting aspects like font sizes, link color, and table size aren't copied over properly. | |
| Identity<br><br>PRB1833655 | A SCIM user who gets an endpoint has performance issues | A SCIM user who gets an endpoint has performance issues when fetching users with a page count of 500. | |
| Instance Data Replication (IDR)<br><br>PRB1795757 | The IDR queue dashboard displays an incorrect value for the remaining messages that are to be processed for V2 sets | The queue dashboard displays the end offset of partition 1 as remaining messages, even though from the topic inspector it's evident that there are no new messages arriving there (current and end offset same). | |

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|---|---|---|---|
| | | The logic for remaining messages should account for an active partition and then calculate the remaining messages based on the current and end offset values. | |
| Integration Hub<br><br>PRB1835500 | If the call chain contains a source with a null scope, OutboundUsageEventWatcher throws null pointer exceptions | Even if the call chain is corrupt, this class shouldn't throw a NPE. | Create an outbound HTTP Request with a call chain that has a null scope in one of the sources.<br><br>Observe null pointer exceptions. |
| Integration Hub<br><br>PRB1843074 | The configurability of call chain debug logging for Integration Hub is insufficiently granular | There should be a couple more properties for if users only want to log certain scenarios. | 1. Enable glide.sys.client.call_chain.debug=true on an instance.<br>2. Run a REST step as well as a RMv2.<br><br>See that users get logging statements for each of the following: Flow Engine starting, posting a usage to ua_ih_usage, and posting a transaction to outbound_request_usage_metrics. If users only care about one of these scenarios, this is more logging than is needed if users want to leave the logging on for something that might only happen a few times per month. |
| Interactive Filters<br><br>PRB1837354 | Filters no longer support reference list types | It used to be possible (up until Xanadu) to select 'Incident."Watch List"' as the data to filter in the filter configuration. This seems to no longer be possible. | 1. Navigate to **Analytics Center** > **Library** > **Dashboards**.<br>2. Create an in-line dashboard.<br>3. Add a new single or multiselect filter:<br>○ Filter Source: sys_user table<br>○ Data to Filter: Incident.Watch list<br><br>Expected behavior: 'Watch List' should be a possible value to choose as a filter target.<br><br>Actual behavior: 'Watch List' can't be chosen. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Key Management Framework (KMF)<br><br>PRB1847887 | Support Bagheera-Phase2 enablement | | |
| Knowledge Management<br><br>PRB1830531 | Post-Xanadu upgrade, changing a KB's article length makes the article unsearchable | The issue can be reproducible on any Xanadu instance. | **1.** Open any Xanadu instance.<br>**2.** Open a published KB article.<br>**3.** Export the XML.<br>**4.** Edit the number in the XML.<br>**5.** Add an extra digit to the number.<br>**6.** Import the article back.<br>**7.** Search for it.<br><br>A 'Knowledge Record not found' message is displayed. |
| Microsoft Reconciliation (Family Release)<br><br>PRB1842128 | Time consuming 'select' queries on Cloud Installs views while fetching cloud installs for the 'markProviderHostTypeServiceTypeOnCloudInstalls' method due to complex joins | . | |
| MID Server<br><br>PRB1825232 | The reload_credentials event triggers a flush and the close of all in-use connections in ConnectionCache | Whenever credentials are changed on an instance, the instance sends an event to the MID server, triggering a flush and close of all connections in ConnectionCache, even if some connections are actively in use. This is causing failures in workflows that are relying on cached connections at that time. | **1.** Run Data Source (DaaS - Supplier Data Full Load).<br>**2.** Verify that it intermittently fails with a 'Closed Connection' error. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Performance Analytics<br><br>PRB1789424 | Https _request_ decompression doesn't work correctly, as it doesn't strip the 'Content-Encoding' header after it unzips the body | The API returns a 'Not in GZIP format' error. | |
| Performance Analytics<br><br>PRB1836666 | The family part of PRB1786205 to the Xanadu release | | |
| Platform Analytics<br><br>PRB1786205 | The Migration Center application menu is still visible for zbooted users | | 1. Provision a net new instance (track/dataanalytics).<br>2. Notice that the Migration Center menu is visible under 'Platform Analytics Administration'.<br><br>Expected behavior: It should be there only for upgraded instances.<br><br>Actual behavior: It shouldn't be present for net new instances. |
| Playbooks (Family Channel)<br><br>PRB1831174 | Adding a decision within an variant for base/parent variant activity doesn't work as expected | | 1. Create a process definition with activity **A** > **B** > **C**.<br>2. Add Variant X to the process definition.<br>3. With Variant X selected, add Decision 1 after activity B.<br><br>Note that activity C is automatically associated with the else branch of Decision 1.<br><br>4. With Variant X selected, add variant activities to other (non-else) branches of Decision 1.<br>5. Test Playbook on a record that satisfies Variant X and one of the branch conditions of Decision 1.<br><br>Expected behavior: Only activities on the satisfied branch of Decision 1 should appear in the running Playbook. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: The base activities on the ELSE branch of Decision 1 always appear. |
| Playbooks (Family Channel)<br><br>PRB1834463 | Process Automation Designer isn't able to pass a previous activity state as a subflow input | In Engine v1, it gives an error: 'Flow Designer: Failed to process event: sys_flow_context...' | |
| Playbooks<br><br>PRB1829699 | Upgrade proof the deletion of the v_pd_activity_state table | CMDB's Data Certification feature has a script that queries all the tables listed in sys_db_object. However, it has an error on a table and the script halts. The table and the ACLs associated with the table aren't deleted. The deleted ACLs should be brought back and have their action property changed to DELETE. | |
| Predictive Intelligence<br><br>PRB1843673 | The 'ML Cluster Detail Purge' scheduled job causes out of memory issues | | Trigger the 'ML Cluster Detail Purge' scheduled job with million scale data present in the 'ML Cluster Detail' table for a particular clustering solution.<br><br>Observe that the query on the 'ML Cluster Detail' table in the MlClusterDetailPurgeUtil loads a lot of records that match the condition of the Solution ID and Active being true. This leads to an out of memory error in the node. |
| Process Mining<br><br>PRB1829338 | Full mining isn't triggered from platform when localization is enabled | A user with a non-English preferred language isn't able to mine a project. | **1.** Enable localization.<br>**2.** Complete a full mining, using platform<br><br>Expected behavior: Mining should be successful.<br><br>Actual behavior: Mining doesn't start the initial steps. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Project Management<br><br>PRB1812212 | The **Percentage completed** field doesn't load when exporting projects to MS project | When exporting projects, the '% Complete' column displays '0%' instead of the exported value. | 1. Open one of the projects in Project Workspace or Planning Console.<br>2. Navigate to the 'Planning' tab.<br>3. Select **More Options** > **Export Planning Console** > **MS Project**.<br>4. Select **Ok** to download the XML.<br>5. Import the downloaded XML file into MS Project.<br><br>Expected behavior: The '% Complete' column displays the same exported value for each of the tasks in MS Project.<br><br>Actual behavior: The '% Complete' column displays 0% instead of the exported value. |
| Reporting<br><br>PRB1745543 | An interactive report displays extra records in the report drill-down | The issue is seen only when ^NQ (New criteria) is used in the filters in the report and only in dashboard with interactive filters. It is working fine in Report Designer. | |
| Seismic Framework<br><br>PRB1838437 | There's multiple react versions on a page at runtime | | 1. Navigate to homepage /now/nav/ui.<br>2. Open network tools.<br>3. Search for ui-core.<br>4. Navigate to the response.<br>5. Search for React v16.14.0 and v16.2.0.<br><br>Expected behavior: There is no match for v16.2.0.<br><br>Actual behavior: React v16.2.0 appears. |
| Server-side scripts<br><br>PRB1777353 | There's an issue compiling a script using a map iterator or nested try/catch blocks | There's an error: 'Problem processing asynchronous servlet request java.lang.VerifyError: Stack map does not match the one at exception handler 2195...' | |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| Server-side scripts<br><br>PRB1783385 | Add rights for java.lang.NullPointerException.getMessage | If the user does not have elevated privileges, they see the message 'Attempted script access to inaccessible member denied'. | |
| Server-side scripts<br><br>PRB1837660 | Calling hasOwnProperty on a wrapped string can sometimes fail | Calling hasOwnProperty on a Java string exposed to JavaScript can fail. In general, most strings in JavaScript are actual JS objects and work correctly. The problem only happens when a string is generated by a Java API and passed to some JS code. Note that the problem only affects the method 'hasOwnProperty' only on strings. | |
| Service Catalog<br><br>PRB1834166 | Catalog client scripts aren't working for the multi-turn catalog ordering experience when client scripts are exposed | | |
| Service Catalog<br><br>PRB1834958 | The onLoad Mandatory and Visible UI policies aren't working | For the onLoad Mandatory policy, questions can be skipped. For the onLoad Visible UI policy, an incorrect question is prompted indicating that the policy didn't hide the correct variables. | |
| Service Portal Core Widgets<br><br>PRB1807235 | There's accessibility issues for the keyboard and voice over in the 'Hiring' tab | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Service Portal<br><br>PRB1823470 | After an applied autofill, the cursor is moved to another field | The cursor focus moves to another field. Also, the **List collector** field is expanded and the focus is moved to a list field. An empty value is displayed in the list field. | |
| Service Portal<br><br>PRB1829670 | Genius results shows both catalog items and knowledge articles even when the user is filtering with the navigation tabs | Searching in a portal displays Now Assist Genius results, including catalog items and knowledge search results. Selecting a catalog navigation pane or a knowledge navigation pane, the filtered results display both a catalog item and Now Assist QnA instead of displaying respective filtered results. | 1. Set up Now Assist in AI Search in the instance.<br>2. Activate it for the portal /esc.<br>3. Enable AI Search in portal.<br>4. Map the Genius result configuration in the Genius result related list tab.<br>5. Select the existing link.<br><br>A new form appears after entering a catalog item in a Genius result configuration.<br>6. Navigate to /esc.<br>7. Search in the search widget for **Password reset**.<br><br>It displays some Genius results, including a knowledge article summary and catalog item.<br>8. Select on navigation's **Requests**.<br>9. It displays the same Genius results, including the knowledge summary as well.<br><br>Expected behavior: When selecting the **Requests** navigation pane, it should only display a catalog item Genius result and not knowledge. If users select the knowledge navigation pane, it should display only knowledge and not a catalog Genius result.<br><br>Actual behavior: Irrespective of the navigation pane, the Genius result displays both a catalog item and a knowledge summary. |
| Sidebar (Family Release) | The **Discuss** button is missing on a domain- | The 'Admin' panel displaying the sidebar is activated. The user needs to deactivate | 1. Log in to Configurable Workspace.<br>2. Impersonate as a parent user. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1821306 | separated instance | and activate it again to see the **Discuss** button. | **3.** In the list, navigate to 'Case'.<br>**4.** Select **New**.<br>**5.** Enter a domain as a parent.<br>**6. Save**.<br><br>Expected behavior: The **Discuss** button should display.<br><br>Actual behavior: The **Discuss** button isn't displaying. |
| Sidebar (Family Release)<br><br>PRB1833793 | The sys_cs_collab_settings record for new domains aren't created in the SFS scope | | **1.** Provision an instance with a domain separation plugin installed.<br>**2.** Switch to the ACME domain.<br>**3.** Stay in the global scope.<br>**4.** Navigate to the sidebar settings page in the CI Admin Console.<br>**5.** Observe that the emoji and records type toggles are enabled but the user can't save the record because they're not in the SFS scope.<br>**6.** Switch to the SFS scope.<br>**7.** Observe that the toggles are turned off but the user can save the record. |
| Software Asset Management<br><br>PRB1840899<br><br>KB1801232 | New License Metrics for CrowdStrike | This is a product update. | Refer to the listed KB article for details. |
| Software Asset Management<br><br>PRB1842738 | Auto-select a metric group based on the CrowdStrike software model | This is a product update. | |
| Software Asset Management Workspace<br><br>PRB1774425 | There's issues with currency conversion in Platform Analytics (PA) and the Publisher 'Results' page | PA widgets don't honor the user session's currency if a particular user has a different currency code than system locale default. Also, Publisher cards display values in the reference currency and | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | not the user session currency. | |
| Stream Connect Core<br><br>PRB1845639 | Kafka Consumer stops consuming messages once it receives a 'null' message from Producer | When a 'null' message error is observed from the source, the Kafka stream no longer consumes the messages. | |
| Table Cleaner<br><br>PRB1836111 | The dot walk in the **Match** field isn't working | There's no unintended data deletion. Table Cleaner thinks the **Match** field with dot walk isn't valid, and therefore doesn't clean anything for that invocation. | |
| Territory Planning<br><br>PRB1794454 | Dynamic scheduling for crew isn't working as expected when the territory model is ON | | **1.** Log in as an admin.<br>**2.** Navigate to SF territory.<br>**3.** Add 'installation crew' to the territory as an adhoc crew.<br>**4.** Create a work order task (WOT) for SF territory with the 'needs crew' property checked.<br>**5.** Select **auto assign**.<br><br>Expected behavior: The WOT should be assigned to the available crew.<br><br>Actual behavior: The WOT isn't assigned. |
| Territory Planning<br><br>PRB1808414 | When are territory model is enabled and the 'Capacity reservations' plugin is just installed, the planned crew isn't assigned using dynamic scheduling | This issue is reproducible only when a territory model is on, the Capacity Plugin is installed, and definitions/ assignments don't need to be created. | **1.** Provision an instance with the FSM Territory plugin, Capacity Reservations, and Crew Operation plugins installed.<br>**2.** Activate the FSM territory model.<br>**3.** Have planned crews in place for a territory.<br>**4.** Create a task for the same territory.<br>**5.** Assign through DS auto assign. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: A crew task should be assigned with the available panned crew.<br><br>Actual behavior: Dynamic scheduling always looking for agents to create a new crew rather than assigning a planned crew. |
| UI Field Administration<br><br>PRB1795149 | Filtering on a dot-walked field incorrectly queries and results in no records being fetched | When filtering a custom table that includes a dot-walked **incident.state** field, the system incorrectly queries the **task.state** field instead. This causes the filter to return no records, despite valid entries in the 'incident.state' column. The expected behavior is for the filter to correctly query the **incident.state** field and return matching records. | 1. Log in to any instance where the issue needs to be replicated.<br>2. Navigate to the appropriate module for creating tables.<br>3. Create a table.<br>4. Add a new field in the table that references the **number** field from the 'incident' table.<br>5. Open the newly created table from the list view.<br>6. Right-click the header and select **Configure** > **List Layout**.<br>7. In the list layout configuration, add the **number** field created earlier.<br>8. Additionally, add a dot-walked column for 'incident.state'.<br>9. Save the changes and verify that the fields are correctly displayed in the list layout.<br>10. Apply a filter on the new table using '*New' or any state value displayed from the added records.<br>11. Observe the results after applying the filter.<br><br>Expected behavior: The filter should fetch records where the 'incident.state' column matches the entered value.<br><br>Actual behavior: No records are fetched. |
| UI Field Administration<br><br>PRB1833651 | The 'Sparkle' icon is displayed in the **Resolution notes** field without any user focus | | 1. Enable the **Resolution notes** skill.<br>2. Open an incident record in UI16.<br>3. Navigate to the **Resolution notes** field.<br><br>Observe that the 'Sparkle' icon is displayed to the user without any focus. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Form Administration<br><br>PRB1787509 | The glide.attachment. encrypt_by_default property value isn't honored by Agent Workspace | When glide.attachment. encrypt_by_default is set to true, the encryption isn't happening in HR Agent Workspace. | 1. Set up encryption.<br>2. Log in to a Washington instance.<br>3. Set the system property glide.attachment. encrypt_by_default to true.<br>4. Set com.glide.encryption. enable_attachment_key_ui to false.<br>5. Open a record in Agent Workspace.<br>6. Add an attachment.<br><br>Expected behavior: The attachment should get encrypted by default when glide.attachment. encrypt_by_default is set to true.<br><br>Actual behavior: When com.glide.encryption. enable_attachment_key_ui is set to false, the encryption doesn't happen. |
| UI Form Administration<br><br>PRB1836016 | Fields in the Metric Data Task of the ESG Workspace are displayed in a single column | This issue occurs when the screen is opened at 100% zoom. If the screen is displayed at approximately 75% zoom, the fields are displayed in two columns according to the defined view. The affected view is as follows: Metric Data Task [sn_grc_metric_data_task] - View: Data task info. This issue doesn't occur in Vancouver, but it occurs after upgrading to Xanadu. | 1. Navigate to a Next Experience instance.<br>2. Open the 'sys prop' table and set the value of the property glide.ui.form. breakpoints.enable as false.<br>3. Open any configurable workspace.<br>4. Open any form record.<br>5. Select the 'Details' tab.<br>6. Select the resizable panes divider handle and drag this on to left side<br><br>Expected behavior: The form layout should display as a two column layout.<br><br>Actual behavior: The form layout displaying as a single column layout. |
| UX Framework<br><br>PRB1814114 | An instance is significantly slower when zoomed in to 400% at a lower resolution | After zooming in, the instance gets slow and users can't open any list menus or open any records. After clicking around a few times, the page becomes unresponsive. | 1. Navigate to Service Operations Workspace/Customer Service Management Workspace and open an incident/case record, or use the list page.<br>2. Set the display resolution to 1280x1024.<br>3. Zoom in to 400%. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent<br><br>PRB1844284 | A multi-case KB GenAI call errors out for the agent persona | | 1. Log in as a user.<br>2. Create a KB.<br>3. Draft an article with Now Assist.<br>4. Enter a search term to search for HR cases.<br>5. Select 2 or more cases and continue.<br><br>Observe an error in the Generative AI log for the 'Multi-knowledge article generate' call. |
| Virtual Agent<br><br>PRB1845506 | The 'Status' column in the 'OneExtend Batch Run' table is missing the choice 'Archived' | | 1. Navigate to the 'OneExtend Batch Run' table entry in the 'Tables' table.<br>2. Look for the columns section.<br>3. Select the 'Status' column.<br>4. Under the choices section, check if there's an archived choice. |
| Visualization Designer<br><br>PRB1784347 | The 'Visualization Library' printer-friendly page is broken | When exporting and downloading a PDF, it contains different pages than expected. | |
| Word Document APIs<br><br>PRB1840050 | The Docx4j version should be updated to support ServiceNow WordDocumentAPIs after a recent update of Microsoft Office Word 16.91 | There's a new XML tag that is added in to docx format by Microsoft. The respective docx4j library has updated (8.3.13), which has to be updated in the WordDocumentAPIs services. | 1. Create a Word template document with MS Office Word with the 16.91.x version.<br>2. Add it to the 'Contract' template.<br>3. Parse it.<br>4. Initiate a contract with this template document.<br><br>Observe that the document is generated, but if it's downloaded and opened, it displays the document as corrupted. |
| Work Order Management<br><br>PRB1839337 | The time displayed in the 'Task' panel and CSP is in the UTC format | | 1. Log in to an instance.<br>2. Navigate to DWS.<br>3. Select any work order task (WOT) from the 'Task' panel and verify the scheduled start date and time. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **4.** Open the same WOT in a record page and verify the scheduled start date and time.<br>**5.** Select a WOT from the 'Calendar' panel and hover over it to verify the scheduled start date and time displayed.<br>**6.** Select the WOT and verify the scheduled start and time displayed in the CSP.<br><br>Observe that the time displayed in 'Task' panel as well as the CSP is converted to UTC time instead of the user's timezone. |
| Zero Trust Access<br><br>PRB1838694 | Mobile users with SSO logins are logged out with Zero Trust Access (ZTA) mobile enabled | | **1.** Provision an instance with Zero Trust Access installed.<br>**2.** Configure ZTA policy to relegate roles in a session and enable ZTA in a mobile entity record.<br>**3.** Configure SAML IDP.<br>**4.** On the Now Mobile app, perform a SAML based login from mobile app.<br><br>Expected behavior: The user should not be logged out until the refresh token expires.<br><br>Actual behavior: The user is logged out after ~30 minutes with a null pointer exception in the logs. |

## Fixes included

- Xanadu Patch 5 Hotfix 1
- Xanadu Patch 5
- Xanadu Patch 4a
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

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## Xanadu Patch 5 Hotfix 2

The Xanadu Patch 5 Hotfix 2 release contains fixes to these problems.

**Build information:**

Build date: 03-02-2025_0728

Build tag: glide-xanadu-07-02-2024__patch5-hotfix2-02-27-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Activity Stream<br><br>PRB1858894 | Application Programming Interface (API), ServiceNow AI Platform, and GraphQL is slow due to the Table Cleaner being throttled causing heavy replication lag | API, ServiceNow AI Platform, and GraphQL calls are slow specifically because of the Table Cleaner on sys_activity shards. Using Instant Alter added an index, and as a result, all records were replicated with the load causing replication lag. When replication lag is detected, Table Cleaners are throttled, which can exacerbate the amount of data that is being replicated and cause timeouts. Timeouts are caused by the Table Cleaner running synchronously in the Activity Stream load request. | |

## 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.

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- Xanadu Patch 5 Hotfix 1
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes


## Xanadu Patch 5 Hotfix 1

The Xanadu Patch 5 Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 01-24-2025_0005

Build tag: glide-xanadu-07-02-2024__patch5-hotfix1-01-21-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Antivirus Scanning<br><br>PRB1835660 | The antivirus job updates all columns instead of only the 'State' column | The antivirus job updates all columns in some scenarios. It should only update the state column when attachment.setState(advice) is called. However a forceUpdate is occurs, which ultimately updates the entire row, including the state data. Additionally, when the old table name and table sys_id are updated, the attached file is moved to the previous table. | 1. Log in to a Washington DC instance.<br>2. Navigate to **All** > **Self service** > **Service catalog** > **Select Mobiles** > **Add to cart**.<br>3. Upload a 10MB file.<br>4. Select **Order now**.<br>5. Navigate to sys_attachment.list.<br><br>Expected behavior: The table name should be sc_req_item on the available 'State'.<br><br>Actual behavior: The antivirus job updates all columns instead of only the 'State' column. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Stream Connect Core<br><br>PRB1845639 | Kafka Consumer stops consuming messages once it receives a 'null' message from Producer | When a 'null' message error is observed from the source, the Kafka stream no longer consumes the messages. | |

## Fixes included

- Xanadu Patch 5
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 5

The Xanadu Patch 5 release contains important problem fixes.

**Xanadu Patch 5 was released on January 10, 2025.**

- Build date: 12-31-2024_0455
- Build tag: glide-xanadu-07-02-2024__patch5-12-24-2024_

**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.

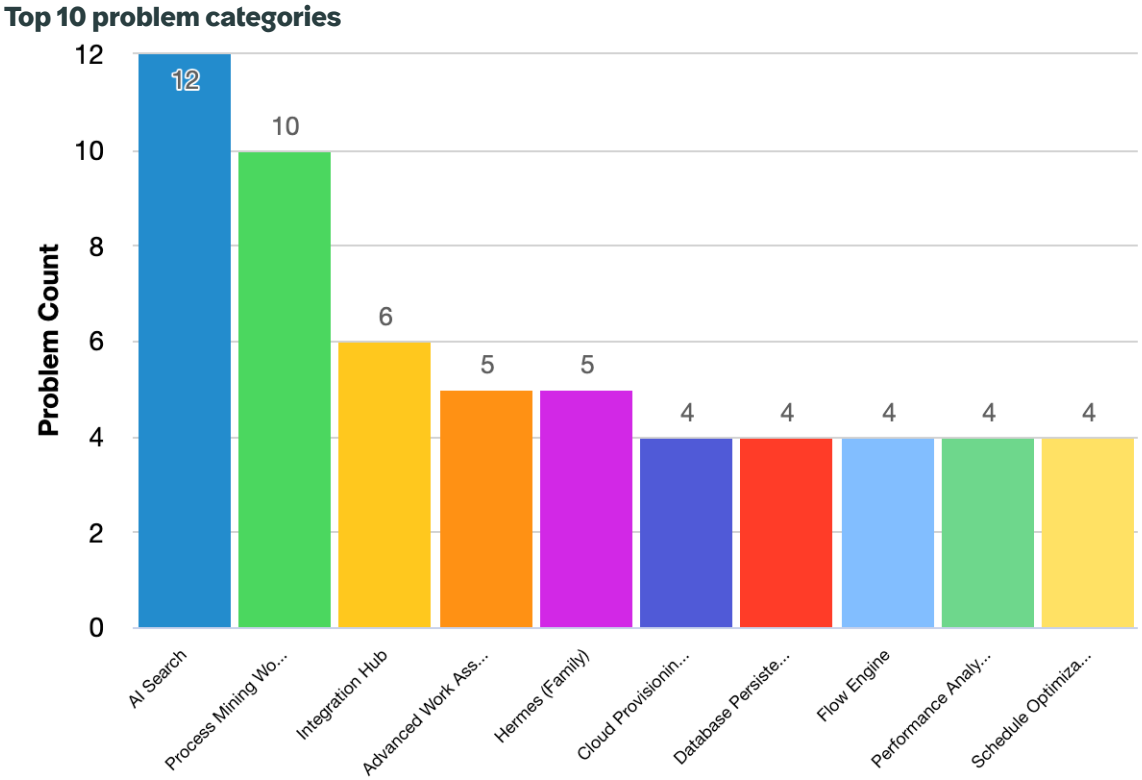
**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 5 includes 179 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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## Security-related fixes

Xanadu Patch 5 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 Xanadu Patch 5, refer to KB1724046.

## 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 |
|---|---|---|---|
| Code Signing<br><br>PRB1783883<br><br>KB1710348 | LoggerConfiguration access privileges doesn't allow creation of a source record for Log Export Service | Despite an upgrade, when a user tries to create a LES source record, they get the message: 'Execute operation on script include 'LoggerConfiguration' from scope 'Log Export Service' was denied. The application 'Log Export Service' must declare a cross scope access privilege. Please contact the application admin to | Refer to the listed KB article for details. |

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|---|---|---|---|
| | | update their access requests. Error MessageSomething went wrong with the configuration setup. Please try again later by setting active to true and updating the record'. | |
| Flow Engine<br><br>PRB1813296 | A subflow reference input comes in as a JSON instead of a reference | Whenever a group record is passed via flow to sub-flow, it displays an error as 'Skipping approvals due to invalid rule: ApprovesRejectsAnyG'. Passing a record to a subflow isn't constant and is coming through as a JSON. This isn't just isolated to ApprovalRules. | |
| Process Mining Workspace<br><br>PRB1813626 | Remove the protection policy from the left navigation modules/menu | Since the left navigation module 'Process Mining' has a read-only policy applied, users aren't able to modify. The user wants to make the menu to be visible to only their admin users. | |
| System Import Sets<br><br>PRB1804838<br><br>KB1705523 | New fields with double byte characters aren't created automatically on loading data | If the loading file or data source contains headers that don't match the fields in the import set table, when loading data, new fields are created. Since the Xanadu release, new fields aren't created when headers contain double byte characters, and a warning message is logged in the import log. This occurs even if com.glide.use_column_name_optimizer property is 'true'. | Refer to the listed KB article for details. |
| Time Card Management | The widget 'timesheet-week-breakdown' | In the Time Sheet portal, the widget timesheet-week-breakdown doesn't | 1. Navigate to a base instance.<br>2. Impersonate an admin user. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1809013 | doesn't display hours on the Time Sheet portal | display hours when a non-numbered task is added to a time sheet. This issue was noticed in Xanadu. | **3.** Open the Time Sheet portal.<br>**4.** Navigate to **Admin** > **Other** > **Add to Time Sheet**.<br>**5.** Enter a number of hours for any day.<br>**6.** View the number of hours daily breakdown.<br>Observe that there are no hours displayed.<br>**7.** Add a numbered task to the time sheet.<br>**8.** Add hours to the same day as a non-numbered task.<br>Notice the number of hours in the daily breakdown, and that the hours are displaying correctly. |
| Visual Task Boards<br>PRB1765065 | ChecklistItemResponder is too slow to efficiently scale normal usage of the platform, resulting in backlog in the record watcher queue | ChecklistItemDAO has the functions canRead/ canDelete that triggers base instance ACLs. | Trigger the ChecklistItemResponder with a check list that has 50+ items. |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| [Deprecated] Process Mining Guided Project Setup<br>PRB1790547 | When creating a project, added breakdowns aren't displayed | | **1.** Navigate to the 'Set objectives' page to create a project.<br>**2.** Navigate to the 'Scope Your Analysis' page.<br>**3.** Add breakdowns.<br>Expected behavior: Breakdowns should be displayed.<br>Actual behavior: Observe that the added breakdowns aren't displayed on the breakdowns page. It doesn't |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | display even after refreshing from the breakdown page. |
| Adaptive Authentication<br><br>PRB1657050 | The 'Trusted Mobile Device' filter should also be used in the Post Authentication context | After creating a policy in the Post Authentication context with allowed IP ranges and Mobile App conditions, a user with a trusted, registered device should be able to log into the instance from the Now Mobile App. Currently, the login fails when the user uses a registered device with an IP that isn't allowed. The 'Trusted Mobile Device' filter can be used pre-authentication, but should also be supported post-authentication. | 1. Search for 'Post Authentication context' with the application navigator.<br>2. Navigate to the **Post Authentication context** module.<br>3. Create a policy in the Post Authentication context with allowed IP ranges and Trusted Mobile App conditions.<br>4. Enable Adaptive Authentication and Device Trust on the instance.<br>5. Select **User Profile.**<br>6. Select **UI action.**<br>7. Register a trusted mobile device.<br>8. Notice that it displays a QR code to register the device.<br>9. Open the NowMobile app.<br>10. Register the device by scanning the QR code.<br>11. Log into the instance from the Now Mobile app after registering the device.<br><br>Expected behavior: The user should be able to login to the instance, as the user has registered the device, and post-authentication policies should pass and allow the user to log into the instance.<br><br>Actual behavior: The user login fails from the registered device from an IP that is not allowed when the 'Trusted Mobile' filter is used in post-authentication. |
| Advanced Work Assignment<br><br>PRB1823277 | Move external QueueID from the 'External Routing' plugin to the main AWA plugin | The **ExternalQueueID** field should be present in the main AWA plugin, but isn't. | |
| Advanced Work Assignment<br><br>PRB1823284 | There's 'Fix ErrorMessages' in UpdateSegment when | Users see an error: 'Script execution error: Script Identifier: null.null.script, Error Description: undefined is not a function., Script | Refer to the listed KB article for details. |

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|---|---|---|---|
| KB1743632 | 'confirmed on' is passed | ES Level: 0 Evaluator: com.glide.script.RhinoEcmaError: undefined is not a function.' | |
| Advanced Work Assignment<br><br>PRB1824092 | Work items aren't counting towards the capacity recalculation total when they are matched with an agent but not yet offered | This can lead to an agent being assigned extra work during the next assignment round due to having an artificially low workload. | 1. On a multi-node instance, set up a scenario with an AWA service channel and has a max capacity of 2.<br>2. Create a large backlog of new interactions to route to this channel.<br>3. Write a business rule to add a 10 second delay before awa_work_item updates that set the **assigned_to** field.<br>4. As the agent, go online and accept the 2 work items as they are offered.<br>5. Close one interaction.<br>6. Wait a few seconds, then close the other interaction.<br><br>Expected behavior: Exactly 2 more work items appear in the inbox.<br><br>Actual behavior: The agent may be offered 3 work items. |
| Advanced Work Assignment<br><br>PRB1831774 | If the form is customized before the external routing plugin is enabled, an external field doesn't get added to a 'Queue' form | | 1. Enable the 'Agent chat' plugin.<br>2. Add the **external_id** field to the queue.<br>3. Now enable the 'External routing' plugin.<br><br>The **External** field doesn't get added to the 'Queue' form. |
| Agent Chat<br><br>PRB1802338 | Auto-flush on the 'Conversation' table (sys_cs_conversation) causes issues with displaying the conversation history for agents in the chat window | The agent should still be able to view conversations that were not deleted or were created after the auto flush was run. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Agent Chat<br><br>PRB1831019 | The API call to fetch the skill configuration of the WWNA component should be done if Now Assist is enabled | | 1. Access an instance without Now Assist capabilities enabled.<br>2. Open Agent Chat.<br><br>Expected behavior: The extra call should not occur.<br><br>Actual behavior: There is a network call to render the Now Assist Context Menu (NACM), formally known as WWNA, component that is not necessary. |
| AI Search<br><br>PRB1766750 | UX should respect timeouts on asynchronous Genius results | The UI doesn't short circuit and display 'request timed out' or something similar. This may cause issues if the asynchronous LLM request fails for some reason and doesn't send back a response. It causes the page to continuously display a loading effect. | |
| AI Search<br><br>PRB1785906 | The list value is not indexed | | |
| AI Search<br><br>PRB1792826 | The search preview link doesn't take into account 'New Condition' from an indexed source | | 1. Add two conditions in an indexed source (new criteria).<br>2. Open a search source that uses that indexed source.<br>3. Select the 'Preview' link.<br><br>Observe that the search source conditions aren't combined correctly with the indexed source conditions. |
| AI Search<br><br>PRB1794353 | v_search_genius_result becomes unreadable after opening a v_search_genius_result ACL | AI Search stops rendering Genius Results after opening a v_search_genius_result record. A Null Pointer Exception (NPE) is observed in the system logs. | 1. Search with an AI Search search application and confirm the observation of Genius results.<br>2. Open the 'Access Controls' table (sys_security_acl).<br>3. Search for any v_search_genius_result ACL and click into it.<br>4. Search again. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Observe that the Genius results are no longer rendering. |
| AI Search<br><br>PRB1801325 | Second tier feedback for negative feedback on Genius Results is not always presented | | 1. Provision a Xanadu instance with AI Search enabled for /sp.<br>2. Execute a search that triggers a Catalog Item Genius Result, preferably two in the carousel.<br>3. As quickly as possible, select the thumbs down on the first Genius Result.<br>4. Notice that it shows the thank you message without displaying the options to describe why the feedback is negative.<br>5. Select the other result in the carousel, select the thumbs down, and notice that it works as expected. |
| AI Search<br><br>PRB1802473<br><br>KB1704430 | Tab counts change for all the tabs when users select from 'All' to another tab | Tab counts also change on pagination. | Refer to the listed KB article for details. |
| AI Search<br><br>PRB1805031 | The Global Search icon is incorrectly colored when a dark banner is used | | 1. Provision an instance with Zing search enabled.<br>2. Create a theme using Theme Builder.<br>3. Change the primary color to black.<br>4. Select **Experience Preview - Unified Navigation App**.<br>5. Reduce the browser window width to display the search icon (instead of the search bar).<br><br>Notice that the search icon isn't styled according to the other elements (and isn't visible). |
| AI Search<br><br>PRB1820883 | User context boost does not work for sys_user.country and sys_user.location.state | | 1. Navigate to a search profile.<br>2. Create a location boost rule.<br>3. Add a positive boost action based on user context.<br>4. Select **sys_user.country**. |

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|---|---|---|---|
| | | | **5.** Make sure that the sys_user record has the proper fields set.<br>**6.** Save the rule.<br>**7.** Publish the profile.<br>**8.** Search from any portal.<br><br>Observe that the search result is not boosted as per user context. |
| AI Search<br><br>PRB1830291 | The 'AsyncEmbeddingIngestionStatusHandler' connection is not updated when the AI Search connection URL is updated | | |
| AI Search<br><br>PRB1832346 | Selecting search results adds a parameter 'SearchTerm', which leads to a 404 error | With AI Search enabled, searching on the portal leads to a 404 page not found error. This happens when search results that happen to be external links are presented in the search results. When a search result is clicked, an additional parameter is added to the URL: '&searchTerm='. This additional parameter causes the 404 error. | **1.** Navigate to a Xanadu instance.<br>**2.** Add an external link to the AI Search source.<br>**3.** Navigate to /esc portal.<br>**4.** Search for the external link term.<br>**5.** Select the top search result.<br>**6.** Observe that the external link is added to URL.<br><br>Expected behavior: The user lands on the external link.<br><br>Actual behavior: The user lands on a 404 page not found error. |
| AI Search<br><br>PRB1835345 | Users are unable to kick off ingestion when the index source has a semantic index configuration on one of its child tables | | **1.** Open a catalog index source.<br>**2.** Create a semantic index configuration.<br>**3.** Add a new component field mapping for the **Name** field with the source 'pc_hardware_cat_item'.<br>**4.** Start ingestion.<br><br>Observe that ingestion does not start and there are errors in the log. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1837962 | When a query is performed in 'OR' mode, the pagination breaks | 0 results are returned. | 1. Change the property 'glide.ais.query.search_operator' to 'OR'.<br>2. Perform a search on Service Portal that returns more than 12 results.<br>3. Select the **Next page** arrow button.<br><br>Observe that there's no matches. |
| Analytics Data API<br><br>PRB1778742 | Some breakdown elements filters aren't applied to the widget | | 1. Install a PPM Standard plugin along with its demo data.<br>2. Run the data collector jobs.<br>3. Open Portfolio Analytics.<br>4. Open the 'Summary' tab.<br>5. Open the Portfolio Manager filter and apply a user.<br><br>Expected behavior: The filter should be applied to all the widgets on the page.<br><br>Actual behavior: The filter isn't applied for the first row widgets. |
| Analytics Export API<br><br>PRB1813585 | Add support for https/ snowk8s in Highcharts and glide-whtp | | |
| API Usage Analytics Dashboard<br><br>PRB1830743 | There's a duplicate transfer-encoding header | The issue occurs for custom API/tables, with the x_ in the URI. An error is listed in the logs. | |
| Application Install Engine<br><br>PRB1822879 | In the case of a combination of hosted plugins with app customization, the existing higher version host app store plugin object isn't used | | |

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|---|---|---|---|
| Asynchronous Message Bus (AMB)<br><br>PRB1822973 | Record watcher (RW) exceptions out when it encounters an invalid record and fails to execute responders, which can cause flows to stall | This is seen so far in case of indirect responders when trying to get indirectly watched records. During this, when the RW encounters an invalid sys_id, IllegalArgumentException is thrown. This causes RW to not execute any responders matching that condition and can cause flows to be stuck in case there is a flow responder watching the same condition. | 1. Create an indirect responder on a task table with the condition ref_problem.stateISNOTEMPTY.<br>2. Set the sys_id of a change_request record to be –1.<br>3. Update the state of a sc_task record.<br><br>Observe that the issue is triggered. |
| Audit History<br><br>PRB1793551 | A null object returned by HistoryChangeListIterator should be handled | For an impersonated user, and only on certain records of a table, a calendar displays as empty. For other records of the same table, the calendar was populated as expected. | 1. In any audit-enabled table, add a custom column.<br>2. Open any record.<br>3. Update the custom column field value along with one or more other fields.<br>4. Delete the column from the table.<br>5. Impersonate a user and navigate to the record.<br>6. Open **History** > **Calendar**.<br><br>Notice the calendar is empty. |
| Audit History<br><br>PRB1837362 | NoBroadcast() logs are consumed by Log Export Service (LES) topics | In Xanadu, the persistence layer was updated to optimize database connection pool management, and new calls to Log.xxxNoBroadcast were introduced within the critical section. The expectation was that these calls would remain isolated and would not interact with the database. However, due to a downstream issue in the LogExportService Hermes API logic, database calls were inadvertently made during the same Log | 1. Install the LES application,<br>2. Create a source with 'Table' as the node table.<br>3. Verify that NoBroadcast() logs are also consumed. |

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|---|---|---|---|
| | | API calls, resulting in a deadlock. | |
| Capacity and Reservations Management<br><br>PRB1824649 | Capacity metrics data is cleared when running the capacity scheduled job in the case of buckets | Additionally, appointment booking through the platform is creating duplicate capacity usage. | 1. Log in as admin and run the scheduled job 'Compute Capacity Demand Metrics Data'.<br>2. Log in as an Field Service Management (FSM) territory planner.<br>3. Navigate to CSM or FSM configurable workspace.<br><br>On the homepage capacity dashboard, 'Field Service Territory Capacity Analytics' under the 'Capacity gap analysis' for territory, the assigned capacity data should be accurate and not all zeros. |
| Change Management<br><br>PRB1801143 | There's a URL truncation issue in change request copies | There's a URL truncation issue in change request copies due to large fields in the com.snc.change_request.copy.attributes property, leading to a missing **chg_model** field if it is in the end of the list. | 1. Edit the change properties for 'com.snc.change_request.copy.attributes'.<br>2. Add 'justification,implementation_plan' to the list.<br>3. Move the **chg_model** field to the end of the list.<br>4. Create an emergency change.<br>5. Populate the **Description**, **Justification** and **Implementation Plan** with lots of information.<br>6. Save the record. |
| CMDB to CSDM Data Synchronization<br><br>PRB1822499<br><br>KB1710540 | Life Cycle Control records are missing for a CMDB base table to allow the use of the 'End of Operation' stage | | Refer to the listed KB article for details. |
| Condition Builder<br><br>PRB1776650 | Unable to dot-walk into a reference field when configuring report conditions | Unable to dot-walk into a reference field when configuring report conditions since the Washington DC upgrade uses JAWS | |

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| | | 2024 screen reading software. | |
| Configuration Management Database (CMDB)<br><br>PRB1819137 | Data Manager doesn't support dot-walk fields for task assignment | | 1. Create a Data Manager policy.<br>2. Try and set task_management_user or task_management_group to a dot-walked field.<br><br>Notice that since it's a reference to sys_dictionary, this isn't possible. |
| Configuration Management Database (CMDB)<br><br>PRB1828632<br><br>KB1710838 | The de-duplication task for lookup records isn't created with correct information | | Refer to the listed KB article for details. |
| Configuration Management Database (CMDB)<br><br>PRB1830256 | If eligible records are more than batch size, certification audit results are duplicated for failed CIs | The checkTableAttributesAgainstTemplate method doesn't respect the current batch it is running in. It instead queries the entire CI class tables and logs the failed results. | 1. Create more than 1000 records in CI tables, like cmdb_ci_linux_server or cmdb_ci_business_app.<br>2. Update any of the attributes, like cmdb_ci_linux_server.os_version or cmdb_ci_business_app.active_user_count, to a particular value for half of the records<br>3. Configure cert_audit where certification attributes match half the records updated in step 2. Use only 1 attribute to certify.<br>4. Run the audit.<br><br>Expected behavior: The number of records in the cert_audit_results table shouldn't be more than one.<br><br>Actual behavior: The total_num_records/1000 +1 times the results get duplicated for failed results. |
| Core Platform<br><br>PRB1732676<br><br>KB1587782 | The variable ${comments_and_work_notes} isn't working for HR cases after an upgrade to Vancouver | After upgrading to Vancouver, email notifications with ${comments_and_work_notes} are displaying as empty in the recipient's email. This works fine in Tokyo instances. | Refer to the listed KB article for details. |

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|---|---|---|---|
| Crew Operations<br><br>PRB1823861 | Dynamic crew creation fails and the Dynamic Scheduling modal throws an error instead of identifying the proper filter | The same name for the variable and function was being used. As a result, the function call was overwritten by the variable in the extension point call. It fails and does not create the Dynamic Crew because it not able to get the function. | |
| Database Persistence - Data Access<br><br>PRB1765194 | Database view's list query throws a syntax error when the language is set to Japanese | The error message is a syntax error or access rule violation detected by the database unknown column 'sys_translated_text2.name' in 'where clause'. | |
| Database Persistence - Data Access<br><br>PRB1808839 | Update related to PRB1762005, changing the column name octet_length to below 63 | | |
| Database Persistence - Data Management<br><br>PRB1765297 | Enable extended tables for DMTableCleaner | | |
| Database Persistence - Data Management<br><br>PRB1800693 | Create chunks based on the records eligible for deletion | Currently, hex cleaners create an enormous amount of chunks, even when a table has few records to delete. For example, on a clean up from a table with 70 million rows, the hex cleaner will create 65,000 chunks. | |
| Database Persistence - Data Scale<br><br>PRB1721884 | Tables without PK cause group replication errors in MySQL 8 | | |

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|---|---|---|---|
| Database Persistence - Data Scale<br><br>PRB1749770 | The size of tuple values received from the server should be limited | As a result of the size of these values, there's out of memory error restarts on surf far nodes. | |
| Database Persistence - Data Scale<br><br>PRB1788274<br><br>KB1720975 | There's incorrect results when a statement is closed while another statement is executing | | Refer to the listed KB article for details. |
| Database Persistence - Data Scale<br><br>PRB1793961 | Use Log.infoNoBroadcast in RowList and RowBlock | Log.infoNoBroadcast is used in RowBlock, which could potentially trigger database queries. It is always executed as a nested query (i.e., another query is still being executed and fetched). This could potentially affect the enclosing query. | |
| Database Persistence<br><br>PRB1773095 | Links break in variable set records when the page is translated to a non-English language | The links in a variable set record don't work when the **Title** field isn't translated in a non-English language. | 1. Activate the Japanese language plugin (com.snc.i18n.japanese).<br>2. Make sure the language is set to English.<br>3. Navigate to sc_cat_item table.<br>4. Create a catalog item.<br>5. In the 'Variable Sets' related list, select **New**.<br>6. Create a variable set (for example, a single-row variable set).<br>7. Fill in the **Title** (for example, Language test) and other mandatory fields, then submit.<br>8. Navigate back to the catalog item record.<br>9. Scroll down to 'Variable Sets' related list. |

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|---|---|---|---|
| | | | 10. Notice that the Variable Set 'Language test' link is working.<br>11. Switch the language to Japanese and check the variable set 'Language test' link again.<br><br>Expected behavior: The link should work as same in English mode.<br><br>Actual behavior: The link isn't working. |
| Database Persistence<br><br>PRB1833850 | Logging in critical sections of DBConnectionPool can cause deadlocks | This becomes a serious issue if a message is logged in a critical section while holding a lock. | |
| Date Picker<br><br>PRB1820680 | Workspace date pickers are not respecting the language codes for pt-BR and fr-CA | When the user session language is either Portuguese Brazilian (pt-BR), or French Canadian (fr-CA), all date pickers in all workspaces in Xanadu are displaying in English. | 1. Set up a Xanadu environment.<br>2. Install com.snc.i18n.brazilian_portuguese and com.snc.i18n.portuguese.<br>3. From the homepage, navigate to **Workspaces** > **Service Operations Workspace**.<br>4. Select the 'List' icon.<br>5. Navigate to **Incidents** > **All**.<br>6. Select an open incident.<br>7. Select the 'Details' tab.<br>8. Change the language to Portuguese.<br>9. Select any date picker.<br>10. Observe the date picker is displaying in Portuguese.<br>11. Change the language to Portuguese Brazilian.<br><br>Observe the date picker is displaying in English. |
| Discovery<br><br>PRB1833554 | IP exclusion does not work as expected when the schedule contains an IP net-mask alone | If at least one IP list is added to the original schedule which had only subnet, exclusions work as expected. | 1. Create a discovery schedule.<br>2. In quick ranges (or otherwise), add an IP using a subnet mask alone. Do not add any other type.<br>3. Add IP exclusion records that are supposed to exclude the whole range |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | above or partial (that would exclude something from the above range).<br>4. Trigger discovery.<br><br>Observe that the IP exclusion does not occur, despite the record types (IP list, range, sub net masks - are used for exclusion). |
| Document Intelligence Unified Backend<br><br>PRB1781359 | Document Intelligence upgrade causes data migration to fail when the instance is in a non-English language | | 1. Choose a different language in the preferences.<br>2. Upgrade to Washington, Vancouver, or a release higher than Utah, where the Document Intelligence new table schema (sys_di_ schema) are used and tasks have to be migrated for every use case.<br><br>The migration fails, and the model will not be trained. As a result, tasks, when processed, also fail. |
| Document Intelligence Unified Backend<br><br>PRB1800115 | If a migration task fails for a task definition failure, the upgrade of the task definition should not proceed | | |
| Document Intelligence Unified Backend<br><br>PRB1828370 | The **Show in Docintel** button is not visible for QnA tasks | | |
| Dynamic Translation<br><br>PRB1825179 | Users get an error message when creating the setting as part of the localization framework | The error message: 'Translator version should be V3'. | 1. Install the localization framework installer.<br>2. Navigate to the 'Settings' page.<br>3. Create a setting by providing all the required fields.<br>4. Provide the translator as any active translator.<br><br>Expected behavior: The setting is created. |

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|---|---|---|---|
| | | | Actual behavior: The setting isn't created and users get an error message: 'Translator name version should be V3'. |
| Dynamic Translation<br><br>PRB1832033 | When a translatorID is sent as null to an exclusion framework API, it's not returning the input texts in the output in Now Assist | | |
| Email Notifications<br><br>PRB1824698 | Notifications are sent to multiple users' personal email addresses | | |
| Employee Relations Case Management<br><br>PRB1830223 | HR users are unable to add or view attachments on Employee Relations cases in HR Agent Workspace | When HR users try to add attachments to an Employee Relations case in HR Agent Workspace, the attachment disappears and they are unable to view all previous attached documents. If users view the same Employee Relations record in HR Agent Workspace as an admin, they can view all of the attachments that the HR user tried to add. | |
| Field Normalization<br><br>PRB1817181 | The coalescer job reads an arbitrary number of sys_ids into memory | Coalescer::getGoatReferences reads sys_ids into memory with no limit. Meaning that for large enough tables, this job can easily bring down a node. | |
| Flow Engine<br><br>PRB1814758 | During Async HTTPClient initialization, there's reinitialization for every time in RESTStep | | 1. Navigate to a Washington DC instance.<br>2. Create an FDIH Action with a REST Step performing a POST on a Now LLM endpoint.<br>3. Add some telemetry around this REST step. |

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|---|---|---|---|
| | | | **4.** Run the action.<br>**5.** Look in the node logs or outbound HTTP request log table and compare it to the telemetry.<br><br>Expected behavior: There shouldn't be much of a difference between these numbers.<br><br>Actual behavior: There's persistent 250ms-500ms delta between these numbers. |
| Flow Engine<br><br>PRB1817474 | An error message exists even after a retry is successful and the status code is 200 | When an action is executed with a retry policy and the initial call/s failed, the rest step output has an error message. However, after certain attempts once it's successful, the status is 200. It also displays an error message. | **1.** Create any rest action with the retry policy.<br>**2.** Execute for failure for the initial 2 or 3 calls.<br><br>Observe that there's an error message.<br><br>**3.** On runtime, do the appropriate changes so that action starts to work fine and returns 200.<br><br>Even after updating to 200, the error message is still there. |
| Flow Engine<br><br>PRB1832181 | Password2 decryption fails in Engine V2 after returning from the MID server | The re-encryption for Password2 data when sending to MID aren't re-encrypted for Glide, which is causing the decryption to fail. | |
| Flows (Family Channel)<br><br>PRB1784060 | The 'System logs' table is flooded with the message 'Flow Designer: Credentials sys_id' | The 'System logs' table is flooded with the log: 'Flow Designer: Credentials sys_id: 41b53612c3fce5 d087d34f45df0131b6'. | **1.** Navigate to the 'System logs' table.<br>**2.** Check the logs. |
| Form Controller<br><br>PRB1826786 | Base input fields aren't displayed for Now Assist for Configure Management Database (CMDB) | The 'Choose Inputs' section is blank and throws an error when the user attempts to enable the CI summarization skill for CMDB. | Navigate to **Now Assist for Admin** > **Features** > **CMDB** > **View details** > **CI Summarization** > **Close inputs.**<br><br>Notice that base inputs are blank, and an error is thrown. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| GRC Platform Plugins<br><br>PRB1807377 | There's a canvas error on policy records in Compliance Workspace | When opening a policy text for a policy record in Compliance Workspace, it throws an error: 'Canvas Error'. | **1.** Open Compliance Workspace.<br>**2.** Navigate to 'List'.<br>**3.** Select **All policies** under 'Compliance Library'.<br>**4.** Create a policy record.<br>**5.** Connect the policy with a document present in OneDrive.<br>**6.** Select **Update link** from the 'Policy text' tab.<br>**7.** Turn off the sync.<br><br>Observe the 'Canvas error' when sync is toggled off in the 'Policy text' tab. |
| Group and Action Framework - Family<br><br>PRB1834954 | Support text as the similarity API input | The similarity API needs to support text similarity. Currently, it can provide similarity between incidents when two sysIDs, or free text and sysID of record is passed. | |
| Guided Tours<br><br>PRB1784409 | The guided tours API returns java.lang.ArrayIndexOutOfBoundsException | It throws a 500 internal server error. | **1.** Provision an instance with the Major Incident Management plugin with demo data installed.<br>**2.** Navigate to Service Operations Workspace.<br>**3.** Access one major incident from the list.<br>**4.** Navigate to the 'Communicate' tab.<br>**5.** Create a task with email as an option.<br>**6.** Select **Compose**. |
| Guided Tours<br><br>PRB1790101 | A guided tour displays 'Undefined' when trying to stop auto-launching a tour in HR Agent Workspace | | **1.** Ensure that com.sn_hr_agent_ws for Agent Workspace for HR Case Management is installed.<br>**2.** Create a guided tour and provide the below information:<br>**a.** Name: provide-name<br>**b.** Tour Type: Workspace<br>**c.** Select **Manual Selection** |

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| | | | **d.** Starting page: now/hr/agent/home<br>**e.** Select **Create Tour**<br>**3.** Open a browser.<br>**4.** Ensure to close all the existing opened tabs first.<br>**5.** Clear the entire cache and history of the browser.<br>**6.** Log in to a Vancouver instance.<br>**7.** Navigate to the HR Workspace home page.<br>**8.** Wait for the tour to auto launch.<br>**9.** After the tour pop-up displays, select the **x** button.<br><br>Notice that it's displaying 'undefined'. |
| Haraka (Glide)<br><br>PRB1824231<br><br>KB1709920 | sys_kagami_query_engine has an error on the column decision_last_msg | Queries are not routing to postgreSQL after upgrading to Xanadu. Queries with 'group by' are attempting to route to Haraka, but are failing due to a syntax error. | Refer to the listed KB article for details. |
| Health Log Analytics (Family)<br><br>PRB1827423 | Elasticsearch (ES) data input (DI) has slow read throughput | Elasticsearch data input code isn't paralleling the scroll slice calls, which means there's no option for the user to increase the reading throughput. Increasing the scroll slice count won't have any effect. | **1.** Create an ES DI.<br>**2.** Read from an elasticsearch index that contains more than 20k events per second.<br>**3.** Using the default slice scroll size of 1, users shouldn't be able to read 20k per second.<br>**4.** Increase the number of slice scrolls to 3.<br><br>Expected behavior: Users should be able to read as fast or faster then 20k per second.<br><br>Actual behavior: No difference in read throughput. |
| Hermes (Family)<br><br>PRB1804125 | Support change from Entrust to DigiCert | There's a need to update the certificate generator tool to support DigiCert as part of its truststore. | |

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| | | Currently, it only supports Entrust. | |
| Hermes (Family)<br><br>PRB1819119 | Clones submitted using user profiles do not exclude Hermes tables by default | The default settings are used when users define a custom profile for cloning. When the default value is 'false' and custom profiles are used, the exclude/preserve rules are not honored and only get applied if the value is 'true.' Because it needs to be applied always for Hermes, the default value needs to be 'true'. | |
| Hermes (Family)<br><br>PRB1821659 | The full topic name for longer instance names and/or topic names are truncated in the **cluster_topic_name** field | | 1. Install an application that requires Hermes (StreamConnect as an example).<br>2. Navigate to sys_kafka_topic.<br>3. Create a topic with a long name value.<br>4. The **Name** field has a 100 character limit.<br>5. View the **cluster_topic_name** field to confirm the truncation. |
| Hermes (Family)<br><br>PRB1821669 | Stability improvement to non-default Hermes services | An instance upgrade is bringing the instance down | Create multiple HermesTopic objects for the same service.<br><br>Notice that a DB call is made each time the HermesTopic object is constructed. This impacts compute speed in production. |
| Hermes (Family)<br><br>PRB1834407 | Reduce DB calls during initialization for Hermes | | 1. Create multiple HermesTopic objects for the same service<br>2. Notice that a DB call is made each time the HermesTopic object is constructed, which impacts compute speed. |
| History Set<br><br>PRB1826101 | Enabling the property 'glide.history_set.poll_journal_entries_from_journal_table' has side effects | Enabling the property breaks HistoryWalker API and populates '0' as the update count for journal fields in the sys_history_line table. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Integration Hub<br><br>PRB1766824 | Non-Integration Hub (IH) outbound calls are counted as IH usages if a flow is called earlier in the IH transaction, even if this flow doesn't cause the outbound request | | |
| Integration Hub<br><br>PRB1784518 | The 'Retry' policy doesn't retry for a connection timeout | | |
| Integration Hub<br><br>PRB1821701 | The 'Resolve SST for MID' property is not correctly honored when flows are set to run on v1 and the major engine version is v2 | | |
| Integration Hub<br><br>PRB1822660 | IBM watsonx and Coupa spoke dependency issues in properties files | | |
| Integration Hub<br><br>PRB1834092 | An image size greater than 5MB isn't able to generate the playbook | At a spoke level, each image is converted into base64 before sending it to LLM. It uses the getcontentBase64 API, which puts a 5MB limit and couldn't generate its base64 encoding. It sends an empty payload for an image which results in invalid image data. | 1. Log in with the Now Assist creator role.<br>2. Navigate to Process Automation Studio.<br>3. Create a new playbook with Now Assist.<br>4. Add a playbook name.<br>5. Upload an image size greater than 5 MB.<br>6. Select the **Generate playbook** button.<br><br>Expected behavior: It should generate the playbook. |

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| | | | Actual behavior: Users get a 'Couldn't generate the playbook' message. |
| Issue Auto Resolution for Virtual Agent<br><br>PRB1819544 | Agent are unable to submit feedbacks for KBs and catalog items | | 1. Log in or impersonate as a user.<br>2. In the esc portal, search for 'General Inquiry'.<br>3. Create a case with the input 'Direct Deposit setup'.<br><br>The case is assigned to an HR bot and a few KBs/Catalogs are recommended.<br>4. Opt-out of the IAR flow from esc portal.<br><br>The case is assigned to an HR agent.<br>5. Log in as the agent and open the HR case created in the above steps.<br>6. Select **View recommendation**. |
| Key Management Framework (KMF)<br><br>PRB1814067 | Cross-region move with Bagheera-auto-config enabled fails sys_property password2 record decryption | | |
| Key Management Framework (KMF)<br><br>PRB1819238 | Rekey only deactivates a private key for an asymmetric module key pair, causing a discrepancy when generating a new asymmetric key pair on the target | The rekey flow introduced in Xanadu only deactivates and claims ownership of the private key for an asymmetric module key pair. This causes an issue in generating a new key pair on the target because the public key is active, so only a private key is created and persisted. This leads to a mismatch between the active public key and the active private key. The logic that causes this issue is in KMFRekeyManager, as it only rekeys the private key and does | 1. Provision two instances with clone e2e enable.<br>2. On instance A, create a crypto module with an asymmetric decryption crypto spec.<br>3. Generate a new key pair for the module.<br>4. Clone instance A to instance B.<br>5. After the clone is successful, navigate to sys_kmf_module_keys.<br>6. Filter by the module created in step 3<br><br>Expected behavior: Both the private key and public key are deactivated and owned by the target instance.<br><br>Actual behavior: Only the private key is deactivated and owned by target |

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| | | not check for the peer key. | instance. The public key is active and owned by the source instance. |
| Key Management Framework (KMF)<br><br>PRB1824187 | Post cross-region move encryption fails for modules that don't have keys | | |
| Legacy Agent Workspace<br><br>PRB1830809 | Users are unable to apply recommended response templates in an /r case | In a scenario when the /r-keyboard shortcut is used to browse response templates and Now Assist is enabled, users are not able to apply the templates by selecting a tab in the list. This works as expected in the search scenario. | |
| List Administration<br><br>PRB1817332 | Non-admin users are unable to remove tags from the list view for workspaces | This is working in the Native UI. | |
| List Administration<br><br>PRB1826163 | A list declarative action isn't working in the 'New List' page template | | **1.** Create a list declarative action:<br>**a.** Action label: Demo<br>**b.** Implemented: ClientScript<br>**c.** Table: Incident<br>**d.** Script condition: console.log('Declarative Action method')<br>**2.** Navigate to Service Operations Workspace.<br>**3.** Select the 'List' tab.<br>**4.** Open the browser console.<br>**5.** Select the **trigger** button.<br><br>Observe that the console log wasn't displayed in the browser console. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| List Administration<br><br>PRB1827799 | A filter condition in a module is displaying additional filters when opened in new tab | The filter condition displays backend details. | **1.** Create a module.<br>**2.** On a table, select 'Incident'.<br>**3.** Add any dot-walking fields.<br>**4.** Create a user and a system level user preference record 'glide.ui.polaris.ui16_tabs_inside_polaris' as a type string and set the value to true.<br>**5.** Impersonate a user.<br>**6.** Navigate to a module created incident.<br>**7.** Open the module in a new tab.<br><br>Expected behavior: When the module is clicked to open in a new tab, only the dot-walking filters should apply.<br><br>Actual behavior: When the module is clicked to open in a new tab, additional backend filters are applied. Observe that some additional filters are applied. This issue only happens when opening the module in a new tab. If opened in the same tab, the issue doesn't happen. If the user preference value for the user is set as false, the issue isn't observed. |
| List Multi-Field Edit<br><br>PRB1819121 | The side panel form for the **Edit** UI action cannot be opened for a second time | | **1.** Navigate to any Xanadu instance and verify that it has Service Operations Workspace (SOW) available.<br>**2.** Navigate to UI Builder, create a list variant under an existing '/list' route.<br>**3.** From 'List page template,' make sure this new variant is the default for /list.<br>**4.** Open SOW, then navigate to **List** > **Incidents** > **All**.<br>**5.** Select any record and select the **Edit** UI action.<br><br>Notice that the side panel form opens properly.<br><br>**6.** Close the form and deselect the record.<br>**7.** Navigate to **List** > **Problem** > **All**.<br>**8.** Select any record.<br>**9.** Select the **Edit** UI action. |

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|---|---|---|---|
| | | | Notice that this time, the side panel form opens but has no content. |
| List Search<br><br>PRB1763145 | Search behavior changed to 'Starts with' in Washington DC when adding columns to a list view in configurable workspaces | Search behavior used to be 'Contains' in pre-Washington DC. | 1. Open any Utah/Vancouver instance with CSM/Configurable Workspace installed.<br>2. Open CSM/Configurable Workspace.<br>3. Navigate to 'Open cases' from a list.<br>4. Select the cogwheel icon.<br>5. Select **Edit Columns**.<br>6. Start searching for any column.<br>7. Observe the search behavior, which is 'Contains'. If users type the second word in a column name, search results still appear.<br>8. Take a Washington DC instance and repeat the above steps.<br>9. Observe that search behavior is 'Starts with', where users can't search with a second word of a column name. |
| MID Server<br><br>PRB1808948 | MIDX509TrustManager doesn't handle expired cross-signing CA root certification | An exception appears in the logs. | |
| Multi-factor Authentication (MFA)<br><br>PRB1814364 | Multi-factor authentication (MFA)'s flow is broken after cloning from Vancouver to Xanadu | | 1. Log in into any instance on a Vancouver release.<br>2. Enable MFA.<br>3. Enroll any user into MFA on this instance.<br>4. Log in into any other instance on the Xanadu release.<br>5. Request a clone into the above Vancouver instance.<br>6. After a clone is complete, try to login into the cloned instance which was earlier on Vancouver.<br><br>Expected behavior: The user is able to log in successfully with MFA.<br><br>Actual behavior: The user is unable log in into the instance after the clone. |

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|---|---|---|---|
| Next Experience Unified Navigation<br><br>PRB1820116 | Applications in a configured menu don't display after the user switches domains | | 1. Create a configurable menu (sys_polaris_menu_config) for a domain.<br>2. Add an application to the configurable menu.<br>3. Switch to the domain that contains the configurable menu.<br>4. Refresh.<br>5. Clear the browser local storage and refresh again.<br><br>Expected behavior: The configurable menu displays.<br><br>Actual behavior: If there are only applications in the configurable menu, the menu doesn't display in the header. If there are also modules, the menu displays but the applications doesn't. This also applies to the default domain, but only if the user switches their domain to another and then back to the default. |
| Now User Experience<br><br>PRB1817203 | Users are unable to open a module when the **sys_app_module .window_name** field has a value | | 1. Search for any module.<br>2. Open that module in the sys_app_module table.<br>3. Check if the **window name** field is filled. If it's not, put 'Approvals'.<br>4. Save the change.<br>5. Refresh the page.<br>6. Navigate to the filter navigation.<br>7. Search for the module that was changed previously.<br><br>Expected behavior: The module should open even if the **window name** field is filled in like it does in Washington DC.<br><br>Actual behavior: The module doesn't open when the **window name** field is filled in. |
| On-Call Scheduling | Daily, weekly or biweekly rotation is | | 1. Log in as an admin.<br>2. Create a full day shift. |

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|---|---|---|---|
| PRB1805914 | skipped in November | | **3.** Add primary -1 week, secondary- 1 daily.<br>**4.** Publish the shift.<br>**5.** Navigate to the calendar.<br>**6.** Navigate to November.<br><br>Expected behavior: A rotation shouldn't be skipped.<br><br>Actual behavior: A rotation is skipped. |
| Password Reset<br><br>PRB1807336 | Missing translations for the pwd_question on the password reset enrollment page for QA verification | Until Washington DC, users can see the translations of questions in the sys_translated table. Xanadu onwards those records are missing from the sys_translated table. | **1.** Open to the pwd_process list view.<br>**2.** Navigate to the default self service process.<br>**3.** In the related list, add question-answer verification to the process.<br>**4.** Make sure that it is set to mandatory, the process is active, and 'Apply to all' is enabled.<br>**5.** Impersonate abel.tuter.<br>**6.** Search for the 'Enroll' in the left navigation menu to navigate to the password reset enrollment page.<br>**7.** Install any language plugin.<br>**8.** As Abel Tuter, switch the language and open the enrollment page.<br><br>Expected behavior: The questions list should be in the user's current language.<br><br>Actual behavior: The questions list is still in English. |
| Password Reset<br><br>PRB1830139 | SMS verification isn't working in 'Service Desk Password Reset' and enrollment modules after an Xanadu upgrade | After an Xanadu upgrade, when verifying an added device via SMS, E.164 compliant phone numbers throw an error: 'not an E.164 compliant phone number: no thrown error'. | Navigate to **Service Desk** > **Enrollment** > **SMS Verification** > **Add device** > **Verify**. |
| Performance Analytics<br><br>PRB1784482 | Users who have more then 40 characters in their username | Users get a 403 forbidden error. | **1.** Create a user with a username more then 40 characters.<br>**2.** Impersonate a newly created user. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | can't edit a dashboard | | **3.** Create a dashboard.<br>**4.** Try to edit a dashboard. |
| Performance Analytics<br><br>PRB1813754 | The v_table_join property is installed for upgraded users when upgrading from Vancouver | This issue occurs because the unified analytics plugin did not exist in Vancouver, and the com.glide.par.v_table_join.enabled property was delivered under an unload folder so it will be installed with a false value for certain users only. When upgrading from Vancouver to Xanadu or later, the unified analytics plugin is installed the first time and therefore the property com.glide.par.v_table_join.enabled is installed, when it shouldn't. | **1.** Access an instance on Vancouver.<br>**2.** Upgrade the instance to Xanadu or later.<br><br>Expected behavior: The com.glide.par.v_table_join.enabled property does not exist.<br><br>Actual behavior: The com.glide.par.v_table_join.enabled property exists and is false. |
| Performance Analytics<br><br>PRB1824024 | Platform Analytics's 'Administration' menu is missing when upgraded from Vancouver to Xanadu | | |
| Platform Analytics Component API<br><br>PRB1779614 | The PAR dashboard search isn't giving the expected results when a non-English language is set on the instance | User gets 'Items removed from this page due to security constraints' or 'No data to display'. Messages are in a translated language, whichever exists at that time on the user session. | **1.** Navigate to an instance with one of the language plugin installed.<br>**2.** Navigate to **Platform Analytics** > **Library** > **Dashboards**.<br>**3.** On 'User Preferences', set the language to English.<br>**4.** Navigate to 'All'.<br>**5.** Search with a dashboard name like 'change' or 'incident'.<br>**6.** On 'User Preferences', set the language to German, or any other installed non-English language.<br>**7.** Search with a dashboard name like 'change' or 'incident'.<br><br>The same set of dashboards that were returned in step 5 do not appear. A |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | few dashboards are displayed and a message exists that filters out other dashboards.<br><br>Expected behavior: The dashboard search results should be consistent in all languages.<br><br>Actual behavior: In the English language, there's expected results but in others, the result is inconsistent. |
| Platform Analytics Dashboard API<br><br>PRB1797830 | Dashboard visibility filtering isn't working | | |
| Predictive Intelligence<br><br>PRB1812468 | Classification training capability doesn't return consistent results when doing batch predictions | Whenever users train a classification solution on Java, whenever they do single record predict, it by default returns 10 outputs per record and is filtered on the Glide side to return the one with highest confidence, which is more than the threshold. But when doing a batch predict, it returns only one output per record. If the confidence for that output is less than the threshold, then it doesn't return any output. | 1. Train a classification solution on Java.<br>2. Select a record such that users get an inconsistent result for a single and a batch test. |
| Predictive Intelligence<br><br>PRB1821890 | The 'Cluster Concept' text isn't aligned/ missing inside the 'Cluster Concept' tile | The 'Cluster Concept' text isn't aligned inside the 'Cluster Concept' tile. For some cluster concepts, the 'Cluster Concept' text is completely missing from 'Cluster Concept' visualization. | |
| Problem Management<br><br>PRB1816736 | The **Problem** field isn't populated in a problem task | When a problem task is opened from a problem record, the **Problem** field in a problem task | 1. Navigate to an instance.<br>2. Open any active problem. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | record displays as empty. | **3.** Navigate to the 'Problem Task' related list.<br>**4.** Select the **New** button to create a problem task.<br>**5.** Choose any task type from the option 'Root Cause Analysis' or 'General'.<br><br>Observe that it opens the 'Task' page, where the **Problem** field is empty, which isn't auto-populated. |
| Process Mining for External Data<br><br>PRB1812761 | The **Edit dataset** feature is broken | The **Edit dataset** action on an external dataset is taking the user to Step 3 (Record data) instead of Step 2 (Import data). | |
| Process Mining<br><br>PRB1804947 | Root cause analysis (RCA) fails on the HR case table (sn_hr_core_case) in Process Mining | | |
| Process Mining<br><br>PRB1825682 | Mining more records than the user has access to and a record mismatch on mining summary and workbench | | |
| Process Mining Workspace<br><br>PRB1778736 | When viewing results for a root cause analysis (RCA), selecting any leading influencer and applying in the workbench isn't working as expected | | Issue 1:<br><br>**1.** Open any mined model with findings.<br>**2.** Select the 'Action' menu for any of the findings.<br>**3.** Run RCA.<br>**4.** Once completed, select **View results**.<br>**5.** Select any of the leading influencers displayed on the RCA pop-up.<br>**6.** Select **Apply in workbench**.<br><br>Expected behavior: The condition selected on top of the insight should be applied. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: Insight alone is applied in the workbench.<br><br>Issue 2:<br><br>1. From the analyst workbench ST panel, view the result for the RCA.<br>2. Select any of the leading influencers.<br>3. Select **Apply**.<br><br>Expected behavior: The ST created pop-up should appear once and the screen shouldn't flicker.<br><br>Actual behavior: The screen flickers and the 'Scheduled tasks created' pop-up displays three times. |
| Process Mining Workspace<br><br>PRB1793217 | Certain RCA/ clustering is not disabled on a graph (node and arc) and S&I with more than 100 records | | |
| Process Mining Workspace<br><br>PRB1807084 | For external data/ archived data tables, the activities and breakdown fields shown are not same as those shown on Platform | | 1. Create an external data model.<br>2. Create a project for the external data table from the process projects page.<br><br>On the 'Scope your analysis' page, observe that the activities shown do not match with activities shown on Platform (some are missing like 'domain,' 'tags,' etc). Breakdowns show only the **Updates** field, whereas in Platform, breakdown fields are shown. Also for archived data, **Process Perspectives** and **Breakdown** fields (fields representing classification of records) do not show all the fields when compared to those shown in Platform. |
| Process Mining Workspace<br><br>PRB1818056 | In the 'Summary and Insights Improvement Opportunities' list, actions | The issue may be related to a race condition on seismic or the 'now-list' component, because it doesn't happen when | 1. Navigate to an instance.<br>2. Navigate to Process Mining. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | items are stuck in a loading state | the viewport is narrow or when breakpoints are added. | **3.** Select a project that has improvement opportunities.<br>**4.** Try to open the 'Actions' menu on the list.<br><br>Expected behavior: A set of options should display.<br><br>Actual behavior: 'Loading items...' |
| Process Mining Workspace<br><br>PRB1819728 | Evaluation project should turn off 'Automation Discovery' | When users run their Evaluation Project with 3,600 records, the 'Automation Discovery' tab should be turned off by default. | |
| Process Mining Workspace<br><br>PRB1822950 | Contextual filters are treating string fields as reference fields | Users are unable to use these fields with contextual conditions. | |
| Process Mining Workspace<br><br>PRB1823726 | The repetition filter does not work as expected for nodes with high repetitions | Users observe an error message 'An error occurred: Max reps cannot be lesser than 0.' | **1.** Import an external dataset.<br>**2.** Mine the process model.<br>**3.** Identify a node with a high number of repetitions.<br><br>The 'An error occurred: Max reps cannot be lesser than 0' message appears. |
| Process Mining Workspace<br><br>PRB1832584 | The 'Top 3 KPIs by # records & opportunities' widget always displays one record even though there are many | | **1.** Mine a project with findings attached to more than one KPIs.<br>**2.** Observe the third widget. |
| Process Mining Workspace<br><br>PRB1833175 | Users are able to update a filter on an evaluation project from Guided Setup | The filter shouldn't be visible. | |
| Reporting<br><br>PRB1764936 | Scheduled list export with many rows fails and is sent as | The attachment is exported as a PDF with an error message instead of an Excel file, even though the | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| KB1645365 | a PDF with an error message | scheduled export was set as an Excel file. | |
| Rollback Contexts<br><br>PRB1774870 | Rollback is recorded for tables without a sys_id when using StatementBatcher | The RollbackDBListener.java is responsible for inserting records into rollback tables, including sys_rollback_sequence. However, when users insert records using StatementBatcher.java, it calls RollbackDBListener.onBatch which doesn't perform the same checks. As a result, they get cmdb_ire_partial _payloads_index inserts recorded in sys_rollback_sequence. | |
| Schedule Optimization<br><br>PRB1807589 | Prevent duplicate territories in overlapping qualifier sets | The logic to build qualifier sets wasn't checking for duplicate primary qualifiers, resulting in duplicate qualifiers being sent in multiple sets. | 1. Add two overlapping territories to the same scope.<br>2. Run config data query for a batch with the above scope.<br><br>Notice that duplicate territories are sent in multiple qualifier sets in configdata. This shouldn't happen. |
| Schedule Optimization<br><br>PRB1823732 | A personal event start date is later than end date, causing SO to fail | | 1. Create personal events from platform/ workspace view.<br>2. Change the start date to go beyond the end date.<br>3. Run schedule optimization. |
| Schedule Optimization<br><br>PRB1825269 | The 'Optimization Solution Processor' business rule trigger is to be changed | The 'Optimization Solution Processor' business rule was in AFTER mode, which delayed the file uploads from SO Engine to Glide. | 1. Run optimization.<br>2. Observe the time taken for the results from engine in the sys_attachments table.<br><br>Files are taking longer to upload to a Glide instance. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Schedule Optimization<br><br>PRB1829010 | In Schedule Optimization, batch optimization fails when one of the scopes is turned off in a batch configuration | An error including 'Cannot read property "travel_est_provider" from null' is displayed. | 1. Open the Schedule Optimization batch configuration 'SO with Crews'.<br>2. Mark one of the scopes as active = false.<br>3. Start a Schedule Optimization run. |
| Service Mapping<br><br>PRB1824257 | ProcessToProcessLBAFPProviderEnhanced fails with cmdb_tcp records containing source_process=Null | The log contains the following error: 'ProcessToProcess LBAFPProviderEnhanced: class org.json.JSONObject $Null cannot be cast to class java.lang.String ...no thrown error'. | |
| Software Asset Management<br><br>PRB1722817<br><br>KB1634661 | 'SAM - Deduplication Worker' has a long running query | The logs show the query is slow. | Refer to the listed KB article for details. |
| Software Asset Management<br><br>PRB1775506<br><br>KB1648325 | The software lifecycle report in classic view is empty | The report for 'Software Lifecycle reports' table has empty records in the Washington DC release. | Refer to the listed KB article for details. |
| Software Asset Management<br><br>PRB1807185 | Forms break while creating new integration profiles | | 1. Access a Xanadu instance.<br>2. Navigate to the plugins page and install the 'samp_master' and 'saas int' plugins.<br>3. After installation, navigate to an integration profile page.<br><br>The page breaks. |
| Software Asset Management Workspace | There's a workspace functionality issue where filtering products | There's an issue with filter products under license usage. All records are displayed if users select a record for any particular | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1833497 | under license usage isn't working | version for a product while entering the name of the product in the search field. All the products display again. | |
| Software Models<br><br>PRB1786414<br><br>KB1698556 | The sam_admin role failed to load the 'publish to software catalog' list when catalog records not readable by role | | Refer to the listed KB article for details. |
| Source Control Engine<br><br>PRB1829444 | sys_ui_message additional coalesce value can break an app customization install | An error displays: 'SEVERE *** ERROR *** Failed to auto install plugin and/or app customization sn_hr_sp with version 1.5.2 java.lang.NullPointerException: Cannot invoke "String.hashCode()" because "this.fCompositeKey[i]" is null...' | 1. Create an app customization against either the sn_hr_sp or sn_hr_core scopes.<br>2. Add a new sys_ui_message to the customization.<br>3. Publish the version.<br>4. Attempt to install the version<br><br>Expected behavior: Customization installation completes, updating expected files.<br><br>Actual behavior: Installation is interrupted with an error/stack trace. |
| System Export Sets<br><br>PRB1836146 | Log Export Service should top forwarding Log.xxxNoBroadcast() events | More calls were added to the Log.xxxNobroadcast fast() the critical section code with the expectation that it doesn't make calls back to DB. However, the downstream code makes database calls on the same Log API calls, which created a deadlock situation. | |
| Territory Planning<br><br>PRB1822693 | Added system properties to evenly distribute events for | Even though there are multiple queues, events are not distributed equally. As a result, the queues in use are overloading. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | schedule optimization | New system properties include: com.glide.event_ manager.territory _overlapping_ queue.claim_limit, com.glide.event_ manager.territory _overlapping_ queue.even. load.distribution.enabled, and com.glide.event_manager .territory_overlapping_ queue.hard_limit. | |
| UI Actions<br><br>PRB1828008<br><br>KB1710085 | MFA-configured with SSO users are incorrectly redirected to a page that can't be found | Multi Factor Authentication (MFA) with single sign-on (SSO) redirection is broken and users are redirected to a 'not_found.do' page. | Refer to the listed KB article for details. |
| UI Builder (Family Channel)<br><br>PRB1828407 | Users are unable to add new data visualizations and set the data sources in Agent Workspace when opened in UI Builder | | 1. Open any Xanadu-upgraded instance.<br>2. Access the Agent Workspace sys_aw_master_config record.<br>3. From here, select the **Open in UI Builder** UI action.<br>4. Create a page.<br>5. Try to add/drag a data visualization from the components on the left.<br><br>Expected behavior: Users are able to add a data source and save.<br><br>Actual behavior: Users can't add a type of data visualization, and can't add the data source like how they can add on configurable workspaces opened from UI Builder. |
| UI Field Administration<br><br>PRB1799424 | There's a 'Recent selections' sorting issue on workspace | 'Recent selections' on the **HR Service** reference field in workspace doesn't sort data as per the reference qualifier attribute ref_ac_order_by. | 1. Log in to an instance.<br>2. Navigate to HR Agent Workspace.<br>3. Open any active HR case.<br>4. Remove the **HR service** field's value.<br>5. Select the **HR service** field. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: The field should display the most recent selection with sorting.<br><br>Actual behavior: The field displays the result as per recently selected reference data but they aren't sorted. |
| UI Field Administration<br><br>PRB1805994 | Reference fields are considering additional columns to sort auto-complete results in workspace | Reference fields are considering additional columns to sort auto-complete results in workspace in cases of a missing ref_ac_order_by dictionary attribute. | 1. Navigate to an instance.<br>2. Navigate to the 'Incident' table's **cmdb_ci** field dictionary entry.<br>3. Override the attributes.<br>4. Remove ref_ac_order_by=sys_class_name from the inherited attributes.<br>5. Save.<br>6. Impersonate as an itil user.<br>7. Open a new 'Incident' form on workspace.<br>8. Navigate to the **Configuration item** field.<br>9. Open the reference picker list.<br>10. Sort by any column except name and close the reference picker.<br>11. Double-click on the **Configuration** item field.<br><br>Expected behavior: There should be no modification in the auto-complete results sorting based on the column used to sort the reference picker list. It causes the performance issue.<br><br>Actual behavior: The fired SQL query performs sorting on the sorted column name, 'Name'. |
| UX Framework<br><br>PRB1766794 | Closing multiple tabs quickly converts an existing workspace tab to a non-functional 'Details' workspace tab that can't be closed | A non-functional 'Details' tab appears when closing inactive tabs quickly. | 1. Open CWF or SOW Workspace.<br>2. Open ten existing incident tabs.<br>3. Click through the tabs to make them active, but keep switching and don't let them load all the way.<br>4. Close an inactive tab before the new tab loads.<br>5. Continue closing tabs this way until a non-functional tab is observed. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: The subtab details is closed out.<br><br>Actual behavior: The non-functional details tab appears when closing out inactive tabs quickly. |
| UX Framework<br><br>PRB1822144 | After upgrading to Xanadu, workspace date fields display an inaccurate date format error | Date format errors are present in date fields within workspace views. | |

## Fixes included

- Xanadu Patch 4 Hotfix 2
- Xanadu Patch 4 Hotfix 1
- Xanadu Patch 4
- Xanadu Patch 3 Hotfix 2
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1 Hotfix 2b
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 4 Hotfix 2

The Xanadu Patch 4 Hotfix 2 release contains fixes to these problems.

**Build information:**

Build date: 12-30-2024_1144

Build tag: glide-xanadu-07-02-2024__patch4-hotfix2-12-27-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1837962 | When a query is performed in 'OR' mode, the pagination breaks | 0 results are returned. | 1. Change the property 'glide.ais.query.search_operator' to 'OR'.<br>2. Perform a search on Service Portal that returns more than 12 results.<br>3. Select the **Next page** arrow button.<br><br>Observe that there's no matches. |

## 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.

- Xanadu Patch 4 Hotfix 1
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 4 Hotfix 1

The Xanadu Patch 4 Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 12-10-2024_0716

Build tag: glide-xanadu-07-02-2024__patch4-hotfix1-12-06-2024

**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:**
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## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Form Controller<br><br>PRB1826786 | Base input fields are not displayed for Now Assist for Configure Management Database (CMDB) | The 'Choose Inputs' section is blank and throws an error when the user attempts to enable the CI summarization skill for CMDB. | • Navigate to **Now Assist for Admin** > **Features** > **CMDB** > **View details** > **CI Summarization** > **Close inputs**.<br><br>Notice that base inputs are blank, and an error is thrown. |
| AI Search<br><br>PRB1802473<br><br>KB1704430 | Tab counts change for all the tabs when users select from 'All' to another tab | Tab counts also change on pagination. | Refer to the listed KB article for details. |

## 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.

- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 4b Hotfix 2

The Xanadu Patch 4b Hotfix 2 release contains fixes to these problems.

**Build information:**

Build date: 03-04-2025_0721

Build tag: glide-xanadu-07-02-2024__patch4b-hotfix2-02-27-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1836358<br><br>KB1790348 | A race condition causes an incorrect deleteMultiple() query to be generated on the v_search_genius_result and sys_variable_value tables | When the AI Search Genius Result is requested and processed in a multi-threaded, high-concurrency environment, such as when multiple users simultaneously perform search functions on a portal or Virtual Agent (VA), a thread safety issue arises. This issue may cause an incorrect deleteMultiple() query to be generated, potentially leading to the deletion of excessive records from the sys_variable_value table. This may result in unexpected outcomes for various components including the Integration Hub, Service Catalog items, and workflows due to the absence of these critical records. | Refer to the listed KB article for details. |

## 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.

- Xanadu Patch 4b Hotfix 1
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

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## Xanadu Patch 4b Hotfix 1

The Xanadu Patch 4b Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 02-23-2025_2130

Build tag: glide-xanadu-07-02-2024__patch4b-hotfix1-02-20-2025

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Workflow Contexts<br><br>PRB1820829 | A fix causes a query to be executed when module access is requested | A SQL query against sys_kmf_crypto_module is run whenever access to a module is checked with CallerPolicyAccessManager .isModuleAccessible. For a field with a Column Level Encryption (CLE) configuration, this API is called one or more times for each canRead\|canWrite\| canCreate call that is made. When canRead is called multiple times for each form load, the query is run many times when loading a single record. | |

## Fixes included

- Xanadu Patch 4b
- Xanadu Patch 4
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

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## Xanadu Patch 4

The Xanadu Patch 4 release contains important problem fixes.

**Xanadu Patch 4 was released on December 05, 2024.**

- Build date: 12-02-2024_1408
- Build tag: glide-xanadu-07-02-2024__patch4-11-22-2024

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

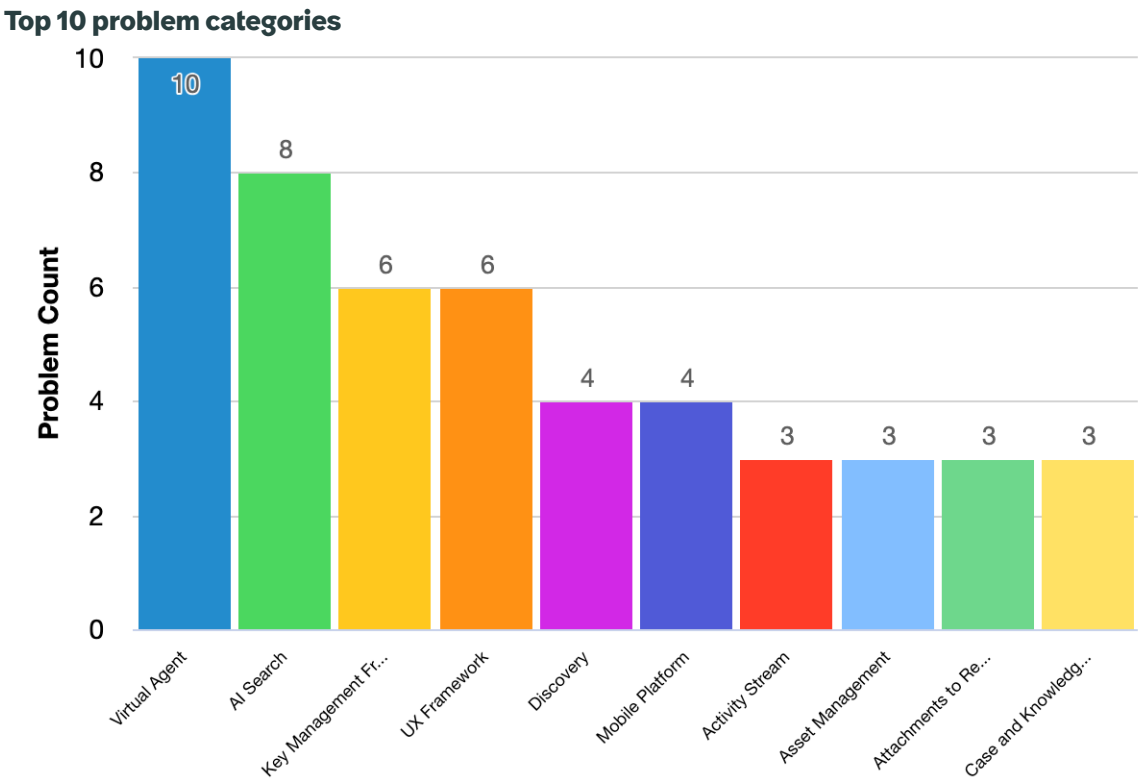
For more information about the release cycle, see the ServiceNow Release Cycle.

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 4 includes 170 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.




## Security-related fixes

Xanadu Patch 4 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 Xanadu Patch 4, refer to KB1710163.

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## Changes in Xanadu Patch 4

### Upgrade legacy replication sets in Instance Data Replication

Complete the upgrade by activating the V2 consumer replication set with or without data integrity checks.

## 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 |
|---|---|---|---|
| Attachments to Records<br><br>PRB1823698<br><br>KB1709552 | Out Of Memory (OOM) caused by the misuse of BufferedInputStream when creating attachments | Attachments created from previously prepared TMP files are read with BufferedInputStream and have an internal buffer of 512M. | Refer to the listed KB article for details. |
| Database Persistence - Data Access<br><br>PRB1818225<br><br>KB1705517 | Using 'order by' on a single field with a limit clause produces error messages | Users are experiencing Syntax Error or Access Rule Violation messages when they use an 'order by' function on a single field with a limit clause. This error occurs in the within the CMDB workspaces and CMDB hierarchy when viewing tables in the list view. This also occurs if the ordered list displays no data yet indicates a valid, non-zero row count. | Refer to the listed KB article for details. |
| Flows (Family Channel)<br><br>PRB1813141<br><br>KB1706138 | fd_data does not read the object from the **Create Task** action | After upgrading from Vancouver with the v1 flow engine to Washington DC or Xanadu with the v2 flow engine, any inline script with fd_data does not read the object from the **Create and Update Task** action, resulting in failure and an error thrown. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| Predictive Intelligence<br><br>PRB1777777<br><br>KB1702121 | Similarity calculation from Predictive Intelligence slows down the instance | An issue with Predictive Intelligence similarity calculation slows down alert record loading. | 1. Change the property evt_mgmt.similarity_use_ml to true.<br>2. Open an alert record through Express List Records.<br><br>Notice that it takes a few minutes to open.<br><br>3. Change the property evt_mgmt.similarity_use_ml to false.<br>4. Refresh the alert record.<br><br>Notice that the alerts query takes an average of 35,655 milliseconds. |
| Rollback Contexts<br><br>PRB1772992<br><br>KB1648911 | The 'Shadow' table chunk delete has performance issues | The time taken for deleting shadow records can be derived from the logs. When users delete data from the 'Shadow and snapshot' table, a log statement is printed. First, 'Shadow' table records are deleted, then the 'Snapshot' table. Time between log statements would be the time taken to delete shadow records. It takes more than one minute to delete records from a 'Shadow' table. | Refer to the listed KB article for details. |
| Web UX Runtime<br><br>PRB1776097<br><br>KB1709413 | Chats close automatically on the workspace after they are opened within a few seconds | This issue was introduced in Washington DC. Chats are closed automatically in the workspace after they are opened within a few seconds. Shortly after the chat window is opened, it is then closed, and the chat state is set to 'Closed Complete'. | Refer to the listed KB article for details. |

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## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Activity Stream<br><br>PRB1778010 | The SysActivityRule should filter its query on the fields that workspace can only see | The SysAuditRule does not need to pull all of the fields changes. It only needs to pull the fields that the front end can filter on. | |
| Activity Stream<br><br>PRB1796571 | 'Archive Destroy Run' is excessively slow when deleting activities due to the overhead incurred by publishing AMB messages | After upgrading to Washington DC, 'Archive Destroy Run's may take longer than in previous releases due to slowness incurred by publishing messages to the AMB channel for related activities. | |
| Activity Stream<br><br>PRB1816292 | An attachment is not visible in the activity stream in workspaces | When an attachment is added to a Record Producer, it can't be found in the Activity Stream. | 1. Add a variable with Type = 'Attachment' to a Record Producer (for example, create a case for CSM Outlook).<br>2. Open the record producer in Service Portal.<br>3. Attach a file to the field created in step 1 and submit.<br>4. Navigate to CSM and FSM Configurable workspace and search for the item created after submitting.<br>5. Check the Activity Stream.<br><br>Expected behavior: The attachment should be visible in the Activity Stream in workspace.<br><br>Actual behavior: The attachment is not visible in Activity Stream in workspace. |
| Advanced Work Assignment<br><br>PRB1820154 | An assignment API fails with Genesys | An assignment request API intermittently fails because of server time differences between Genesys and ServiceNow. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Agent Chat<br><br>PRB1789973 | Empty **Short description** and **Description** fields when an incident is created from Quick Action, and the user has to load demo data from the Agent chat plugin to generate these fields | After upgrading to Xanadu, the **Short description** and **Description** fields are empty when an incident is created from the Quick Action function. The user has to load the demo data from the Agent chat group to generate the short description and description for the incident. | **1.** Log in to the instance.<br>**2.** Initiate the chat between the Requester and Agent 3.<br>**3.** Navigate to **Quick Action** > **Create incident** from the Agent window.<br><br>Notice that it will create an incident.<br>**4.** Open the incident.<br><br>Notice that the short description and description is missing in that incident, when it should have the short description and description for incident created from a Quick Action.<br>**5.** Load the demo data for Agent chat group.<br>**6.** Open the incident again.<br><br>Notice that the incident created from Quick action now has the short description and description. |
| Agent Chat<br><br>PRB1823530 | Input text is occasionally truncated in 'now-textarea' | Characters are truncated when typing quickly as an agent. | **1.** Set up Agent Chat and accept a chat as an agent in Agent Chat.<br>**2.** Type quickly in the input text area<br><br>Observe that characters are truncated. |
| Agent Chat<br><br>PRB1830383 | Recommendation text is not inserted into a chat window | | **1.** Log in to an instance as an admin.<br>**2.** Initiate a chat with a live agent.<br>**3.** Log in as an agent on other browser and accept the chat.<br>**4.** Select the Sparkle icon.<br>**5.** In the recommendation dialog, select **Insert**.<br><br>Expected behavior: Inserted text should be inserted.<br><br>Actual behavior: Inserted text is not shown in the chat area. |
| AI Search<br><br>PRB1735195 | The range facet and facet with compound table.column set in the facet | A function doesn't parse table.column correctly and results in a bucket match to zero. The facet is then filtered out. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | fields is filtered out when one of the tables is late-binding | | |
| AI Search<br><br>PRB1738123 | AisUtils doesn't refresh its search connection (HaApiClient) after the search connections are updated | Errors display: 'ScriptableAisUtil: Exception during dump AI search document request: com.glide.ais.error .SearchRuntimeException: NOW-AI_SEARCH-SEARCH_QUERY_ERROR: Additional information - No more read-only connections to try for search...' | 1. Set up AI Search (AIS) to use one connection.<br>2. Background write any script that uses 'new sn_ais.AisUtil()'.<br>3. Change the AIS Connection to a different endpoint.<br>4. Ensure that the AIS backend at the original endpoint is no longer a valid endpoint (shutdown the original AIS).<br>5. Re-run the same script using 'new sn_ais.AisUtil()'.<br><br>Observe that the script fails attempting to connect to the old connection. |
| AI Search<br><br>PRB1811885 | A risk intelligence report (RIR) doesn't boost for a language match | The AI search log shows that it's matching the language to the session, but the dump shows differently. | 1. Create a RIR action that boosts kb_knowledge.language matches with the user context language.<br>2. Search.<br><br>Expected behavior: Documents are boosted based on the language.<br><br>Actual behavior: No document is boosted. |
| AI Search<br><br>PRB1818535 | Placeholder (Search) is missing in the **Global search** field on first login | | |
| AI Search<br><br>PRB1821606 | Incorrect semantic ingestion state | Records are stuck in an indexing state. | 1. Search indexed sources.<br>2. Navigate to ais_datasource.<br>3. Open the records of Skill, Knowledge Base, and Catalog.<br>4. Navigate to the **Indexing History** tab.<br><br>Notice that a few records are struck in an indexing state. |
| AI Search | Filtering search results isn't supported | | |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| PRB1823539 | in NASK, although it's supported by the RAGRetrieval API | | |
| AI Search<br><br>PRB1824858 | Query rewrite calls aren't being made | | |
| Analytics Center<br><br>PRB1781561 | The user observes a 'Data visualization 404 bad request' message | A 'Bad Request 400' is generated when shifting between 'Data Visualization' and 'Dashboard' tabs. | **1.** Log in to an instance.<br>**2.** Navigate to CSM/FSM Workspace.<br>**3.** Navigate to 'Data Visualization' then to 'Dashboards' and again back to 'Data Visualization'. |
| Analytics Data API<br><br>PRB1769933 | A bar chart displays different values for the same applied 'group by' | This is an issue with the dot-walking 'group by'. | **1.** Navigate to a migrated dashboard.<br>**2.** Navigate to the 'Total Targeted Defects Waiting to be Fixed' visualization.<br><br>Expected behavior: The visualization should display the same data in both dashboards when the same 'group by' is applied.<br><br>Actual behavior: The same visualization displays different results in the Core UI dashboard when the same 'group by' is applied. |
| Analytics Data API<br><br>PRB1808453 | Sorting does not work for value and element order | Values are not sorted by descending and ascending order in Time Series Visualization. | **1.** Create a new dashboard.<br>**2.** Add visualization to it.<br>**3.** Select **Time Series Visualization**.<br>**4.** Add a data source as an indicator.<br>**a.** Use 'group by' as 'priority'.<br>**b.** Sort by the element order and descending.<br><br>Notice that the elements are not sorted by descending order.<br><br>**5.** Add another time series visualization to the dashboard. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **a.** Select the data source as incident.<br>**b.** Use 'group by' as 'priority'.<br>**6.** Sort by value and descending/ ascending order.<br><br>Notice the values are not getting sorted by descending and ascending order. |
| Application Manager<br><br>PRB1770423 | There is different behavior in a product page versus an app page (update/ installed) for applications | There can be a version mismatch from the UI between the 'New App' manager page and classics app manger. | |
| Asset Management<br><br>PRB1789417 | Asset and CI synchronization might not work properly on domain separated instances in the Washington DC release due to the scoped cache mechanism | In domain separated instances, if users have different asset-ci field mappings for different domains, Asset and CI synchronization won't work properly because the currently scoped cache isn't supported for domain separation. Sometimes users observe that the **Asset** and **CI** fields are synchronized for different fields, depending on the first user's domain that generate the cache. | |
| Asset Management<br><br>PRB1791993 | There are hundreds of errors daily in the system logs reading 'Cannot call sendRedirect() after the response has been committed' | When a Return on Transfer Order Line is performed, the system does not redirect to the newly created Return Transfer Order. The system logs show numerous errors reading 'Cannot call sendRedirect() after the response has been committed'. | |
| Attachments to Records | Android file type attachments with extension '.aab' cannot | Files with the extension '.aab' cannot be attached to any record after upgrading to Xanadu. Attachment | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1823018 | be uploaded to or downloaded from the App Store | fails with a MIME type related error 'File type not permitted or mime type does not match the file content'. | |
| Authentication<br><br>PRB1791895 | When an explicit role plugin is installed and the property 'glide.security.explicit_roles.do_not_fix'= true, SSO login fails if the post auth policy requires an snc_internal role | | 1. Install an explicit role plugin.<br>2. Set the property 'glide.security.explicit_roles.do_not_fix'= true.<br>3. Set up SSO.<br>4. Set up a post auth policy which requires that a login user has the snc_internal role.<br><br>Expected behavior: Login succeeds.<br><br>Actual behavior: Login fails in post-auth role policy check. |
| Automated Test Framework (ATF)<br><br>PRB1788452 | ATF Field State Validation doesn't work via Service Operations Workspace | The Field State Validation ATF Step to check if fields are not visible does not work in Service Operations Workspace. The ATF Test results in failure showing that a field shout not be visible, but it is visible. | |
| Automated Test Framework (ATF)<br><br>PRB1793151 | Screenshots are blank when certain characters appear in Service Portal HTML | context.drawImage() is unable to properly parse the end of a comment that goes for multiple lines and includes extra dashes. Standalone commas in an element's attributes also prevent rendering of the document image. | 1. Create a Service Portal widget (sp_widget).<br>2. Add a comment to the body HTML template with extra dashes and new lines, or add a comma character inside an element's attributes.<br>3. Add the widget to an sp_instance in an sp_column, and add that column to an sp_page.<br>4. Create an ATF test with the 'Open Service Portal Page' step that opens the sp_page from step 3 in any portal.<br>5. Run the test with GlideScreenshot capturing the full page.<br><br>Expected behavior: The screenshot is captured successfully |

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|---|---|---|---|
| | | | Actual behavior: The screenshot is blank and a client test runner console error appears. |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1819557 | Remove deprecated entitlement code and APIs in HR Plugins | HR Core sys_app_modules aren't installed. | Provision and instance with the HR Core and LE plugins installed.<br><br>Notice sys_app_modules aren't installed and HRModuleTestIT is failing. |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1823948 | Some RCA's were removed from global scripts and must be added back | This is a product update. | |
| Case Management<br><br>PRB1808057 | ACL's are missing for base instance model similarity as a result of a training model failure | A model errors out because an ACL is missing. | 1. Entitle the latest Task Intelligence for CSM version and sn_nb_action_adv from TPP.<br>2. Provision an instance wth cwf-workspace- 24.3.8-SNAPSHOT installed.<br>3. Navigate to **All** > **Task intelligence** > **Setup**.<br><br>Notice that a similar open case and a similar closed case model is present in the base instance.<br>4. Select any model and select **Launch training**.<br><br>Actual behavior: The model errors out because an ACL is missing.<br><br>Expected behavior: The model should be trained successfully. |
| Change Management<br><br>PRB1816569 | Standard Change Properties should not have been modified on upgrade from | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | Washington DC to Xanadu | | |
| Configuration Management Database (CMDB)<br><br>PRB1672625<br><br>KB1364738 | Choices for the **Life Cycle Stage** and **Life Cycle Stage Status** fields are not translated | In list view, both translations do not work. In form view, **Life Cycle Stage** translations do not work. | Refer to the listed KB article for details. |
| Configuration Management Database (CMDB)<br><br>PRB1824939 | Change the health dashboard failure threshold max value to 10M | This is a product update. | |
| Continual Improvement Management<br><br>PRB1816181 | Add 'dex-notify-svc' service within glide.services .rest.allowed_services | This is a product update. | |
| Database Persistence - Data Access<br><br>PRB1785305 | If an optimization is performed, SqlJoinOptimizer silently drops CTE statements | This impacts anything that extends ASqlOptimizer. | |
| Database Persistence - Data Access<br><br>PRB1826425 | An Application Menu Module (sys_app_module) with a space character causes a display failure in the Filter Navigator | An Application Menu Module (sys_app_module) may not be visible in the Filter Navigator if there is a whitespace character (non-null value) in the **Query** field. | |
| Database Persistence - Data Management<br><br>PRB1772039 | Archiving 1000 records takes approximately four minutes, which is two minutes more than in Washington DC | With this current rate, it takes ~17 hours to archive 1M records. In BT1, sdlc_test_result table is loaded with ~50 million records everyday. If users want to archive this table, then this would be a BT1 blocker. | 1. Create 1M or 100K records in an instance.<br>2. Keep the archive chunk_size as '1000' in sys_properties.<br>3. Create an archive rule and trigger the 'Archive' job.<br>4. Verify the 'Archive' job's execution time. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: 1000 records archiving shouldn't take much time, since 1000 records archiving takes approximately two minutes in the Washington DC release.<br><br>Actual behavior: 1000 records archiving takes about four minutes. |
| Database Persistence - Data Scale<br><br>PRB1782312 | API calls using sysparm_offset +sysparm_limit parameters run the query without a defined 'Order by', causing results to not return consistently in RaptorDB | API calls using sysparm_offset +sysparm_limit parameters will run the query without a defined 'Order by'. This will not return the results consistently in RaptorDB, as it did in MariaDB. MariaDB returned results in the same order, even if the 'order by' is not defined, but its randomness caused a return of inconsistent results. | 1. Run a Rest API call with sysparm_offset+ sysparm_limit parameter on a table with a high amount of records.<br>2. Compare the number of duplicate sys_ids pulled in Maria compared to PG.<br><br>Notice that PG will have more duplicates than MariaDB. |
| Database Persistence - Data Scale<br><br>PRB1784967<br><br>KB1706117 | A NullPointException (NPE) was thrown while invoking the getAvailableConnection | An NPE occassionally occurs during the AHA 3.0 switchover. The failure to load the scripts database is because the return value of com.glide.db.pool. DBConnectionPool. getDBConnection(int) is null. | Refer to the listed KB article for details. |
| Database Persistence - Data Scale<br><br>PRB1815761 | Running app nodes should continue to run even after other databases become RW | Running app nodes should continue to run even after DB1 (primary) becomes RW if the intended primary is set to DB2. | |
| Database Persistence<br><br>PRB1813934 | Restricting queries to a primary-only configuration isn't honored by Glide | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Discovery<br><br>PRB1786484 | RunningProcess.removeAll marks redundant update processes as absent | When ADM fetches running process information, if a process is no longer active on the host, the cmdb_running_process record is marked as absent. With the current behavior, if the same ADM payload is processed again, the system marks the same running process as absent. | 1. Run discovery on host.<br><br>Notice that running processes are populated.<br><br>2. Turn off one of the running process on the host and rerun discovery.<br><br>Notice that the event 'running.process.absent' is logged.<br><br>3. Run discovery again.<br><br>Notice that the event is logged with the same data. |
| Discovery<br><br>PRB1804276<br><br>KB1702685 | Discovery Application Dependency Mapping (ADM) Process Classifiers put incorrect Configuration Items (CI) in the probe ecc_queue outputs, leading to data from the application only to be updated in the computer CI | When the ADM probe is runs, matching process classifiers will trigger probes specific to applications. The code involved in specifying the CI to put in the probe output is in the script include Application DependencyMapping, which puts the parent computer CI in instead of the application CI. As a result, the computer CI becomes updated and overwritten rather than the application CI, and the application CI is not updated. | 1. Open NGINX on a Linux server to use as an example.<br>2. Open a Vancouver instance.<br>3. Discover a host to create a NGINX CI is created.<br>4. Upgrade the instance to Washington DC.<br>5. Clear out the version value from the existing application CI.<br>6. Discover the Linux host.<br><br>Notice that the example version is not repopulated in the NGINX CI. |
| Discovery<br><br>PRB1817735 | Shazzam should always use 'glide.discovery.shazzam.always.simplify.ranges' and this should be true | This property should be set to true, or it shouldn't check for this property and always use simplify ranges. | |
| Discovery<br><br>PRB1817799 | Starting a Discovery takes a while when there's a sizable global exclusion IP address list and inclusion list | Discovery and Shazzam Sensor processing takes a long time when there is a sizable global exclusion IP address and inclusion list. | 1. Open a Washington DC instance.<br>2. Add 430K IP addresses to the global exclusion list.<br>3. Create a Discovery schedule with the inclusion list of 50k IP addresses.<br>4. Start Discovery.<br><br>Notice a long runtime. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Document Intelligence Unified Backend<br><br>PRB1703041 | Checkbox values are not copied to a target record | Checkbox values are normalized but not handled by the flow. | 1. Create a Use Case.<br>2. Assign a Target Table to the Use Case.<br>3. On that Target Table, create **True**/ **False** fields to store the values of the checkboxes.<br>4. On the Use Case, create a checkbox list and a few checkboxes. Leave the Target Table blank and select the **True**/ **False** fields as 'Target' for the checkbox fields.<br>5. Create the Flows.<br>6. Proceed with extracting a document.<br><br>Observe that the checkbox values are not copied to the target record. The value is captured in the metadata field of the Extracted Value but the flow doesn't handle setting the value as a True/False |
| Document Intelligence Unified Backend<br><br>PRB1794325 | A use case upgrade fails when the use case is copied from a pre-trained model | When copying from the pre-trained use case, it makes a call to a certain component to migrate the model of the pre-trained task definition. As of Xanadu, this component is no longer needed and shouldn't be used. The job fails and this blocks the upgrade. | 1. Have an instance on Washington DC that has a use case copied from a pre-trained model.<br>2. Upgrade the instance to Xanadu.<br>3. Execute the 'Task definition upgrade' scheduled job.<br><br>Notice that the task definition upgrade fails for the copied use case. |
| Document Intelligence Unified Backend<br><br>PRB1818140 | Parent-Child Relationship is missing in Field Group Configurations | The following items are missing from the schema: the 'parent' reference field within line-item level field groups; the new field group type non_table_list_field_group for document-level data; and the parent_index field in the structure of extracted values. | Attach a PDF file with a name with more than 100 characters.<br><br>Notice that the process task does not create entries in the di_genai_output tables. |
| Email Notifications<br><br>PRB1791495 | In inbound email processing, the 'Disabling Subject' | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | classification disables the 'In-Reply-To' header classification | | |
| Email Notifications<br><br>PRB1798974 | There' is an issue in custom notifications where the affected record field isn't saving a CI with a special character | | |
| Flow Engine<br><br>PRB1812566 | Subflow outputs aren't passed to a callback when a subflow ends on MID | A callback is called with no outputs. | 1. Create a subflow which goes to MID and sets subflow outputs.<br>2. Call the subflow via interactive mode with a callback requested.<br><br>Expected behavior: The callback is called with the outputs that were set by the subflow.<br><br>Actual behavior: The callback is called with no outputs. |
| Flow Engine<br><br>PRB1816146 | An interrupted flow marker shouldn't run during the 'Interactive' job | The issue is caused by excess time being consumed by the interactive flow marker, preventing the 'Interactive' job from taking interactive work. | 1. Turn off all Flow Engine Event Handlers (com.glide.hub.flow_ engine.event_ handler.workers = 0).<br>2. Run a long running flow.<br>3. Update the transaction ID on the flow context to an already completed transaction ID.<br><br>Expected behavior: The flow context shouldn't be marked 'Presumed Interrupted' by the Flow Engine Interactive Event Handler because this isn't critical work.<br><br>Actual behavior: The flow context is marked 'Presumed Interrupted' by the Flow Engine Interactive Event Handler. |
| Flow Engine<br><br>PRB1818147 | Enqueue logic for queueing an interactive flow job doesn't work if there are | | 1. Set com.glide.hub.flow_ engine.event_handler. interactive_workers = 2.<br>2. Trigger a long running interactive flow.<br>3. Trigger one more interactive flow. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | more than one interactive jobs | | Expected behavior: The second interactive flow should run in milliseconds.<br><br>Actual behavior: The second interactive flow starts in 1-2 seconds whenever the second job is triggered. |
| Flows (Family Channel)<br><br>PRB1806316 | Selecting 'Advanced Options' in a flow with run users results in a blank screen | A box should appear to the right of the screen that allows user selection, but instead a blank screen appears. | 1. Create any flow with Advanced options (add at least one user).<br>2. Activate the flow.<br>3. Open the same flow and select **Edit flow**.<br>4. Select **Advanced Options**.<br><br>Observe the broken UI page. |
| Flows (Family Channel)<br><br>PRB1820117 | Flow recommendations are not showing up on a 26.2 instance | Adding triggers and actions to a new flow does not prompt any flow recommendations. | 1. Log in to Flow Designer.<br>2. Create a new flow.<br>3. Add triggers and actions.<br><br>Notice that no recommendations appear. |
| GRC Platform Plugins<br><br>PRB1823897 | Smart Assessment global plugin changes | Functionality for fetching and saving of dynamic values in impact automation is not present. | |
| Haraka (Glide)<br><br>PRB1824231<br><br>KB1709920 | sys_kagami_query_engine has an error on the column decision_last_msg | Queries are not routing to postgreSQL after upgrading to Xanadu. Queries with 'group by' are attempting to route to Haraka, but are failing due to a syntax error. | Refer to the listed KB article for details. |
| Health Log Analytics (Family)<br><br>PRB1825365<br><br>KB1709665 | Health Log Analytics breaks after upgrading to Xanadu | MID Server distribution is missing a bundled dependency (mid-loom.jar). | Refer to the listed KB article for details. |
| History Set | Duplicate comments are observed intermittently | With a fix, the history set loader flow was modified to utilize the system | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1806563<br><br>KB1706740 | even after enabling a fix | property glide.history_set.pull_journal_entries_from_journal_table. However, there are new instances of intermittent duplication issues, even with this property enabled. In these cases, duplicate records in the sys_history_line table originate from the sys_journal_field table. | |
| HR Service Delivery Case Management for Lifecycle Events<br><br>PRB1793474 | There is a discrepancy between instances related to the dictionary field 'Restricted access / Locked' deployed from sn_hr_er | The dictionary 'Read only' should be set to false in a base instance, but it is set to true in some base instances. | |
| HTML Field Type Editor<br><br>PRB1782444<br><br>KB1648540 | When the 'close unordered list' tag is used in a template, a non-breaking space element gets added to the HTML field | When a template is created on an HTML field and '/ul' tag is included , the issue occurs. Applying the template adds a space to the HTML field. The value is seen as; /ul. | |
| Incident Management<br><br>PRB1818913 | The 'Create Knowledge' function on the incident table does not open the KCS-HTML template | After changing the name of the article template from 'Incident-KCS article - HTML' to 'Incident-KCS article - HTML2' and attempting to create a Knowledge Base article for a closed or resolved incident, the article template does not open. Instead, users are re-routed to the default Knowledge Base page. | 1. Open the article template.<br>2. Search for kb_template_incident_kcs_article_html.<br>3. Change the name from 'Incident-KCS article - HTML' to 'Incident-KCS article - HTML2'.<br>4. Save the record.<br>5. Open the closed/resolved incident.<br>6. Select **Create Knowledge**.<br><br>Expected behavior: It should open knowledge in kb_template_incident_kcs_article_html.<br><br>Actual behavior: It redirects to the default Knowledge Base page. |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| Innovation Management<br><br>PRB1824475 | An HTML type field toolbar option is missing in Xanadu upgrade | In the TinyMCE field toolbar in the Idea Portal, there is no option for font or size selection. | 1. Provision an instance with the Innovation Management and Idea Manager Dashboard plugins installed.<br>2. Navigate to **All** > **Idea Portal**.<br>3. Once Idea Portal opens, choose one of the ideas.<br>4. Scroll down to leave a comment.<br><br>Notice that the TinyMCE toolbar does not allow font selection. |
| Instance Data Replication (IDR)<br><br>PRB1804034 | A bidirectional set is rolled back during upgrade, causing the upgrade to get stuck | The user observes the error: 'Upgrade rolled back. A replication delay caused a synchronization issue, which could lead to data loss. Retry the upgrade after allowing replication to catch up.' | |
| Instance Data Replication (IDR)<br><br>PRB1818163 | Caching issues with idr_instance_info upon upgrade | This is a product update. | |
| Integration Hub<br><br>PRB1812412 | After publishing, users observe an error in the 'Spoke activity' log | After publishing, users observe an error in the 'Spoke activity' log: 'Invalid field name: [*]Unknown error. Check system logs for more details.' | 1. Create a spoke.<br>2. Select **Now Assist**.<br>3. Enter the context.<br>4. Publish.<br><br>After publishing, the user observes an error in the 'Spoke activity' log: 'Invalid field name: [*]Unknown error. Check system logs for more details.' Also the action is in 'Draft', not in 'Publish'. |
| Integration Hub Stream Connect<br><br>PRB1822182 | Allow read, update in kafka producer for read/updates from other application scope | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Key Management Framework (KMF)<br><br>PRB1695875 | Make Key Management Framework (KMF) diagnostics page error messages more readable | The error code or title, 'VAULT_SHOULD _BE_DISABLED_ WITH_FIPS_APPROVED _MODE', is not user-friendly. | 1. Check KMF Diagnostics a in FIPS (Federal Information Processing Standards) approved instance.<br>2. Notice the errors in Vault Section.<br><br>Expected behavior: Error code or title is end-user readable.<br><br>Actual behavior: The error code or title is long and not user-friendly, and has the message 'VAULT_SHOULD _BE_DISABLED_ WITH_FIPS_APPROVED _MODE'. |
| Key Management Framework (KMF)<br><br>PRB1782883 | The **Rotate IRK** button is missing for active IRKs (Instance Root Key) in sys_kmf_external_key | | 1. Provision an instance with the track/ jdkupgradecompile build.<br>2. Run the script to generate the IRK in the sys_kmf_external_key table new: sn_kmf_ns.KMFRootKey API().updateAlll RKMetadata();.<br>3. Open the newly generated IRK.<br><br>Expected behavior: The **Rotate IRK** button should be available to rotate the Active IRK.<br><br>Actual behavior: The **Rotate IRK** button is missing. |
| Key Management Framework (KMF)<br><br>PRB1795479 | A region isn't updated in the glide.crypto.core.config cache post-move | A source datacenter is impacted even though the instance is moved to a different region. An error is thrown. | |
| Key Management Framework (KMF)<br><br>PRB1800400 | IRK rotation fails after a cross-region move | The user is unable to rotate an IRK when an instance with Bagheera is moved from one region to another. | 1. Perform a cross region move in the Washington DC and Xanadu instances.<br>2. Verify that the move was successful.<br>3. Navigate to the sys_kmf_external_key table.<br>4. Try rotating the current IRK.<br><br>Observe a failure to rotate IRK. |
| Key Management | The auto-resolve workflow | The 'Instance rekey' job doesn't have the instance ID in the | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Framework (KMF)<br><br>PRB1810219 | doesn't wait for the timeout when checking the clone status | context, which results in the clone completing but the rekey status returning as a failure without waiting for the timeout. The clone exits with success, but the rekey isn't complete. | |
| Key Management Framework (KMF)<br><br>PRB1819556 | Automations executing scripts through the run-node-script shouldn't cause excessive instance key deactivation | Everytime the run-node-script executes, all instance keys fail to unwrap and are deactivated by the auto-resolution logic on the startup path. At scale, this causes an excessive growth of records in sys_kmf_instance_key. | |
| Knowledge Management<br><br>PRB1810451 | The **Preview Article with Blocks** UI action does not work as expected | The UI action **Preview Article with Blocks** on a published knowledge article opens a page that doesn't show the knowledge blocks listed in the right side panel under 'Blocks in Article'. | |
| MID Server<br><br>PRB1818222 | Hide or disable ES12 toggle for MID tables | ES12 is turned on by default starting Xanadu, and the MID server doesn't support ES12 features. | **1.** Navigate to the MID script include<br>**2.** Notice the **Toggle** button. |
| MID Server<br><br>PRB1819817 | Reduce default SFTP read/write buffer to 32768 from 32868 | There are cases of import/export where the environment has some issues in handling the SFTP buffer size of 32868. Since import/export has not exposed any SSH configuration, users aren't able to reduce the buffer size. | |
| Mobile Platform<br><br>PRB1811954 | DocumentData aren't saved to the SQLlite database | When customized table metadata does not have a reference column for the dotwalk first field, mobile script throws instead of break, which | **1.** Create a custom table extend task.<br>**2.** Add a dotwalk condition in data item, like cmdb_ci.name.<br>**3.** Navigate to offline, and ensure that cmdb_ci column is not the in the custom table definition. |

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|---|---|---|---|
| | | causes the rest of the DocumentData not to be processed. | Observe that offline list of the custom table is empty. |
| Mobile Platform<br><br>PRB1828958 | Update mobile client script version in Xanadu | This is a product update. | |
| Next Experience Unified Navigation<br><br>PRB1805368<br><br>KB1703778 | Use of home keyboard cursor navigation is broken in the Next Experience navigation filter input and end keyboard buttons in Xanadu | Left, Right, Home, End, Shift+Home, Shift+End, Shift-Left, and Shift-Right don't move the cursor or select text. | Refer to the listed KB article for details. |
| Next Experience Unified Navigation<br><br>PRB1806148 | Extra long contextual pill is pushing search, help, notification, and the user menu out of viewport | Extra long text in the contextual menu is not truncated and causes spillover of the search and other icons. | **1.** Log in to any instance.<br>**2.** Navigate to any page that has a long title.<br><br>Notice that the extra long text in the contextual menu is not truncated and causes spillover of the search and other icons. |
| On-Call Scheduling<br><br>PRB1819083 | The 'On-call schedules' (all on-call schedules) tab isn't loading | The 'All on-call schedules' tab gets stuck at 'Loading'. The following error message displays in the console: 'TypeError: Cannot read properties of undefined (reading 'name')...' | **1.** Navigate to on-call schedules.<br><br>The 'All on-call schedules' tab is stuck in a 'Loading' state.<br><br>**2.** Select **My on-call schedules**.<br><br>Notice that if a user selects the 'All on-call schedules' tab, the display doesn't change and still displays 'My on-call schedules' tiles. |
| Performance Analytics Dashboards<br><br>PRB1807347 | Report widget titles are truncated on smaller widgets in dashboards | The space for the refresh and other control buttons is reserved and left blank as of Washington DC, but this was not the case in Vancouver and prior versions. | **1.** Navigate to any dashboard.<br>**2.** Resize any widget to shorten the title.<br><br>Observe that not all the space is used to display the title as of Washington DC. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Performance Analytics<br><br>PRB1816393 | Duplicating a shared visualization does not allow the owner to configure the visualization in VIZ-Designer | An ITIL user with view access to a visualization can't configure the visualization. | 1. Create a visualization in VIZ-Designer as an admin and share it with an ITIL User with view access.<br>2. Log in as an ITIL user and open the visualization that was shared with view access.<br><br>The ITIL user gets a message that they can't configure it. They continue to be unable to configure it when they: duplicate the visualization, add the duplicated visualization to dashboard, unlink the duplicated visualization from the library from the widget options, and make a duplicated copy for above widget that is unlinked. |
| Platform Analytics Migration API<br><br>PRB1821090 | Flickering and no data to display issue with Agile dashboards after migration | Custom content blocks flicker and display a 'no data to display' error message after switching from the Agile 2.0 Team dashboard to the Agile 2.0 Sprint dashboard. | 1. Provision an instance with the family plugin Agile development 2.0 installed and the store apps scrum-common and scrum-dashboards installed.<br>2. Set up test data for the custom content blocks.<br>3. Use the dashboard change list to switch to the Agile 2.0 Team dashboard to Agile 2.0 Sprint dashboard.<br><br>Notice that custom content blocks are flickering before loading the data completely.<br>4. Reload the page.<br><br>Observe that some of the custom content blocks show a 'no data to display' error. |
| Platform Analytics Migration Center<br><br>PRB1814444 | Admins should observe confirmation messages when triggering migration and activation | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Platform Analytics Migration Center<br><br>PRB1820289 | Widgets are reloading after tab switch for dashboards with multiple tabs after the Core UI Dashboard migration to Next Experience | After migrating Agile development 2.0 core UI dashboards to Next Experience, widgets are reloading after switching between tabs for dashboards with multiple tabs. | 1. Install the family plugin Agile development 2.0.<br>2. Install store apps scrum-common and scrum-dashboards. (View the attached the zips)<br>3. Set up test data for the custom content blocks with the attached data setup scripts.<br>4. Navigate to **Platform Analytics** > **Dashboards**.<br>5. Navigate to the Agile 2.0 Team dashboard.<br>6. Select PriorDB-Group in the top level filter.<br>7. Navigate to **Sprint Performance** > **Cycle time**.<br>8. Return to Sprint Performance.<br><br>Expected behavior: They should not reload unnecessarily.<br><br>Actual behavior: Widgets at sprint performance are reloading. |
| Platform Runtime<br><br>PRB1811012 | Selecting **Take Questionnaire** for a Work Order Task does nothing | A questionnaire should be opened and agent should be able to answer and submit the questionnaire. | |
| Playbooks (Family Channel)<br><br>PRB1817167 | The max length of field form fields on an activity definition is set to 255, which doesn't match the matching subflow's length of 2000 | | 1. Create a process with a 'User Form' activity.<br>2. Add 25+ fields in the UI layout tab's **Form fields** field.<br>3. Save.<br>4. Refresh the page.<br>5. Reopen the activity.<br><br>Expected behavior: All fields should still be specified.<br><br>Actual behavior: Some of the fields were cut off. During runtime, the cut off is seen in the activity context record. |
| Predictive Intelligence | The enable_workflow_update property is set to false | This is a product similarity update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1802044 | in system properties | | |
| Predictive Intelligence<br><br>PRB1813440 | There is a training failure at the pre-processing stage when using numeric columns with sparse embeddings | On a training workflow capability solution with numeric columns and TF-IDF(Sparse) embedding, training fails in the pre-processing stage. | Train any workflow capability solution with at least one numeric column and TF-IDF enabled in the advanced solution settings.<br><br>Observe that the training fails at pre-processing stage with column not found error. |
| Reporting<br><br>PRB1769845 | An email report has two attachments, one with the data and one with an error | The user creates a scheduled report with a 'run as user' set who is a non-admin user and doesn't have access to the report. However, the user has access to the actual data the report is querying. The user selects 'Execute Now' and there is an email triggered with two attachments, one that says 'Access to this content denied based on report_view ACLs.', and the other with the data. | |
| Reporting<br><br>PRB1815240 | Multi-pivot in Service Poral throws 'ERROR: An error occurred while generating chart' | There's also an error in the logs: 'Uncaught Error: TypeError: leftMostRowValue [key].escapeHTML is not a function'. | 1. Navigate to the classic reporting module.<br>2. Create a report:<br>○ Table: incident<br>○ Type: Multi-level pivot table<br>○ Selected columns: Assignment Group<br>○ Selected rows: Short description, Number<br>3. Navigate to **Service Portal** > **Service Portal Configuration**.<br>4. Select **Designer**.<br>5. Add a page.<br>6. Select any container.<br>7. Under 'Widgets', select **Report** and drag it into the container.<br>8. Select the recently created multi-pivot chart. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: The chart renders.<br><br>Actual behavior: 'ERROR: An error occurred while generating chart' displays. |
| Resource Management<br><br>PRB1784311 | When trying to select the **Request Extension** button on a resource plan from the project workbench, the 'Extend resource plan' pop-up appears empty | A blank pop-up screen appears. | **1.** Navigate to the project module and open any project.<br>**2.** Under the related links, select something in the project workbench.<br>**3.** Under the resource tab, select any resource plan.<br>**4.** Select the **Request Extension** button.<br><br>Observe that a blank screen appears. |
| Resource Management<br><br>PRB1805513 | When the property com.snc.resource_management.generate_daily_aggregates is true, records aren't generated in 'Resource Aggregates Daily' | This is reproducible when resource aggregates is created for the first time with UTE | **1.** Set the 'com.snc.resource_management .generate_daily_aggregates' property to true.<br>**2.** Create a resource assignment for a user.<br><br>Observe that on the resource aggregate daily table, availability records aren't displayed correctly. |
| Resource Management<br><br>PRB1820666 | Resource reports are broken after Xanadu upgrade when the glide.sys.date_format is dd-MM-yyyy | Before the upgrade, the resource report start date and end date was in dd-mm-yyyy format, but after upgrading to Xanadu it is in yyyy-mm-dd format. | **1.** Navigate to **Resource** > **Resource reports**.<br>**2.** Set **Entity type** to 'User', and select a user.<br><br>Notice that the start date and end dates get populated automatically in yyyy-mm-dd format, and the end date cannot be changed. |
| Search Administration<br><br>PRB1776348 | The AI Search results page doesn't display translated values | Translation prefixes are not populated when i18n debugging is enabled. | **1.** Log in to Washington or Vancouver instance.<br>**2.** Make sure to install AI Search and the German (or Any) language plugin.<br>**3.** Search for a random keyword that fetches results from different tables such as change, incident, problem.<br>**4.** Switch the language to German. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Notice that the facet values in the left side panel and in the results are not translated. |
| Seismic Framework<br><br>PRB1807578 | A race condition comes out of multiple single sign-ons | Users are intermittently taken to the incorrect URL. | |
| Server-side scripts<br><br>PRB1796259 | Failure to instantiate a GlideElement during a sandboxed script execution can take down a node | It should obtain the global scope to reinitialize GlideController instead of trying to traverse to global from the current GlideElement and, potentially, grabbing the sandbox scope instead. | |
| Server-side scripts<br><br>PRB1821549 | 'Undefined' isn't supported when using ScriptRuntime .evalSpecial | | |
| ServiceNow Security Center (Family Release)<br><br>PRB1812452 | The due date for critical update records 'End of Support: GlideEncrypter API' and 'Enable 3DES deprecation for Password2 Fields' should be updated | The due dates for the following should be in future: 'Enable 3DES deprecation for Password2 Fields: 2025-01-30' and 'End of Support: GlideEncrypter API: 2025-07-31'. | 1. Log in as an admin.<br>2. Navigate to the 'Customer action' page in the Security Center.<br><br>Expected behavior: The due dates should be in the future.<br><br>Actual behavior: Two customer actions have a due date that is too soon. |
| Software Asset Management<br><br>PRB1770287 | True-up cost calculation isn't correct for software model/ product/ publisher results for single currency instances when the currency is set to anything other than USD | True-up cost calculation isn't correct for software model/ product/publisher results for single currency instances when the currency is set to anything other than USD for employee license metrics. The true-up cost in the license metric result is correct. For multi-currency instances, the | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | true-up cost calculation is as expected. | |
| Software Asset Management<br><br>PRB1819212 | There's a localization issue in 'potential savings' on single currency instances | The issue arises from incorrect handling of currency settings during reconciliation, leading to localization issues in potential savings, calculations on removal candidates, and license metric results. The issue occurs because GlideAggregate calculations and dot-walks to the **fx_currency** fields return values in the system's reference currency, whereas GlideRecord's setValue function enters values in a user's session currency. | |
| Software Asset Reclamation<br><br>PRB1815883 | There is a localization issue in potential savings, true up cost, over-licensed amount, and total spend calculation | The defect arises from incorrect handling of currency settings during reconciliation, leading to localization issues in potential savings, calculations on removal candidates, and license metric results. The issue occurs because GlideAggregate calculations and dot walks to the **fx_currency** fields return values in the system's reference currency, whereas GlideRecord's setValue function enters values in a user's session currency. | |
| Source Control Engine<br><br>PRB1789863 | There is a failure to install an app with a dependency that was converted to | Trying to install an app with a dependency on another app that was converted from a Store app into a developer app with | Refer to the listed KB article for details. |

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|---|---|---|---|
| KB1652375 | 'application repository' mode | 'application repository mode' results in failure. | |
| Syntax Editor<br><br>PRB1788757 | Upgrades/ side loads are impacted when old JavaScript code is still being used by browser cache | | On an instance with an old release of Code Assist, upgrade or side load the latest version.<br><br>Notice that the browser still has the JavaScript files from the old version cached, and it requires a hard refresh to load the latest code. |
| System Events<br><br>PRB1792583 | Flow Engine is unable to move a sysevent in the ready.node state back to ready when the sysevent table rotation record is deleted | When the flow engine encounters sysevent records older than five minutes in the state ready.node, it should move them back to 'Ready' so they can be picked up by another node. This does not happen when the Table Rotation for sysevent has been deleted. | 1. Delete the record for Table Rotation of sysevent.<br>2. Generate enough flow.fire event to load one node over its capacity so that an event can't be executed before five minutes.<br><br>Expected behavior: The sysevent should go back to the ready state and be picked up by another node.<br><br>Actual behavior: The sysevent stays in ready.node# state. |
| Territory Planning<br><br>PRB1810729 | An inactive adhoc agent appears on search and date change | | 1. Navigate to CSM / FSM configurable workspace.<br>2. Add an agent as adhoc in a territory until a date.<br>3. Add the same agent to a different territory until a later date.<br>4. Search / filter for the agent and change the date.<br><br>Expected behavior: The agent should only be visible only under the second territory added.<br><br>Actual behavior: The agent appears under both territories. |
| UI Actions<br><br>PRB1826799<br><br>KB1709928 | setRedirectURL() does not work in Xanadu | After upgrading to Xanadu, 'action.setRedirectURL()' does not redirect the user to the appropriate URL or page after UI actions are executed. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Form Administration<br><br>PRB1797566 | There is an empty payload in some events emitted by Attachment UIB component | An attachment payload is not captured on download and preview events in workspaces. | |
| UI Form Administration<br><br>PRB1825488 | Workspace incorrectly saves FX currency fields when the locale is nl.NL | When saving an **fx_currency** field value in workspace, the value is saved incorrectly. This does not occur when performing the same operation outside workspace. | |
| UX Framework<br><br>PRB1758068 | Hidden tab labels are visible | The tab-set 'hideLabel' property isn't honored in Washington DC, which results in tabs not being hidden. | **1.** Open an instance with UIB / UXF installed.<br>**2.** From any UIB workspace, navigate to a 'tabs' component with one or more existing tabs.<br>**3.** Update the tab property by setting 'hide tabs label' to true and save.<br><br>Expected behavior: Tab labels are hidden.<br><br>Actual behavior: Tab labels still visible, seemingly no change. |
| UX Framework<br><br>PRB1818682 | UIB data broker sends empty context props as 'null' [type string] instead of null [type object]. | | **1.** Navigate to Guided Setup module under Adoption Services Application.<br>**2.** Select the **Service Operations Workspace for ITSM** product in the Configure Products tab.<br>**3.** Select **Continue**.<br><br>Observe an error notification reading: 'Please remove interaction ID from URL for single run guided setup.' |
| Virtual Agent Designer<br><br>PRB1826226 | LLM conversations should not make queries to sys_cs_topic_language | Queries should not be made to sys_cs_topic_language, which is an NLU-only table. | **1.** Start any LLM topic.<br>**2.** Go through the topic by answering the questions.<br><br>Expected behavior: There should not be any queries made to sys_cs_topic_language. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: There are slow queries made to sys_cs_topic_language. |
| Virtual Agent<br><br>PRB1785278 | When the user filters a search, the exact search item shows up but the option to **Show 10 more** results appears | The user should not observe **Show 10 more** unless the searched record count is more than 10. | |
| Virtual Agent<br><br>PRB1816479<br><br>KB1705481 | A choice list turns to English after expanding the list for more options | The issue occurs in all eight languages. | Refer to the listed KB article for details. |
| Virtual Agent<br><br>PRB1818411 | When search input is empty for a RAG search term and a test is run, eval is stuck in 'In progress' | Parent skill does not receive the response of the child skill. | **1.** Create a child skill which takes input as skill input and publish it.<br>**2.** Create a parent skill and add the child skill as tool.<br>**3.** The prompt of the parent skill should contain the response obtained from the child skill.<br>**4.** Publish the parent skill.<br>**5.** Run the test and verify that the response in successful as expected.<br>**6.** Run the same parent skill using an API.<br>**7.** Observe the response of parent skill.<br><br>Expected behavior: The parent skill input prompt should contain the response of the child skill and use it to generate a final response.<br><br>Actual behavior: Parent skill does not receive the response of the child skill. |
| Virtual Agent<br><br>PRB1818624 | Search is down while the Washington DC xnowassiststable to upgrade is in progress | This impacts Washington DC instances upgrading to xnowassiststable. It was noticed that Now Assist GRs were not returned during the upgrade until the end of the loading | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | plugins stage. During the upgrade perform search from the service portal, the search is down and regular search results show, but not GRs. GRs should be returned during upgrade. | |
| Virtual Agent<br><br>PRB1819306 | Retry mechanism for evaluation on large datasets | This is a product update. | |
| Virtual Agent<br><br>PRB1819726 | Invoke FDIH API in non-interactive mode if request coming from NASK | This is a product update. | |
| Virtual Agent<br><br>PRB1822999 | CS_NODE_DETAILS cache size is inadequate | User running performance tests against Now Assist Virtual Agent conversational catalogs, there is latency because the subject cache is small. | 1. Set up Now Assist Virtual Agent with conversational catalogs.<br>2. Run a performance test against these topics.<br><br>Notice that there is latency due to the subject cache being too small. |
| Virtual Agent<br><br>PRB1825262 | Attributes are not mapped as expected in sync mode of capability chaining | This is a product update. | |
| Virtual Agent<br><br>PRB1825821 | A legal disclaimer isn't translated when Virtual Agent is launched | | 1. Provision an instance with Virtual Agent (VA) for LLM enabled and language plugins installed.<br>2. Impersonate a user.<br>3. Set the language preference to Japanese.<br>4. Turn DT off.<br>5. Launch the Virtual Agent chat.<br><br>Expected behavior: The legal disclaimer should be displayed in Japanese.<br><br>Actual behavior: Notice that the static text 'Answers generated by AI. Review |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | for accuracy' isn't translated. It is displayed in English. |
| Virtual Agent<br><br>PRB1826752 | The RAG tool throws an error when passing the '$' symbol in a query from a skill kit | | **1.** Add RAG as a tool to any skill.<br>**2.** Pass '$' in the search query.<br><br>Expected behavior: It should execute without any error.<br><br>Actual behavior: It throws an error. |
| Virtual Agent third-party integrations<br><br>PRB1801347 | Inbound/ Outbound images aren't sent/received | | |
| Virtual Agent Web Client<br><br>PRB1817416 | UI alignment issue on Now Assist Virtual Agent (NAVA) mobile responsiveness | This a UI alignment issue in which the VA window cuts off to the left hand side of the site, and cannot be viewed properly. | **1.** Open Customer Service Managment (CSM) portal in Android with a Chrome browser.<br>**2.** Select the **Virtual Agent** (VA) icon.<br><br>Observe that part of VA window is unaligned and is cut off on the left side of the site, and cannot be viewed properly. |
| Virtual Agent Web Client<br><br>PRB1817637 | 'Reply' and 'Start new conversation' branding isn't translated | | **1.** Set up NAVA.<br>**2.** Install Spanish.<br>**3.** Set up DT and language detection.<br>**4.** Log in to Service Portal as a Spanish user.<br><br>Observe that the 'Reply' and 'Start new conversation' branding isn't translated. |
| Work Order Management<br><br>PRB1823305 | Work Order Template assignment groups are not honored | When using Work Order templates and setting a specific assignment group, the group is not set and a different group is assigned. Additional fields that are configured on the work order templates can not be processed properly. | Open a WO using a template with a defined Dispatch and Assignment group of type wm_dispatch.<br><br>Notice that if the WOT template is viewed separately, there are no choice values in the select box for assignment group. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | As a result, fields like **assignment_group** that will be defined in the WOT of the work order template are not applied properly. | |

## 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.

- Xanadu Patch 3 Hotfix 1
- Xanadu Patch 3
- Xanadu Patch 2 Hotfix 2
- Xanadu Patch 2
- Xanadu Patch 1 Hotfix 3b
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 3 Hotfix 2

The Xanadu Patch 3 Hotfix 2 release contains fixes to these problems.

**Build information:**

Build date: 12-05-2024_2307

Build tag: glide-xanadu-07-02-2024__patch3-hotfix2-12-04-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Actions<br><br>PRB1826799 | setRedirectURL() does not work in Xanadu | After upgrading to Xanadu, "action.setRedirectURL()" | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| KB1709928 | | does not redirect the user to the appropriate URL or page after UI actions are executed. | |
| UI Actions<br><br>PRB1828008<br><br>KB1710085 | MFA Configured with SSO users are wrongly redirected to a page that can't be found | Multi Factor Authentication (MFA) with single sign-on (SSO) redirection is broken and users are redirected to a 'not_found.do' page. | Refer to the listed KB article for details. |

## 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.

- Xanadu Patch 3 Hotfix 1
- Xanadu Patch 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 3 Hotfix 1

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

**Build information:**

Build date: 11-19-2024_1208

Build tag: glide-xanadu-07-02-2024__patch3-hotfix1-11-13-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Attachments to Records<br><br>PRB1823698<br><br>KB1709552 | Out Of Memory (OOM) caused by the misuse of BuffetedInputStream when creating attachments | Attachments created from previously prepared TMP files are read with BufferedInputStream and have an internal buffer of 512M. | Refer to the listed KB article for details. |
| Database Persistence - Data Scale<br><br>PRB1784967<br><br>KB1706117 | A Null Pointer Exception (NPE) is thrown while invoking the getAvailableConnection | Failure to load the script's DB because the returned value of com.glide.db.pool .DBConnectionPool .getDBConnection(int) is null. | |
| Health Log Analytics (Family)<br><br>PRB1825365 | Health Log Analytics breaks after upgrading to Xanadu | MID Server distribution is missing a bundled dependency (mid-loom.jar). | 1. Open an instance with the HLA app installed.<br>2. Upgrade the instance to Xanadu.<br>3. Provision Occultus and ElasticSearch.<br>4. Create a Data Input.Associate the Data Input to a MID.<br>5. Attempt to start the Data Input.<br><br>Notice that there is a ClassNotFoundException on the Data Input form. |

## 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.

- Xanadu Patch 3
- Xanadu Patch 2 Hotfix 1
- Xanadu Patch 1 Hotfix 3
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

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## Xanadu Patch 3

The Xanadu Patch 3 release contains important problem fixes.

**Xanadu Patch 3 was released on November 07, 2024.**

- Build date: 11-01-2024_2230
- Build tag: glide-xanadu-07-02-2024__patch3-10-23-2024

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

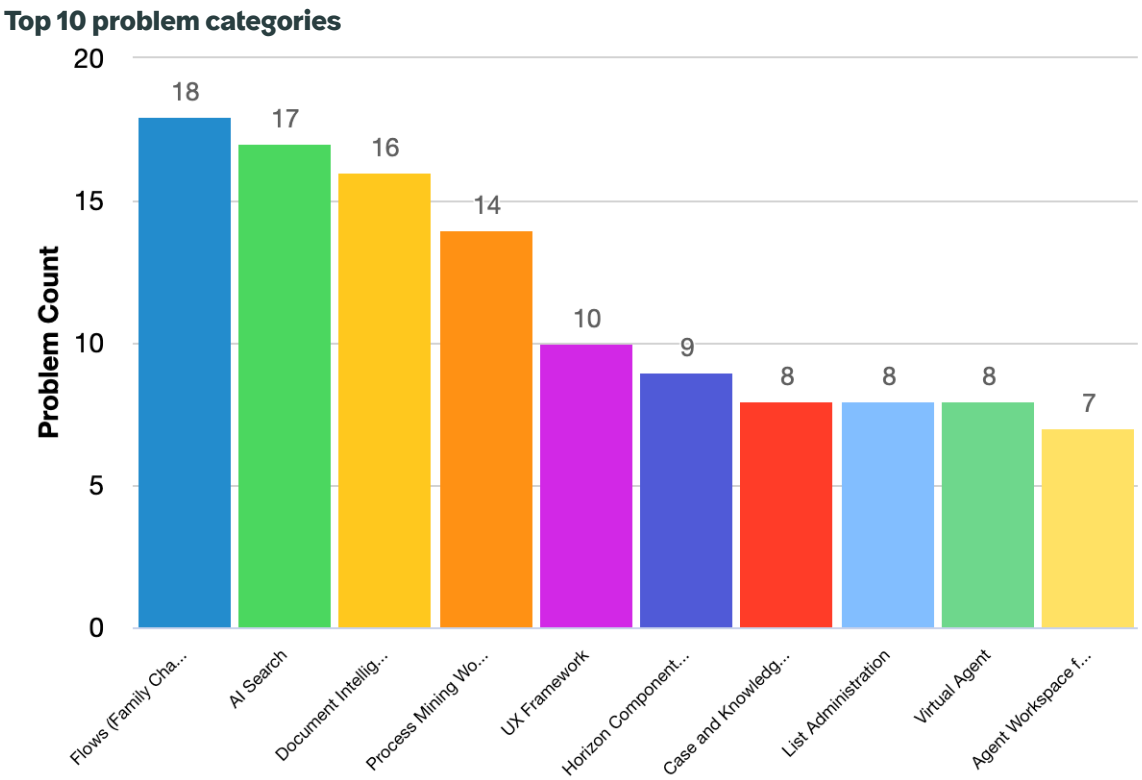
For more information about the release cycle, see the ServiceNow Release Cycle.

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 3 includes 298 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.




## Security-related fixes

Xanadu Patch 3 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 Xanadu Patch 3, refer to KB1706274.

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## Changes in Xanadu Patch 3

### Available system properties

**com.snc.pa.xmr.processes.limit**

The maximum number of KPI Signals Configurations (pa_xmr_processes) that can be evaluated by the KPI Signals Insight Job. After this number of processes have been evaluated, the remaining processes are ignored.

- Type: Integer
- Default: 1000
- Maximum: 10,000

## 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 |
|---|---|---|---|
| AI Search<br><br>PRB1709322<br><br>KB1645499 | Text seen when using AI Search can't be translated | The text '[number] results for [keyword]' can't be translated. | Refer to the listed KB article for details. |
| AI Search<br><br>PRB1808466<br><br>KB1704590 | AI Search yields 'No results found' message on the Now Mobile app, but works as expected in the Service Portal | Using AI Search on the Now Mobile app does not render results and displays errors in the logs, but using AI Search in the Service Portal works as expected. | Refer to the listed KB article for details. |
| History Set<br><br>PRB1806563 | Duplicate comments are observed intermittently even after enabling the fix for DEF0528864 | With the fix for DEF0528864, the history set loader flow was modified to utilize the system property glide.history_set.pull_journal_entries_from_journal_table. However, there are new instances of intermittent duplication issues, even with this property enabled. In these cases, duplicate records in the sys_history_line table originate from the sys_journal_field table. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| List Administration<br><br>PRB1797758<br><br>KB1705540 | When scrolling horizontally in any table in list view, field names do not scroll | When scrolling horizontally, the field names on the top are frozen in place but the values change. | Refer to the listed KB article for details. |
| Next Experience Unified Navigation<br><br>PRB1799023 | Menu can show fewer items when a business rule is configured to restrict a query | The user observes that the Next Experience header is missing menus (for example, 'All', 'Favorites', 'History'). This can occur if there are business rules against the 'sys_app_application' or 'sys_app_module' tables with the type 'Query'. It can also result from bad domain-specific caching in relation to the menus. | |
| Service Portal<br><br>PRB1809948<br><br>KB1703663 | Using the auto-fill function in an Edge browser triggers a search of all reference fields in the Service Portal catalog form | Starting from Edge browser 129.0.2792.52+, when the user fills the personal information with the auto-fill function on the service catalog form in the Service Portal, it triggers a search of all reference fields in the form. Sometimes this causes the form to freeze, and it must be reloaded to proceed. | **1.** Enable the auto-fill function on Edge browser 129.0.2792.52+.<br>**2.** Open a service catalog with multiple reference fields in Service Portal.<br>**3.** Select one of the fields and fill the personal information by auto fill.<br><br>Expected behavior: Only fields that are related to personal information are populated.<br><br>Actual behavior: Fields related to personal information are populated, but all the reference fields on the form were in focus and triggered the searches of the fields. |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Activity Stream | Components using the now-trigger-library for a keyboard | Components should deregister if using now-trigger-library so that the reference to the | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1773099 | shortcut are not deregistering | host and update state of the component is not kept. However, uxfTriggerLibrary continues to grow as certain components are not deregistering. | |
| Activity Stream<br><br>PRB1803978<br><br>KB1704344 | The SysActivityRuleRepo should be share aware for event source tables | When the name of the related table does not match the root name, a new email event is not created. The SysActivityRuleRepo should allow emails to appear in both the Activity stream and in the Workspace. | Refer to the listed KB article for details. |
| Advanced High Availability (AHA)<br><br>PRB1816356 | A rare deadlock occurs during Glide startup | The deadlock is caused by ScriptsMetricsPublisher. | |
| Advanced Work Assignment<br><br>PRB1792465 | Support for GlideRecordSecure in awa_external_event_helper helper scripts | A helper script fetches record details for creating a Work Item, Interaction and Queue Object details. However, GlideRecordSecure in the ExternalProviderHelper script is not being honored. | |
| Advanced Work Assignment<br><br>PRB1798373 | The **Reject** button should not be available on the inbox card during the queue transfer | The agent should only have the option to accept the chat or to let it time out. However, the agent has the option to reject or accept the chat. | |
| Advanced Work Assignment<br><br>PRB1810926 | A completed event is generated when the requester ends the conversation before an | Cancelled and completed events are generated when the requester ends the conversation before an agent accepts the chat request. Only cancelled events should be triggered | 1. Start a conversation as a requester.<br>2. Wait until the interaction gets routed to an agent.<br>3. End conversation as a requester, before agent accepts chat request.<br><br>Expected behavior: Only a cancelled event is triggered. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | agent accepts chat | when a requested ends a conversation before an agent accepts the chat request. | Actual behavior: Cancelled and completed events are generated. |
| Agent Chat<br><br>PRB1801904 | The conversation panel appears for a closed interaction even after setting inactive.interaction.conversation.history.panel.enabled to 'false' | The conversation panel remains open in the list view of the Service Operations Workspace, even though the interaction is closed. This continues even after setting inactive.interaction.conversation .history.panel.enabled from 'true to 'false'. | 1. Set inactive.interaction.conversation .history.panel.enabled to **false**.<br>2. Open two browsers.<br>3. Impersonate an agent in the first browser.<br>4. Open the Service Operations Workspace (SOW).<br>5. Change the state to **Available.**<br>6. Accept the incoming chat.<br>7. End the chat.<br>8. Close the workspace tab with the interaction.<br>9. Open the same interaction from the list view in the second browser.<br>10. Open the portal that has the Virtual Agent.<br>11. Connect to an agent.<br><br>Notice that the conversation panel appears. |
| Agent Chat<br><br>PRB1813251 | Now Assist context menu true-up | This is a product update. | |
| Agent Workspace for HR Case Management<br><br>PRB1749635 | Scripted Template fields do not work in Workspace on the Case Creation Page | When setting up scripted values in an HR Case Template, the values don't work in the Case Creation Page on the workspace. However, when using the Case Creation Page in the classic view, the values do work. | 1. Set the scripted value in an HR case template for a field (for example, set **Short description** to, javascript:'TEXT FROM TEMPLATE';)<br>2. Verify case creation from platform/ classic view.<br><br>Observe that the **Short description** field is set to 'TEXT FROM TEMPLATE' as expected.<br><br>3. Verify case creation from the workspace. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Observe that the **Short description** field is not set to 'TEXT FROM TEMPLATE' as expected. |
| Agent Workspace for HR Case Management<br><br>PRB1750634 | Auto opening of knowledge creation records in Agent Workspace for HR | | **1.** Open any HR case on an instance with the Now Assist for HR plugin installed.<br>**2.** Create an associated task record.<br>**3.** Select **Save**.<br><br>Notice that a new tab called Create Knowledge is opened. |
| Agent Workspace for HR Case Management<br><br>PRB1758363 | Timeline component icons are not rendered after event data changes | Child case event icons are not displayed on the timeline. | |
| Agent Workspace for HR Case Management<br><br>PRB1766214 | The case form opened in Agent Workspace for HR case COE takes the default view instead of the Workspace UIB view | The default record view is displayed. | **1.** Provision an instance with the 'Document templates' application installed.<br>**2.** Open any sn_hr_core_case case in HR Agent Workspace.<br><br>Notice that the default record view is displayed. |
| Agent Workspace for HR Case Management<br><br>PRB1768816 | A knowledge creation record and resolution notes modal open automatically upon case creation | The resolution notes modal and KB creation page open automatically. | **1.** Navigate to a declarative action (sys_declarative_action_assignment).<br>**2.** Search for a record: 'New' where table is 'sn_hr_core_case'.<br>**3.** Update the client script to 'Create New Record'.<br>**4.** Activate the resolution notes skill.<br>**5.** Navigate to HR Agent Workspace.<br>**6.** Open any HR case.<br>**7.** Navigate to the related item, 'Child Cases'.<br>**8.** Create a new child case.<br><br>Expected behavior: The resolution notes modal and KB creation page should not open. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: The resolution notes modal and KB creation page open. |
| Agent Workspace for HR Case Management<br><br>PRB1787727 | Messages in the HR Agent Workspace are not translated to Japanese with the i18 Japanese plugin | Although most texts are translated to Japanese in the HR Agent Workspace with the i18 Japanese plugin, messages related to creating HR cases in the Agent Workspace for Case Management are not translated. Specifically, the text from the pop-up 'This case may already exist' and 'You can choose one of these cases or create a new one' are not translating to Japanese. | **1.** Install the plugins i18 Japanese and sn_hr_agent_ws (Agent Workspace for HR Case Management).<br>**2.** Log in as an admin user or any user that can create HR case.<br>**3.** Change the language setting to Japanese.<br>**4.** Open the HR Agent Workspace.<br>**5.** Create a new HR case.<br>**a.** Skip 'Verify the employee requesting this case'.<br>**b.** Provide the case details/ケースの詳細を入力. (For example; COE：HR ケース　HRサービス：一般参照　依頼者：admin　対象者：admin　作業メモ：test)<br>**6.** Select **Create case/**ケースを作成.<br>**7.** Create a new HR case with the same details.<br><br>Expected behavior: All texts are in Japanese.<br><br>Actual behavior: Notice that the pop up 'This case may already exist' is not translated to Japanese, and the text 'You can choose one of these cases or create a new one' is not translated to Japanese. |
| Agent Workspace for HR Case Management<br><br>PRB1809238 | Some events are not displayed on the ER timeline | | |
| AI Search<br><br>PRB1767776 | Incorrect empty state (no Genius results) | Genius results do not appear on a query that should produce results. | |
| AI Search<br><br>PRB1797747 | The Genius Results Loading Spinner shows up despite | The top spinner is visible when Genius results are not linked and sometimes spins for a longer period of | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| KB1706071 | Unconfigured Genius Results | time. This occurs even if Genius results are not linked to a profile used in the application that is being searched. The loader causes the page to continue rendering even if genius results are not linked to a profile. | |
| AI Search<br><br>PRB1799201 | The suggested results page continuously loads when for guest user searches in the Service Portal | When users use the search bar in the home login page of an instance without logging in, they are redirected to the Search page. When users attempt to use the search bar in the Search page, the page will continuously load if no results are found. | **1.** Enable AI Search.<br>**2.** Enable the following public related base instance pages and widgets:<br>**a.** For the page, enable Title = Home Page(ID=index) and Title = Search(ID=sp_search).<br>**b.** For widgets, enable Name = Homepage Search, Name = Typeahead Search, Name = Faceted Search, Name = breadcrumbs.<br>**3.** Open the login page of an instance. Do not log in to the instance.<br>**4.** Use the search bar on the login page to search for a keyword, for example 'email'.<br>Notice that the search will redirect to the Search page.<br>**5.** Enter a keyword in the search bar on the Search page.<br>Expected behavior: Suggested results will be generated, but if there are no results, no results will appear.<br>Actual behavior: The Search page continuously loads even if there are no results found. |
| AI Search<br><br>PRB1800899 | Query Support for Multi Embedding model changes | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1805440 | hasPendingIndex API returns true even though indexing is completed | If indexing is complete, the API should return false. | 1. Index any index source.<br>2. In any table record in an index source, verify that indexing is complete with dumpDocument.<br>3. Invoke hasPendingIndex for the table record and check the result.<br><br>Expected behavior: Returns false as indexing is completed.<br><br>Actual behavior: Returns true. |
| AI Search<br><br>PRB1808465 | The embedding stats state gets changed to 'Indexed' even though async embedding is enabled | The semantic ingestion state is indexing and the embedding stats state is in an indexed state. | 1. Enable async embedding by enabling system properties glide.ais.ingestion.embedding.async and glide.ais.ingestion.embedding .ais_service_async_state<br>2. Index any data source and check the record after the value of Keyword Ingestion State changes to 'Indexed'.<br><br>Expected behavior: The Semantic Ingestion State and each embedding stats state should be indexed, and these values should be updated by the scheduled job 'AIS Async Embedding Status Check'.<br><br>Actual behavior: The semantic Ingestion State is indexing and the embedding stats state is in an indexed state. |
| AI Search<br><br>PRB1812539 | The AI Search 'Embedding Histories' tab shows an empty value in the End Time column | The AI Search 'Embedding Histories' tab shows an empty value in the End Time column when kb_knowledge ingestion finishes. | |
| AI Search<br><br>PRB1813387 | A warning message should be shown when the user creates more than one semantic index source configuration for the same datasource | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1814811 | AIS new datasource should not enable attachment by default | A new indexed source configuration should add advanced configuration for index_attachement=false. However, nothing is added which enables attachment. | |
| AI Search<br><br>PRB1815366 | Show semantic ingestion status on index history default view on an indexed datasource | | |
| AI Search<br><br>PRB1815524 | AI Search embedding stats don't update after failover | Embedding stats doesn't get updated while async embedding is in progress. The semantic ingestion state stays 'Cancelled' after failover and doesn't update to indexing/indexed. The end time has a value set and embedding stats doesn't get updated while async embedding is in progress. | 1. Start 11k KB ingestion.<br>2. Shutdown AIS node to create failover scenario.<br><br>Observe that the keyword/semantic ingestion state updates to 'Cancelled'. Once failover is done, glide starts ingesting to a new active AIS and the keyword ingestion state changes to indexed once done. |
| AI Search<br><br>PRB1817137 | Rename 'Component field name' in semantic Index fields table to 'Field Name' | This is a product update. | |
| AI Search<br><br>PRB1818106 | A negative value is shown for 'Percentage completed' on embedding stats | | |
| AI Search<br><br>PRB1818925 | Skill discovery doesn't work for Now Assist for HR skills | Skill discovery is not working for scoped apps where application administration is true. | 1. Provision an instance with Now Assist for HR 99.0.0 installed.<br>2. Impersonate an admin<br>3. Navigate to ESC portal.<br>4. Open VA.<br>5. Enter 'How to change my phone number.' |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Notice that the skill is in Now Assist for HR scope and the topic is not discovered. |
| AI Search<br><br>PRB1820483 | A regular DPR Search with scriptable API returns no passages | No results are returned. | 1. Provision an instance with AI Search 27.1 installed.<br>2. Ingest a KB table with DPR field mappings.<br>3. Attach a KB search source to a Service Portal profile.<br>4. On Service Portal SAC, enable semantic search with semantic type 'DPR'.<br>5. Perform a semantic search through a scriptable API.<br><br>Notice that no results are returned. |
| App Generation (Family Release)<br><br>PRB1808206 | Ability to set color theme on input box in NAP for App Shell/ ServiceNow Studio | This is a product update. | |
| Application Install Engine<br><br>PRB1788335 | Remote app table entries are populated with 'undefined' in sys_code column | There are 'undefined' entires in the sys_code column of sys_remote_app entries. | |
| Application Rationalization<br><br>PRB1802489 | There are issues in the 'information object' related list | Managing and associating information objects in EA Workspace is broken and non-functional. The **Cancel** button isn't working for the **Add**, **Delete**, and **Edit** modals. There is some icon response time beside the **Cancel** button. There are spacing issues in the **Add** and **Edit** modals. Records aren't displayed after selecting the **i** icon and opening a record. When deleting | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | a relationship, the browser is refreshed. | |
| Application Rationalization<br><br>PRB1809157 | There are UI issues observed with the **Regenerate Indicator score** button | The modal UI has some issues. 'Fiscal period' isn't aligned to the title. There are issues with the **Cancel** button. There is a 'GlideWindow.locate: window not found' pop-up. Selecting the **Search** icon navigates to the 'Legacy' page when it should open in the workspace itself. When entering a value in the **Input** field, the 'Fiscal periods' list isn't properly visible. When adding a fiscal period, selecting the **i** icon and opening the record closes the modal. Indicator scores aren't generated. | |
| Capacity and Reservations Management<br><br>PRB1817448 | Fix Eslint errors in Xanadu | When trying to build a repo in Xanadu, the user observes eslint errors and the build fails. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1801811 | Check the Ticket and Support status errors out when the HR plugins are installed | There are errors in the 'Check Ticket and Support' status in the Virtual Agent chat after the apps and plugins Now Assist in VA Human Resources, Human Resources: Core, the Human Resources Scoped App: Lifecycle Events, and the Human Resources Scoped App: Employee Relations are installed. | 1. Install the apps and plugins Now Assist in VA Human Resources, Human Resources: Core, the Human Resources Scoped App: Lifecycle Events, and the Human Resources Scoped App: Employee Relations.<br>2. Navigate to **All** > **Virtual Agent** > **Designer.**<br>3. Search for the topic 'Check Ticket and Support'.<br>4. Select the test.<br><br>Expected behavior: The list of pending items should be shown including HR items; the card includes: 'number', 'short_description', and 'priority' of the selected HR case; and the user is able to add the additional comments on the case. |

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| | | | Actual behavior: The error message, 'Sorry, there was a problem on my side trying to complete this request. Try asking again later'. |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1803623 | Missing RCAs from Manager Hub to HR Core | | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1805956 | Users are unable to create Knowledge Base (KB) Articles for HR Cases in UI16 and in the HR Agent Workspace | No error messages appear, yet draft KB articles are not created. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1811770 | Restricted caller accesses (RCA) generate as part of healthcare HRSD | | 1. Set up HRSD healthcare.<br>2. Log in to the instance.<br>3. Navigate to the application restricted caller access.<br><br>Notice that the RCAs are coming as requested. |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1812892 | Multi-language support and Now Assist Context menu RCAs | This is a product update. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1812953 | RCAs to access (create, read and write) HR talent management case records from 'HRSDVAUtilsSNC' script include from Now | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | Assist for HRSD | | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1814233 | The RCA should be shipped in the target scope (source: OracleAdvancedUtilsSNC and target: hr_Profile) | | |
| Case Management<br><br>PRB1803076 | The role gs.hasrole is missing on a base instance script include | The role is missing for the 'Consumer role' condition. | |
| Code Signing<br><br>PRB1797796 | Incorrect configuration of audit fields causes slowness across features that use sys_audit tables | This is a product update. | |
| Code Signing<br><br>PRB1805694 | App Store contained signatures are not loading or validating in Xanadu | Each signature has an associated timestamp, and there was a change in how timestamps were generated in Xanadu. Prior to Xanadu the timestamp was computed from the plain text of the signature, whereas after Xanadu the timestamp is computed differently. | |
| Configuration Management Database (CMDB)<br><br>PRB1809366 | The Service Graph Connecter (SGC) Central menu link is missing in the Configuration Management Database (CMDB) Workspace | After installing SGC V1.1, the user does not have a SGC Central menu link in the CMDB Workspace. Upgrading the CMDB Workspace to V6.2.0, a compatible version with the SGC Central, restores the SGC Central menu link. The CMDB Workspace is upgraded to V7.0.8 | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | after upgrading to Xanadu | when upgrading to Xanadu, which is incompatible with the SGC Central, making the SGC Central menu link no longer available. | |
| Contextual Security Manager<br><br>PRB1769723 | A query business rule prevents non-admin users commenting on SCTASK from copying over to RITM | Before Query Business rule preventing non-admin user comment on SCTASK from copying over to RITM. | |
| Customer Service Management for Field Service Management<br><br>PRB1817415 | My Dispatch Map does not load | The map in the My Dispatch Map page doesn't load, with the error log 'TypeError: Cannot read property 'val' from undefined'. | |
| Database Persistence - Data Access<br><br>PRB1804505 | Add additional logging around sys_db_view_table.where_clause | This is a product update. | |
| Database Persistence - Data Access<br><br>PRB1814864 | Platform Graph API to support Knowledge Graph | This is a product update. | |
| Database Persistence - Data Scale<br><br>PRB1790711 | Enable AHA Monitor on addition of secondary candidates without node restart | This is a product update. | |
| Database Persistence - Data Scale | DBAction.getListener is slow | This is due to a synchronous block that needs to check for all active extension points for IDBListener and | |

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|---|---|---|---|
| PRB1794580 | | then merge and sort two array lists. | |
| Database Persistence<br><br>PRB1739880 | Ignore forcePrimaryKeyOrdering for 'TS' queries | Service Portal Search API returns an empty response. | |
| Database Views<br><br>PRB1764595 | An amalgamated set of database view problems are encountered on migrated user instances | The issues include: Boolean values in where clauses; boolean operators in combination with '!' as the separator that need to be space-padded to convert to AND or OR; double-quoted strings with '!' as the separator are used as is and are interpreted as column names; duplicate order values. | |
| Data Collection for Oracle Global Licensing and Advisory Services for Software Asset Management<br><br>PRB1810089 | Downloading the GLAS Report is running into blank page | The user is unable to download Oracle GLAS reports when there are over 10 million records in GLAS tables. | |
| Discovery<br><br>PRB1726066<br><br>KB1645554 | The vCenter Cloud probe is triggered every time the web server (http.https) is determined as open | A previous fix introduced a new 'VMWare - vCenter Cloud' probe which checks if vCenter is running on 443 port. If so, it triggers vCenter discovery. However, the 'VMWare - vCenter Cloud' probe gets triggered every time the Web Server (http.https) is determined to be open. | Refer to the listed KB article for details. |

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| Discovery<br><br>PRB1788611<br><br>KB1703744 | vCenter extension contexts fail to start | The vCenter collector MID Server Extensions do not start and events are not collected. | 1. Navigate to vCenter Event Collector Contexts.<br>2. Create a new record.<br>3. Specify the MID server and vcenter details.<br>4. Save the record.<br>5. Select **Start** to trigger the events.<br><br>Observe that the events are not triggered upon selecting the **Start** button. |
| Discovery<br><br>PRB1791352 | ECC queue related list count mismatch for a discovery status | The ECC queue record count in the related list is lower than expected. | 1. Update the sys_relationship record 897b216d0a0a0b 7300d9c0927455f8eb which controls how 'refined the query in current that will populate the related list'.<br>2. Have the updated_time.addSeconds in the script to a low value (one or two minutes).<br>3. Run a discovery that takes at least five to ten minutes.<br>4. Wait for discovery to execute beyond one minute.<br><br>Observe that the ECC queue record count in the related list is lower than expected (cross check against ECC_QUEUE table directly using the agent correlator). |
| Discovery Probes and Sensors<br><br>PRB1790391 | HP-UX Server OIDs try to launch switch/ router patterns | Some OIDs will attempt to trigger network device discovery if SNMP is enabled for HP-UX servers. | |
| Document Intelligence Unified Backend<br><br>PRB1779605 | Inactive keys are preventing STP because they return a prediction score as '0' | | 1. Create a DE use case.<br>2. Create required fields.<br>3. Create a task.<br>4. Upload documents to train a model.<br>5. After training a couple of tasks, enable STP with STP Th=0.6.<br>6. Create a task to go through STP. |

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| | | | **7.** Deactivate any of the fields.<br>**8.** Create another task.<br><br>Since the field is required and thus makes it inactive, it causes the prediction score to be 0. STP doesn't pass since the required field that is now inactive has a 0 prediction score less than the STP threshold. |
| Document Intelligence Unified Backend<br><br>PRB1800435 | Use cases with date type fields are not autofilling the data, even though predictions are more than the threshold | Data is not autofilled for tasks, even after a use case with date fields was created with predictions of more than 50%. | **1.** Create a use case, 'Nagesh_DateUC_MonthFirst_NoAgentReview'.<br>**2.** Create 20 date fields with the type 'Month First'.<br>**3.** Create two field groups of the type 'fieldgroup'.<br>**4.** Add five fields of type date under each field group, for a total of 30 fields.<br>**5.** Create a task.<br>**6.** Verify that the task was processed.<br>**7.** Trained the task with 30 different date formats.<br>**8.** Verify that prediction is more than 60% after some tasks.<br>**9.** Enable autofill for the use case.<br>**10.** Set the threshold as 0.5.<br>**11.** Create a new task.<br><br>Expected behavior: The task autofills the data if the predictions are more than 50%.<br><br>Actual behavior: Autofill does not work for the task. |
| Document Intelligence Unified Backend<br><br>PRB1802676 | The **Edit** functionality does not appear for all reference fields | The **Edit** functionality does not appear at all times, and only appears after entering a proper value on. When adding two fields in a use case, the edit functionality only appears for one field and not the other. | Add two fields in a use case, one vendor reference field and one contract model reference field.<br><br>Notice that the **Edit** functionality is not the same for both fields; the **Edit** functionality appears in the vendor reference field but does not appear in the contract model field. |
| Document Intelligence | Docintel OCR Triton config | This is a product update. | |

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|---|---|---|---|
| Unified Backend<br><br>PRB1807379 | in Glide is incorrect | | |
| Document Intelligence Unified Backend<br><br>PRB1811973 | Switch OCR and PDF to use DocReader | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1811982 | Create form views to allow admin to create fields and field groups | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1811991 | GenAI transaction not to be counted against 'Classic' transactions | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1812780 | Tasks are not processed for Doc Classifier use cases | Tasks are not processed for Doc Classifier use cases after training the use cases. Although the training job for use cases are triggered in ML solutions, the task is not processed and records are not created in the ML solutions table. | 1. Install the 5.2 App on an instance.<br>2. Navigate to **Document Intelligence** > **Document Classification** > **Use cases**.<br>3. Create the use case 'DC_UC1'.<br>4. Create two fields, 'k1' and 'k2'.<br>5. Created a task.<br>a. Attached six files.<br>b. Submit the values in the DocIntel agent view.<br>6. Select **Train use case**.<br>Notice that the training job has been triggered successfully in ML solutions.<br>7. Created a new task 't2'.<br>Notice that the **Process task** button is available.<br>8. Select **Process task**.<br>Expected behavior: The task is processed. |

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| | | | Actual behavior: The task is not processed and no record is created in the ML solutions table. |
| Document Intelligence Unified Backend<br><br>PRB1814866 | Add extension points/ resolvers to hook prediction flow | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1814867 | Add new column 'Prediction Method' to sys_di_key table and sys_di_key_group table | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1814895 | Modify Extension Point 'AttachmentPreProcessor' to add check for 'Prediction Method' Key | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1815770 | The **Edit** fields in reference fields appear as Sys IDs for some tiebreaker fields | | |
| Document Intelligence Unified Backend<br><br>PRB1817986 | Date fields with the month first type are not normalized correctly in plugin | This is a product update. | |
| Document Intelligence Unified Backend<br><br>PRB1818548 | The user is unable to add new keys to a migrated use case | A new key has an empty name and fails. | **1.** Create a task definition.<br>**2.** Copy task definition with the DocIntel Admin app.<br>**3.** Add a new key to the task definition.<br><br>Notice that the name of the new key is empty. The backend expects it to be non-empty and fails. The user is unable |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | to create subsequent keys because the name 'null' is already taken. |
| Document Intelligence Unified Backend<br><br>PRB1818806 | Implement the batching of attachments | This is a product update. | |
| Dynamic Scheduling<br><br>PRB1811377 | Process failure when using the Workforce Optimization (WFO) feature to schedule a task under dynamic scheduling | If the window is not enough for the task work duration, the process fails and an error is reported. Also, when using the scheduled job 'Process Dynamic Schedule Auto Assignment', it won't proceed. | |
| Dynamic Translation<br><br>PRB1818919 | The conversation gets stuck with language detection off | | **1.** Set up DT and keep the language detection off.<br>**2.** Set up NAVA on any portal.<br>**3.** Log in to the NAVA portal as a user with the language set to Spanish.<br>**4.** Open the web client.<br>**5.** Type 'I need to order a new hire'.<br><br>Observe that the conversation gets stuck. |
| Dynamic Translation<br><br>PRB1820033 | Text is not fully matched for exclusion when there are overlapping exclusion rules in input | There are three issues: Text matching exclusion patterns that overlap with other matching text aren't marked correctly for exclusion. Match counts are undercounted for metrics - if a rule matches more than once in a block of text it will only be counted once. If the user creates a plain_text exclusion pattern, the exclusion framework will fail to match [rules] | |

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|---|---|---|---|
| | | if input is recognized as HTML. | |
| Employee Center<br><br>PRB1764971 | An external link opens twice from the Favorites Content Card widget | This occurs because there are two redirections present on the anchor tag. | **1.** Enable pop-up in the browser.<br>**2.** Make a web application with an external link.<br>**3.** Make a favorite with this web application.<br>**4.** Open ESC and navigate to my favorite page.<br>**5.** Open the external link.<br><br>Notice that it opens twice. |
| Employee Center<br><br>PRB1796462 | 'Sort by A-Z' doesn't work for non-English locale users | The 'Sort by A-Z' option shouldn't exist for non-English locale users, but it does exist and doesn't work. | **1.** Log in as a non-English locale user.<br>**2.** Navigate to the topic page.<br>**3.** Sort by A-Z in the topic content widget.<br><br>Expected behavior: A-Z sort option shouldn't exist for non-English locale users.<br><br>Actual behavior: A-Z sort option exists and doesn't work. |
| Enterprise Architecture<br><br>PRB1711624 | An upload version isn't working for an architectural artifact to create an architectural artifact version | The **Save** button isn't working for the architectural artifact version new form. | **1.** Log in to an instance with the latest or existing version (2.1.0) of EA Workspace installed.<br>**2.** Navigate to **EA Workspace** > **Portfolio** > **Architectural Artifact** > **All**.<br>**3.** Open any existing architectural artifact.<br>**4.** Navigate to the 'Architectural Artifact Versions' related list.<br>**5.** Select the **Upload version** button.<br>**6.** Select the file type as 'URL' and enter the URL.<br>**7.** Select the **Save** button.<br><br>Observe that no version is created. |
| Event Management<br><br>PRB1796928<br><br>KB1701046 | IT alerts are created or updated from anomaly events instead | Instead of anomaly alerts, IT alerts are created and updated when an anomaly event is created. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | of anomaly alerts | | |
| Event Management<br><br>PRB1797263 | Express List suggestions appear on a Classic Incident Form | Express List suggestions unexpectedly appear on a Classic Incident Form on Xanadu and SOW 6.0 combination. | |
| Fenix (Family)<br><br>PRB1797963 | Fenix manifest gets overridden when the app is upgraded | When a Fenix manifest is customized it breaks the ability to upgrade. | |
| Fenix (Family)<br><br>PRB1803849 | A Fenix job isn't working when an instance has a vanity URL set up | The Fenix job starts with an incorrect instance_url. | |
| Flows (Family Channel)<br><br>PRB1780076 | Approval state is set to 'Cancelled' when the Flow executes actions with the stage 'Requested Cancelled' in Vancouver and Washington | When the flow sets the RITM Stage to 'Request Cancelled', the RITM Approval is still 'Requested' which triggers the 'request item closure' business rule. | |
| Flows (Family Channel)<br><br>PRB1796423 | In Flow Designer, the input data disappears after the user saves the flow | The user builds an action with the structure 'Array.Object contains Array.Objects contains Objects of String'. When they try to set the value for the String variable, the value clears out after saving. | **1.** Open a Xanadu release instance.<br>**2.** Build an action with the structure 'Array.Object contains Array.Objects contains Objects of String'.<br>**3.** Create a subflow and add the created action in the second step.<br>**4.** Try to set the value for the String variable and save the subflow.<br><br>Expected behavior: The value is saved.<br><br>Actual behavior: The value is wiped out. |
| Flows (Family Channel)<br><br>PRB1796489 | A flow variable assignment is reverted after saving a subflow | | **1.** Open Flow designer.<br>**2.** Open the 'Test boolean assignment' subflow.<br>**3.** Try to assign the **Active** field from the Subflow input (Complaints Case) |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | record to the flow variable 'Case Active'.<br>**4.** Save the subflow.<br>**5.** Check the flow variable assignment.<br><br>Notice that an assignment was reverted after saving the subflow. |
| Flows (Family Channel)<br><br>PRB1797470 | Two way type doesn't work if used in multi-level subflows along with assign outputs | The password2 SSD (Secure Storage Data) records are deleted as soon as a flow completes/terminates. | |
| Flows (Family Channel)<br><br>PRB1803100 | Hints are not updated for actions and sub flows | Changing a **Hint** field value and saving doesn't update the value. | **1.** Navigate to Flow Designer.<br>**2.** Create an Action/Subflow.<br>**3.** Add an input.<br>**4.** Set a value for the **Hint** field on the input and save.<br>**5.** Modify the hint and save.<br><br>Expected behavior: The hint should get updated.<br><br>Actual behavior: The hint is not getting updated. |
| Flows (Family Channel)<br><br>PRB1814868 | 2.4 Flow Generation Data Pill for Subflow Component | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814869 | 3.7 Save Components inputs (excludes additional UI data such as predicates) | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814870 | Input validation from LLM before display - Trigger Conditions | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Flows (Family Channel)<br><br>PRB1814871 | 2.2 Flow Generation Data Pill for flow logic Components | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814872 | If the action does not exist after moving builder, the annotation should stay the same (do not update it to the action label) | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814873 | Backend efforts to support input values in V1 and V2, data pill for trigger pills and without complex object fields | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814875 | 2.2 AI Search ACL Config Changes for tables and columns | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814877 | Enable trigger to have non-existing inputs on createFlow operation | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814879 | 2.3 Flow Generation Data Pill for the Action Components | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814881 | Save trigger inputs (excludes additional UI data such as predicates) | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Flows (Family Channel)<br><br>PRB1814883 | Add required attribute/data in save trigger/ component API | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814885 | Intermediate flow API version issue fix and top level try issue fix | This is a product update. | |
| Flows (Family Channel)<br><br>PRB1814887 | Flow generation validations back-end | This is a product update. | |
| Form Controller<br><br>PRB1789206 | The banner is shown but AI Icons are missing | Only a banner is shown but AI Icons / predictions are missing. On form reload/refresh the AI Icons and predictions are shown. | **1.** Open an instance with the following plugins installed:<br>**a.** Customer Service Management demo data<br>**b.** Task intelligence for August release (25.1.2 and Task Intelligence for Admin 4.3.3)<br>**c.** CSM Configurable workspace bundle - 4.1.1<br>**2.** Deploy a Categorization Model with After Create predicting multiple output fields as Autofill.<br>**3.** Create a case with short description and save.<br>Observe that AI Icons and Banner is shown properly.<br>**4.** Close the case tab and open the case again from the list.<br>Notice in the case form that only the banner is shown but AI Icons / predictions are missing. On form reload/ refresh, the AI icons and predictions are shown. |
| Guided Application Creator | Non-ASCII characters should be prevented in the | Developers can't be managed for an application named entirely with non-ASCII characters. | **1.** Open Studio.<br>**2.** Create an application.<br>**3.** Name the app 焼肉. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1800495 | Application name' field in Guided Application Creator (GAC) when creating an application | | **4.** Name the scope.<br>**5.** Select **Create**.<br><br>Expected behavior: The user shouldn't create an application with a non-ASCII character.<br><br>Actual behavior: The user can create an application with a non-ASCII character. |
| Guided Tours<br><br>PRB1793649 | Tour is not triggered from portal and a console error is displayed | A tour is not triggered and following console error is displayed: 'TypeError: undefined is not an object (evaluating '$scope.data.spInstanceId')'. | |
| Health Log Analytics (Family)<br><br>PRB1808558 | Some Health Log Analytics (HLA) poller data inputs aren't using the proxy configured for MID | Some data inputs for HLA products don't respect the proxy configuration. The proxy can't be configured on the data input record either. This may exist for many data inputs but is confirmed in one. | **1.** Set up a MID server in a network behind a firewall that requires a proxy for outbound access.<br>**2.** Configure the proxy for outbound MID server connections.<br>**3.** Add a rule to block all outbound connection and only allow connections to a potentially impacted URL.<br>**4.** Try to configure a data input for the HLA test connection and/or try to start the data input with a potentially impacted data input.<br><br>Notice that the connections time out or otherwise fail because they are ignoring the proxy configuration. |
| Hermes (Family)<br><br>PRB1809328 | Upgrading an instance with certain plugins brings the instance down | | **1.** Set up LES in a Washington DC or Xanadu instance.<br>**2.** Upgrade the instance to latest the track or datastreaming.<br><br>Notice that the instance is down after the upgrade, and there is an error message in the nod log. |
| Horizon Component Library<br><br>PRB1792830 | The caret slot in now-textarea does not move when scrolling | The icon stays in the same place even though the caret position has been scrolled. | **1.** Add enough text to enable scrolling in the Now Assist textarea.<br>**2.** Select anywhere in the text and scroll. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: The icon either disappears or stays with the caret position.<br><br>Actual behavior: The icon stays in the same place even though the caret position has been scrolled. |
| Horizon Component Library<br><br>PRB1804527 | Extra popover panels are generated and not removed from the DOM when the cursor moves over menu triggers quickly | Many popover panels are generated and remain in the DOM even when the now-flyout-menu is closed. | **1.** Open the now-flyout-menu demo and find the 'Mixture of children' example.<br>**2.** Open the browser's inspector and navigate to the elements tab.<br>**3.** Quickly mouse up and down repeatedly over the menu items in the 'Change Tone' section of the 'Mixture of children' example.<br>**4.** Open the elements tab in the inspector.<br><br>Expected behavior: Only two popovers at most should be present in the DOM - one for the root level menu and one for the nested menu.<br><br>Actual behavior: Many popover panels are generated and remain in the DOM even when the now-flyout-menu is closed. |
| Horizon Component Library<br><br>PRB1805211 | The focus ring behavior breaks if the user switches between using the keyboard and mouse | There are several issues with the focus ring behavior. | Issue 1:<br><br>**1.** Navigate to the now-flyout-menu demo and open any flyout menu example by selecting the trigger.<br>**2.** Press the down arrow.<br><br>Observe that active item has an updated background color but no focus ring.<br><br>Issue 2:<br><br>**1.** Navigate to the now-flyout-menu demo and open any flyout menu example via the keyboard.<br>**2.** Use the keyboard to navigate to a flyout menu item that has nested items.<br>**3.** Hover over the flyout menu item. |

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|---|---|---|---|
| | | | Observe that there are two focus rings, one on the hovered item and one on the first item in the nested menu.<br><br>Issue 3:<br><br>1. Navigate to the now-flyout-menu demo and open any flyout menu example by selecting the trigger.<br>2. Press the key that corresponds to the first letter in one of the flyout menu item labels.<br><br>Observe that the active item shifts to the flyout menu item that starts with that letter. |
| Horizon Component Library<br><br>PRB1807498 | Opening and closing the menu with the left and right arrow keys doesn't follow the documents direction | The direction of the arrows is reversed. | 1. In the design system repo, navigate to the example.js file within the directory components/flyout-menu/example.<br>2. Add document.dir = 'rtl' before the render function.<br>3. Run the demo and interact with one of the flyout menus using the keyboard.<br><br>Expected behavior: When in RTL mode, the left arrow should open nested flyout menus and the right arrow should close nested flyout menus.<br><br>Actual behavior: The right arrow opens the nested menus and the left arrow closes the nested menus. |
| Horizon Component Library<br><br>PRB1808215 | The **Now Assist Context Menu** (WWNA) floating button disappears while typing | This is a product update | |
| Horizon Component Library<br><br>PRB1814861 | New component for the Horizon Component Library | This is a product update. | |
| Horizon Component Library | Flyout menu created for GenAI use cases | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1814862 | | | |
| Horizon Component Library<br><br>PRB1814892 | Selection using CSS styles | This is a product update. | |
| Horizon Component Library<br><br>PRB1814894 | The GenAI **Now Assist Context Menu** (WWNA) now-modeless-dialog height can be resized | This is a product update. | |
| Horizon Textarea Component<br><br>PRB1813178 | Portions of the selected text are not visibly highlighted | | 1. Open an incident on SOW workspace and change the state to resolved or closed.<br><br>Notice that resolution notes are generated.<br><br>2. Select the sparkle icon and generate the elaborated text, then replace it with the text available in the editor.<br>3. Select the specific text to perform 'Elaborate' or 'Shorten'.<br><br>Observe that portions of the selected text are not visibly highlighted. |
| HR Service Delivery integration with Adobe Sign<br><br>PRB1784154 | The 'Create And Send Adobe Sign Agreement' subflow uses a deprecated action | The subflow 'Create And Send Adobe Sign Agreement' uses a deprecated action from the 'Finalize Draft and Send Agreement' flow. | 1. Open the subflow **Create And Send Adobe Sign Agreement**.<br>2. Navigate to **Finalize Draft and Send Agreement**.<br><br>Notice that the subflow uses a deprecated version of the **Finalize Draft and Send Agreement** action. |
| HR Service Delivery<br><br>PRB1760517 | RCAs from EDG core to Employee Profile when HR Now Assist is installed | This is a product update. | |
| HR Service Delivery | Using email recommendations generates RCAs | When using email reply recommendation functionality, the user | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1811082 | | notices that RCAs generated. | |
| HR Service Delivery<br><br>PRB1813441 | Using email recommendations generates Restriced Caller Access (RCA) | RCAs are generated for reply email recommendations. | 1. Create a case of below types for the HRIT Operations Case, HR Total Rewards Case, HR Lifecycle Events Case, HR Payroll Case, and the HR Workforce Administration Case.<br>2. Use the email reply recommendation functionality.<br><br>Notice that RCAs generated. |
| Incident Management<br><br>PRB1815219 | Undo fix script changes done to add the email_composer role to IPCR roles | This is a product update. | |
| Integration Hub<br><br>PRB1785282 | The sys_ux_lib_component file is missing required translation keys | In Xanadu, the sys_ux_lib_component file is missing required_translation_keys. | |
| Internationalization Features<br><br>PRB1809283 | getDisplayValueLang() isn't returning translated records from the sys_choice table | | Try to retrieve the translation records from sys_choice table using getDisplayValueLang().<br><br>Expected behavior: It should return the choice record in Spanish.<br><br>Actual behavior: It returns the choice record in English. |
| Knowledge Management<br><br>PRB1791996 | Fix for empty attributes in the TinyMCE Version 6 upgrade | There are dictionary entries with HTML types with empty attributes in TinyMCE Version 6. | 1. Upgrade to Xanadu.<br>2. Run the fix script while upgrading dictionary attributes with empty values.<br><br>Notice that it fails the execution and remaining dictionary entries are not upgraded. |
| Knowledge Management<br><br>PRB1793247 | Update toolbar/plugin value with V6 for the creation of article templates | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | HTML type fields | | |
| Legacy Application Creator<br><br>PRB1800496 | Non-ASCII characters should be prevented in the **Application name** field in Guided Application Creator (GAC) when creating an application | Developers can't be managed for an application named entirely with non-ASCII characters. | **1.** Open Studio.<br>**2.** Create an application.<br>**3.** Name the app 焼肉.<br>**4.** Name the scope.<br>**5.** Select **Create**.<br><br>Expected behavior: The user shouldn't create an application with a non-ASCII character.<br><br>Actual behavior: The user can create an application with a non-ASCII character. |
| Major Incident Management<br><br>PRB1815931 | Impersonation logic in MIM script include causes events to fail post-upgrade | System events error out as a result of user impersonation logic in the 'ExecuteMIMTriggerRulesWithImpersonation' script include. When this script include is called during async processing, the system impersonates the logged in user, marking subsequent events as being processed or updated by an individual user instead of the 'System'. As a result, these events error out. | |
| MID Server<br><br>PRB1699764 | There's missing functionality for Amazon Web Services (AWS) credential resolution for some member accounts and regions | Resolving the default OrganizationAccountAccessRole for an AWS Member account discovery results in attempting using a Commercial ARN format. | |
| Mobile Platform<br><br>PRB1767562 | The Mobile URL function with record context re-encodes the | When a URL with encoded parameters is opened by the record context URL function in the Mobile app, the | **1.** Create a URL field for the incident table in a base instance.<br>**2.** Create an incident record. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | parameters of URLs | encoded parameter is encoded again, leading to incorrect parameters being passed to the server. | a. Assign the incident record to a user.<br>b. Enter the URL with encoded parameters.<br>c. Save the record.<br>3. Open the URL in the incident record.<br>4. Observe that the URL was opened with same encoded parameters.<br>5. Configure the Mobile detail screen for the incident record.<br>6. Configure a footer function that opens the URL field of the incident record (for example, Type = URL, Context=Record).<br>7. Log in to the Mobile Agent app as the user assigned to the incident record.<br>8. Open the incident record.<br>9. Open the footer function.<br><br>Observe that the URL is open, but the encoded parameters are encoded again. |
| Mobile Platform<br><br>PRB1811273 | Users can no longer view attached excel files and docx files on Work Order Tasks (WOT) from the Agent app | Users can no longer view excel sheets and docx files attached to work order tasks on the Agent app after upgrading to Xanadu. When users attempt to view the attached files from work order tasks on the Agent app, a modal with the message 'Unsupported file type' appears. | 1. Open a Xanadu instance.<br>2. Open any work order task.<br>3. Assign the work order task to a user.<br>4. Add an excel file or and docx file to the work order task.<br>5. Log in to the Agent app as a user.<br>6. Open the work order task.<br>7. Navigate to the **Activity Stream** tab.<br>8. Open the attached files.<br><br>Notice that a modal appears with the message, 'Unsupported file type'. |
| Natural Language Query (Family Release)<br><br>PRB1789221 | High processing times when rephrase utterance is invoked under load | The NowAssistVisualizationServiceTableGuesser takes a significant amount of time where invoked twice with the rephrase in place. Invocations hold the worker for a longer duration and cause latencies in the | 1. Set up an instance for Gen AI and Text2Analytics Feature.<br>2. Execute 25 users test for the search query where it should invoke a rephrase utterance and describe the NLQ response.<br><br>Notice the time taken to get the visualization to the end user. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | overall transaction response time. | |
| Notification Preferences<br><br>PRB1806559 | A complete list of subscription notifications is not displayed in the list | | **1.** Log into the instance.<br>**2.** Navigate to the Preference page.<br>**3.** Create a custom notification.<br><br>Expected behavior: All notifications appear in the list.<br><br>Actual behavior: A complete list of notifications does not appear in the list. |
| Now Assist Panel<br><br>PRB1820452 | The **Skip** option on non-mandatory inputs in NAP is not available to the user | The **Skip** option on the input variable is not visible to the user. | Trigger any sys_one_extend_capability skill with non mandatory inputs from NAP.<br><br>Verify that skip option on the input variable is not visible to the user. |
| Now Assist Panel<br><br>PRB1820783 | A time out message is not displayed in NAP text box | When a conversation times out, the input box should be disabled and the 'Start a new conversation' message should appear. However, the message doesn't appear and a blank text box is displayed instead. | **1.** Impersonate an Agent.<br>**2.** Select **NAP** and start conversation.<br>**3.** Change the timeout in sys_cs_channel.<br>**4.** Let the conversation time out.<br><br>Notice that the 'Start a new conversation' message is not present and a blank text box is displayed. Also, selecting the text box does not start a new conversation. |
| Now Assist Panel<br><br>PRB1820940 | Chat input box is enabled for closed conversations when MAC is enabled in NAP | Once a conversation times out with multi conversation support enabled, the input box should be disabled and 'Start a new conversation' message should not be present. However, the 'Start a new conversation' message is present and a blank text box is not displayed. Also, selecting the textbox starts a new conversation which shouldn't happen. Conversely, when multi conversation support is not enabled, the chat | **1.** Enable multi conversation support in NAP.<br>**2.** Impersonate an agent.<br>**3.** Select NAP and start conversation.<br>**4.** Change the timeout in sys_cs_channel.<br>**5.** Let the conversation time out.<br><br>Notice that the 'Start a new conversation' message is present and a blank text box is not displayed. Also, selecting the text box starts a new conversation which shouldn't happen. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | input box should be enabled and selecting it should start a new conversation. | |
| On-Call Scheduling<br><br>PRB1799388 | Family changes for daylights savings time (DST) need a fix on the Service Operations Workplace calendar | From DST, end events aren't rendering properly on the calendar when the system time zone is PST. | |
| Platform Runtime<br><br>PRB1799122 | There's false-positive notifications about memory pressure after switching to ParallelGC | High usage of OldGen doesn't necessarily indicate memory pressure, especially when no major GCs are happening. | **1.** Start an instance with ParallelGC.<br>**2.** Observe MemoryRemediator's behavior.<br><br>Notice how many times nodes are in the 'DEGRADING/DEGRADED' states. |
| Playbook Experience Core<br><br>PRB1799979 | Opening playbook activities on the Process Automation Designer (PAD) throws errors | Upon opening some playbook activities on the PAD, the user observes the error, 'Alert level: critical. [500 Internal Server Error]: Exception while executing request: null'. This occurs in Xanadu Playbook Experience Components: 26.0.4, Playbook Experience: 26.0.6, and Process Automation Designer: 26.0.8. | |
| Playbooks (Family Channel)<br><br>PRB1790392 | Inactive fields still display in dotwalk data | | **1.** Navigate to sys_dictionary.list.<br>**2.** Turn off the **Transcript** field by unchecking the active checkbox.<br>**3.** Create a process with **Record Create/ Update** on the 'Interaction' table.<br>**4.** Add a stage.<br>**5.** Add an activity.<br>**6.** Open the 'UI Layout' tab.<br>**7.** Navigate to the **Tagline** field. |

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|---|---|---|---|
| | | | **8.** Select the **Dotwalker** button and dotwalk into a trigger record.<br>**9.** Scroll down on the list of fields available to dotwalk and notice that 'Transcript' is displaying.<br><br>'Transcript' shouldn't be available in dotwalk fields because it's not an active field. |
| Playbooks (Family Channel)<br><br>PRB1801892 | The modify condition list is empty in Playbooks | When trying to add or modify conditions for an activity in Playbooks, the condition builder is empty and does not show any values for choice type outputs. | |
| Playbooks (Family Channel)<br><br>PRB1804027 | Reduce base instance Process Automation Designer (PAD) jobs to two | This is a product update. | |
| Predictive Intelligence<br><br>PRB1806671 | The cluster detail purge logic is deleting less records set by the MAX_ML_CLUSTER_DETAIL_PURGE_COUNT | | Trigger the cluster detail purge schedule job with more than 100k records.<br><br>Observe that the amount of 'Total ML Cluster Detail records purged' is less than the amount set by MAX_ML_CLUSTER_DETAIL_PURGE_COUNT, which is set to 100k by default. |
| Predictive Intelligence<br><br>PRB1814359 | Clustering API isn't honoring minRowCount and fails to consume its value | The clustering job fails with an error: 'ERR059: Add operation failed on table ml_capability_definition_clustering - reason: ['ERR011: Dataset for table promin_processed_work_note should have minimum of 100 records']'. | Initiate clustering on a record with minRowCount set as '30' in the configuration.<br><br>Expected behavior: The clustering job should be completed successfully with the number of records in minRowCount.<br><br>Actual behavior: The clustering job fails with an error. |

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|---|---|---|---|
| Proactive Analytics<br><br>PRB1800161 | Signal insights aren't generated for large data sets | The Fluent API has a default hardcoded limit of 500 records. This is causing an issue for a client where they have near 10k XMR processes (KPI Signal Configurations). | **1.** Create an instance with more than 500 pa_xmr_processes (KPI Signal Configurations).<br>**2.** Run the 'KPI Signals Insight' job.<br>**3.** Verify that only the first 500 XMR processes are evaluated.<br><br>Expected behavior: All KPI signals are generated at Insights.<br><br>Actual behavior: Only the first 500 are processed. |
| Proactive Analytics<br><br>PRB1812880 | Multi chart support is broken when 'force_table_grammar' is false | In the August release of Analytics Generation, when PA indicators are disabled (which is controlled by the system property com.snc.analytics_generation.enable_indicators, defaulting to false), NLQ can sometimes return a multiple_table response. | |
| Process Mining<br><br>PRB1798240 | ACL restrictions on sys_created_on and sys_updated_on cause the mining job to fail with a null pointer exception | When reading value for the **Created on** field, GlideRecordSecure returns null and the process mining job fails. There is no helpful error message displayed. | |
| Process Mining<br><br>PRB1806458 | Unable to save a finding with a relation constraint type as 'Same event' | The user observes the error 'Exception encountered processing path: /GlidePromin_Mutation/saveFindingDefs - Finding Constraint 'same event' is not setup correctly. Please check the Start and End conditions'. | **1.** Create a project from Process Projects page.<br>**2.** Navigate to the Improvement Opportunities page and create a new rule based finding.<br>**3.** Set the condition to 'State is anything', eventually followed by 'State is anything', eventually followed by another 'State is anything'.<br>**4.** Add a constraint with a start condition of 1, end condition of 3, and a relation constraint type of 'Same event'.<br>**5.** Save and exit. |

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|---|---|---|---|
| | | | Observe the error. |
| Process Mining<br><br>PRB1808695 | The user cannot import reference fields in external data | When the user adds a reference field in the external dataset and generates case data, it appears empty. The reimport feature doesn't work. | |
| Process Mining Workspace<br><br>PRB1776967 | The user can't link an existing CIM on analyst workbench | There are no results when the user selects **Link existing CIM**. | |
| Process Mining Workspace<br><br>PRB1779372 | The 'Tables' list doesn't load on the Set Objectives page after upgrading from Washington DC to Xanadu | | |
| Process Mining Workspace<br><br>PRB1780059 | Issues with the No Role User | Scheduled tasks are created and completed successfully, but no records are displayed upon selecting **View Result**. Additionally, some bins are missing from a histogram. | 1. Share a mined project with a No Role User.<br>2. Impersonate a 'ProcessOpt No Role User'.<br>3. Navigate to the Analyst Workbench of the shared project.<br>4. Select any node or arc of the PO graph.<br><br>Observe that the bins are missing on the histogram.<br><br>5. Under Investigate tab, select **Show Records**.<br><br>Observe that Scheduled Tasks gets created and completes successfully, but when user selects **View Result**, no records are displayed. Scheduled task should not get created. |
| Process Mining Workspace<br><br>PRB1780387 | Selecting **Show records** after a completed job when RCA/ Clustering | The error reads 'Exception encountered processing path: / GlidePromin_Query/ scheduleShowRecord - Name is null'. | 1. Open the Analyst Workbench of any mined model.<br>2. Select any arc/node and trigger **Show records**. |

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|---|---|---|---|
| | is triggered throws an error | | Notice that the view result will open a new window with records.<br>3. Select any arc/node and trigger RCA/ Clustering.<br>4. Once complete, select the same node/arc and view the results for **Show records**.<br><br>Notice the error 'Exception encountered processing path: /GlidePromin_Query/ scheduleShowRecord - Name is null'. |
| Process Mining Workspace<br><br>PRB1785040 | Issues while configuring the Archived Data Table | Nodes are displayed on the PO graph | 1. Create a project with archived table.<br>2. Create a new Activity Definition for State.<br>3. Select the **List of Values** button.<br><br>Observe that the list shows 'No results found'.<br>4. Mine the model.<br><br>Expected behavior: The results for all fields should be shown.<br><br>Actual behavior: On the PO graph, the nodes are displayed. |
| Process Mining Workspace<br><br>PRB1785536 | The 'Set objectives' page loads indefinitely | The 'Set objectives' page loads indefinitely upon creating a new project using Guided Setup. | |
| Process Mining Workspace<br><br>PRB1786987 | Set Objectives is slow to load and sometimes doesn't load at all | | 1. From the left navigation, select **Process mining** > **Projects** > **Create new**.<br><br>Observe that set objectives doesn't load and intermittently takes around one minute to load.<br>2. Navigate to the 'Process Projects' page.<br>3. Select **Create new project**.<br><br>Notice that the project doesn't load the first time. If the user closes the tab and |

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|---|---|---|---|
| | | | reopens it by selecting the **Create new project** button again, it opens instantly. |
| Process Mining Workspace<br><br>PRB1788169 | When there are activities including Activity of Interest (AOI) added to the project, only the **AOI** field is displayed in the contextual conditions field | Only the priority field (AOI) is displayed in contextual fields list. | **1.** Create a new project.<br>**2.** Add more than one default activity (state, Assignment group, category) and one AOI field (priority).<br>**3.** Mine and open Analyst workbench.<br>**4.** On Advanced transitions pop-up, add state as field for condition 1.<br>**5.** Select **Add contextual condition**.<br><br>Expected behavior: All fields should be displayed in addition to the AOI (other than the field selected in the condition).<br><br>Actual behavior: Only the priority field (AOI) is displayed in the contextual fields list. |
| Process Mining Workspace<br><br>PRB1788204 | Add a new licensing SKU (Source to Pay) | This is a product update. | |
| Process Mining Workspace<br><br>PRB1792911 | The clustering results pop-up doesn't appear on a Now Support instance | The **View cluster** button on a scheduled task list doesn't work as expected. | |
| Process Mining Workspace<br><br>PRB1794422 | Advanced Transitions with Constraints doesn't give results even for valid conditions | No results are displayed. | **1.** Open analyst workbench of any mined project with ADs say, 'State', 'Assignment group'.<br>**2.** Select **Advanced transitions** and give it condition as 'Assignment group is anything' directly followed By 'Assignment group is anything'.<br><br>Observe that there are records with duration over one hour in the results.<br><br>**3.** Add a Duration constraint to the condition above (minimum duration one hour).<br><br>Expected behavior: Results should be displayed. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: Results are not displayed. |
| Process Mining Workspace<br><br>PRB1795220 | Uptake ML change to add platform_ml_read role to read ACLs of worknotes table | Worknotes analysis fails for INSE0014:Failed to initialize pipeline : No columns to parse from file' when read ACL of promin_processed_work_note is turned on. | |
| Process Mining Workspace<br><br>PRB1799617 | Rule-based findings do not show all impacted KPIs | Upon opening the 'Define' step for a new or existing rule-based finding definition, the user observes that not all impacted KPIs are shown. | |
| Process Mining Workspace<br><br>PRB1803567 | The 'Review and mine' page does not load for content pack projects in the Project Builder | After selecting the **Review and mine** step for content pack templates, the page remains blank as it continuously loads. | **1.** Log in to the instance.<br>**2.** Open the Process Mining Workspace.<br>**3.** Select **Create new project**.<br>**4.** Navigate to the **Set Objectives**.<br>**5.** Select a content pack template link from the Quick Start section.<br>**6.** Select **Review and mine**step.<br><br>Expected behavior: The page loads and does not show any errors after selecting the **Review and mine** step.<br><br>Actual behavior: The blank page continuously loads after selecting the **Review and mine** step. |
| Project Management<br><br>PRB1797917 | The user is unable to create a Project Template via the 'Save as New Template' Related link with the project_manager role | Users with the project_manager role should be able to create templates. | **1.** Assign the project_manager role to a User.<br>**2.** Create a **New Project**.<br>**3.** Add a Project Task via the Related List.<br>**4.** On **Project**, select the related link **Save as New Template**.<br>**5.** Fill out the Template Name and select **Save**/**OK**.<br><br>Upon navigating to the project_template table, notice no template is created. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Project Management<br><br>PRB1816772 | The EAC is not calculated while generating project insights | | 1. Create a project.<br>2. Set the email cadence for the project.<br>3. Add a cost plan, expense lines, and a budget to the project.<br>4. Generate the email insight.<br><br>Notice that the EAC is always zero. |
| Scheduled Jobs<br><br>PRB1746752 | Removing a member from a group will add several more users | Removing a user from a group in a sub-domain through the background job does not remove the user, and the job creates users for the group in the Global domain. If domain separation is enabled, M2MSlushbucketSaveJob must recognize the domain. | 1. Log in to an instance.<br>2. Ensure the system property glide.ui.schedule_slushbucket_save_for_group_roles is set to 'true'.<br>3. Impersonate a user.<br>4. Switch the domain.<br>5. Open a group.<br>6. Navigate to the Group Members tab.<br><br>Take note of the number of members in the group and the domain they belong to.<br><br>7. Select **Edit**.<br>8. Select a user to remove.<br>9. Select **Save**.<br><br>Observe the form message, 'Job to add or remove role(s) from user(s) from group has been queued'.<br><br>10. Refresh the group members list.<br><br>Observed that the number of members in the group has increased, every member in the list is in both the current domain and the global domain, and the user that was removed from the group remains in the group. |
| Scheduled Jobs<br><br>PRB1792821 | Concurrent updates on sys_trigger causes intermittent HLL spikes on instances with large node counts | Concurrent updates on sys_trigger causes intermittent HLL spikes on few instances with large node counts that are already experiencing database pressure. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Schedule Optimization<br><br>PRB1811056 | Multiple batches should be allowed to be scheduled to run at the same time | Currently, more than one batch can't run at the same time while there is a batch run in progress. | 1. Set up a batch to schedule to run at a specific hour.<br>2. Set up another batch to schedule to run for the same hour as the first batch.<br><br>Expected behavior: Up to three batches should run at the same time.<br><br>Actual behavior: Only one job is triggered. |
| Script Includes<br><br>PRB1805747 | Restructure upgrade transition for sandbox_callable script include schema change | | |
| Service Catalog API<br><br>PRB1763520 | Checkbox variables don't appear in a conversational catalog | When the user creates a catalog with a checkbox variable and a UI policy that shows/hides the checkbox variable based on some conditions, the checkbox variable doesn't appear in the conversational catalog. | 1. Create a test catalog.<br>2. Add a variable of type 'Select box' with two to three options.<br>3. Add another variable of type 'Checkbox'.<br>4. Add a UI Policy with a condition that the variable created in step 2 is option 1.<br>5. Run this catalog in Now Assist VA conversation.<br><br>Notice that the checkbox variable doesn't get asked in conversation when one of the options is selected from the variable created in step 2. |
| Service Catalog<br><br>PRB1785302 | Catalog client scripts don't work properly for Multi-turn Catalog Ordering experience when all the records are scoped | When populating a catalog item with a catalog client script, the model asks for a mobile number that was already populated by the script. | 1. Provision an instance with NowAssist set up in Virtual Agent.<br>2. Create a scoped Catalog item with a variable set and a few variables in it.<br>3. Have a catalog client script that applies to 'variable set' that populates data in the variables in the catalog item (set the variables to mobile, email).<br><br>Upon selecting the catalog item, notice that the catalog client script populates data on the catalog item form. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **4.** Navigate to **Virtual Agent Designer** > **Test active topics** > **LLM assistant topic**.<br>**5.** Enter the Catalog name created in step 1.<br><br>Notice that the model asks 'What is the mobile number?'. |
| Service Catalog<br><br>PRB1818118 | Date comparison from an onChange client script doesn't work as expected | A field error message is not displayed as expected. | **1.** Add a question (for example, start_date) with a Date type to a catalog item.<br>**2.** Import the client script and set the onChange to map to the above question.<br>**3.** From the conversation catalog, when the above question is prompted, enter a past date to trigger the error condition.<br><br>Expected behavior: There should be a field error message displayed in the topic block.<br><br>Actual behavior: A field error message is not there. |
| Service Portfolio Management<br><br>PRB1808035<br><br>KB1705403 | An error message occurs when submitting a service in the Service Builder for Service Portfolio Management | Submitting a service in Service Builder prompts the error message, 'Status can only move forward to retiring or retired or obsolete from operational'. | Refer to the listed KB article for details. |
| Software Asset Management<br><br>PRB1779646<br><br>KB1704566 | Subscription installs have preference rank of 999 and cause performance issues | The O365 F3 install appears in samp_install_license_options as preference rank 999, which causes the calculator to run 999 times. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Software Asset Management<br><br>PRB1799866<br><br>KB1704751 | The suite of suite is unable to process inefficient child suites in Software Asset Management | With suite engine in Software Asset Reconciliation, suite efficiency does not properly process suite of suites with inefficient children. When a suite parent has suite children that are not efficient, it will count the component as nonexistent. If the system property 'Use component license' is on, then it can be considered. | **1.** Create a suite set up.<br>**a.** Create the suite set up so that Suite A has Suite B and Suite C as components.<br>**b.** Create the suite set up so that Suite B has component D and E as components.<br>**i.** Ensure Suite B has an inference number of 3, for three components.<br>**ii.** Ensure Suite A has an inference number of 1, for one component.<br>**2.** Create an entitlement on Suite A.<br>**3.** Create the installation of component D.<br>**4.** Run the reconciliation process.<br><br>Expected behavior: Component D is not inferred.<br><br>Actual behavior: Component D is inferred to Suite A. |
| Software Asset Management<br><br>PRB1806176 | Performance issue in setProductResultToDelete function in the Publisher calculator | When upgrading from Vancouver to Xanadu, the takeover time increases from three hours to 16 hours. | |
| Software Entitlements<br><br>PRB1802882 | Potentially incorrect reconciliation outcomes due to legacy downgrade rights | Starting with the Xanadu family release, support was introduced for creation of downgrade rights across different products. In previous releases (from Tokyo to Washington), users were restricted from adding downgrades across different products. However, there might be a scenario where users have had the downgrade records even before Tokyo release. These legacy downgrade rights are picked up by the new | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | Xanadu capability and potentially cause incorrect reconciliation outcomes. | |
| Subscription Management<br><br>PRB1807575 | Properties are not defaulted correctly on a track/licensing instance | The properties 'glide.entitlement.surf.routing' and 'glide.entitlement.ems.data.available' should be switched to the correct state only if the glide.entitlement.datasource .propertyfix.enabled is true. | |
| Syntax Editor API<br><br>PRB1792891 | The Completion API has a longer response time due to the inclusion of shadow tables | The Completion API is experiencing a longer response time on instances with many shadow tables. | 1. Create several shadow tables.<br>a. Set the table attribute to excludeFromRollback=false and<br>b. Delete the records.<br>2. Navigate to a page with a script editor, such as sys.scripts.modern.<br>3. Open Chrome Developer Tools (F12).<br>4. Navigate to the **Network** tab.<br>5. Select the Monaco editor to bring it into focus.<br><br>Observe the network requests when the editor is selected for the first time, triggering Completion API.<br><br>Expected behavior: Completion API responds quickly.<br><br>Actual behavior: Completion API takes a long time to complete. |
| System Archiving<br><br>PRB1789660 | Restoring records with multiple related rules for same table throws a NullPointerException if at least one rule points to an empty field | A NullPointerExcepton is thrown when an archive rule for a table contains multiple archive related rules for the same table, and if at least one of the related rules points to an empty field restoring the related records. | 1. Create a problem record.<br>2. Create a problem_task for the problem record.<br>3. Create an archive rule to archive the problem.<br>4. Create two rules for archiving the related records.<br>a. Create one rule that points to the problem_task from the problem record.<br>b. Create another rule for other fields that is empty for the problem_task. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **5.** Simulate UI action, Restore Record and Related Records with the sys_id ebe666370f1010108035430 4f6767edafrom, from background scripts.<br><br>Observe there is a NullPointerException, and related records are not restored. |
| Table Builder (Family Release Channel)<br><br>PRB1801044 | The user observes an error when toggling on/off contextual side panel ribbon components | There is an unexpected error. | **1.** Log in as an Admin and create a scoped app.<br>**2.** Share an app with a DD User.<br>**3.** Log in as a DD user.<br>**4.** Change the instance scope to Global.<br>**5.** Create a Workspace and open WB.<br>**6.** Once WB opens, select Record pages and open a Record page.<br>**7.** Once the page loads select **Record Details** and select **Activity Stream**.<br>**8.** Select **Contextual side panel**.<br>**9.** Toggle on Components and Ribbon components.<br><br>Expected behavior: Activity Stream and Ribbon component should work fine.<br><br>Actual behavior: An unexpected error appears. |
| Territory Planning<br><br>PRB1797546 | Relocated technicians should be visible on the date selected in the Dispatcher Workspace | | **1.** Load the Dispatcher Workspace.<br>**2.** Move the agent to another territory with the membership flow.<br>**3.** Change the date for when the agent should be visible under the territory.<br><br>Notice that relocated technicians are not visible on the date selected. |
| Transaction Management<br><br>PRB1808714 | The DISHv2 scheduled job has no drift or randomization, making requests stampede the datacenter instance every five minutes | The DISHv2 scheduled job has no drift or randomization resulting in requests stampeding the datacenter instance every five minutes, causing severe semaphore saturation, and rejections. | Search the logs for the execution of the job 'Check Glide Service Status V2'.<br><br>Notice that it runs exactly every five minutes. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Field Administration<br><br>PRB1793495 | Service Operations Workspace has poor performance on CI fields | Poor performance of the CI field and its reference qualifier within an Incident record in SOW. | |
| UI Field Administration<br><br>PRB1795835 | The campaign date picker opens in a lower position than usual | The campaign date picker, which is the calendar with a date and time selection field, is positioned offset and lower than its usual correct position. | 1. Install the latest Content Publishing and Content Experiences app.<br>2. Navigate to the Content Experience Builder.<br>3. Select the date pickers **Start Time** and **End Time.**<br><br>Expected behavior: The date picker opens in the correct position.<br><br>Actual behavior: The date picker is opens in a lower position than usual in the campaign builder. |
| UI Field Administration<br><br>PRB1802956 | Setting the dictionary attribute ref_search_on_click to 'false' on any reference field causes inconsistent behavior on Workspace | Recent selection suggestions don't appear when expected. | |
| UI Form Administration<br><br>PRB1790795 | The modal box **Close** button can't be hidden | When creating a modal box on a page in UI builder, the **Close** button isn't hidden in modal box even though the **Hide Close Button** switch is on. | 1. Create/Open a page in workspace.<br>2. Add a modal box component (choose a custom one).<br>3. In the Configure tab, turn on **Hide Close Button** and save.<br><br>Notice that the **Close** button is visible on the modal box. |
| Upgrade Center<br><br>PRB1797126<br><br>KB1704373 | The **Save Merge** button throws 'GlideList is not defined' error for ACL records when trying to resolve conflicts in Xanadu | When resolving conflicts for skipped records from an upgrade, the **Save Merge** record throws an error for ACL records in Xanadu. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UXF Components<br><br>PRB1808093 | The getCurrentExperienceUrl helper method returns an incorrect URL | | 1. Provision an instance with Service Operations Workspace apps 6.1.0-snapshot installed.<br>2. Open the home page /now/nav/ui.<br>3. Select **Service Operations Workspace** from the Workspaces menu.<br>4. Open list page.<br>5. Open **Incidents** > **All**.<br>6. Select row action with three dots.<br>7. Select the Copy URL row action.<br><br>Expected behavior: <instance URL>/now/sow/record/incident/<sys_id>.<br><br>Actual behavior: <instance URL>/now/nav/ui/sow/record/incident/<sys_id>. |
| UXF Macroponent<br><br>PRB1802268 | A modeless dialog component seems to hide behind the Activity Stream in Safari | When the user selects the **View chat transcript** button in the origin card on the contextual side panel, the dialog opens on top of the sidepanel but under the Activity Stream. | |
| UX Framework<br><br>PRB1764778 | New IN_PAGE_INTERACTION LIST_MENU_NAVIGATION reports lower TotalUITime in comparison with WPT execution | WPT Visual Complete is ACTIVE client-interaction is ATF | |
| UX Framework<br><br>PRB1766817 | Wrong interruptions are being logged in client interaction records | Interruptions are incorrectly logged in client interaction records when experience and tabs switches are performed. | 1. Add a UI Time 'Before' column to the list.<br>2. Add a UI Time 'After' column to the list.<br>3. Order the list by the UI Time 'Before' column.<br><br>Notice that the Total UI Time reports negative numbers, which are incorrect results. |
| UX Framework | Components using the now-trigger-library | Components should deregister if using now-trigger-library so that | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1773096 | for a keyboard shortcut are not deregistering | the reference to the host and update state of the component is not kept. However, uxfTriggerLibrary continues to grow as certain components are not deregistering. | |
| UX Framework<br><br>PRB1791818 | When page load and tab get switched immediately, client interaction does not log a PAGE_FOCUS_OUT interruption | | |
| UX Framework<br><br>PRB1795528 | 'Content Download Time' (CDT) is zero when the classic page is loaded directly | | **1.** Navigate to any classic page rendered inside Next Experience's layout's iFrame.<br>**2.** Check the sys_client_interaction table.<br><br>Observe that CDT is 0. |
| UX Framework<br><br>PRB1806207 | Enable now alert message to expand/ collapse (admin. config) | This is a product update. | |
| UX Framework<br><br>PRB1813571 | The user observes a paragraph tag on a UCM model | | **1.** Log in to an instance.<br>**2.** Wait for UCM model.<br>**3.** Close this UCM model and open any record in a new tab.<br><br>The user observes a paragraph tag in UCM pop-up. |
| UX Framework<br><br>PRB1816477 | The sys_user.country detail in the app log table is not available even when the sys_properties is true | The log sys_user.country detail in the app log table is not available even when the system property glide.uxf.lib.performanc e.monitoring.log .user.country.code to set to 'true'. | **1.** Navigate to sys_properties.<br>**2.** Setting the system property glide.uxf.lib.performanc e.monitoring.log.user.country.code to **true**.<br>**3.** Validate the sys_user.country detail in the app log table.<br><br>Expected behavior: The sys_user.country detail is available. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior:The sys_user.country detail is not available. |
| UX-Metrics<br><br>PRB1781625 | Users observe an error in ClientInteractionMetrics when running an ATF test for HR Agent Workspace | The error: 'Unexpected error occurred while parsing the json params: org.json.JSONException: JSONObject['table'] not found.: org.json.JSONObject.get(JSONObject.java:501)....' is temporary. Refreshing the page resolves the issue. | 1. Create a user with roles given for an HR agent.<br>2. Navigate to the HR Agent Workspace homepage.<br>3. Navigate to **Create new HR Case**.<br>4. Select **Skip verification**.<br><br>On the next page, users observe the error. The error isn't coming on the console, but on the system logs only. |
| Virtual Agent<br><br>PRB1813250 | Gen AI family release feature | This is a product update. | |
| Virtual Agent<br><br>PRB1819265 | Follow-up queries that are not in English intermittently hang | As soon as follow-up utterance is submitted, VA Input extraction fails, preventing anything else from happening after that. This includes the creation of a sys_cs_fdih_invocation record. | |
| Virtual Agent<br><br>PRB1819708 | The feature name in sys_gen_ai_usage_log when running FSM record summary use cases is shown as 'Case summarization' | | 1. Open a Work Order Task (WOT).<br>2. Select the **Summarize** button.<br>3. Navigate to the sys_gen_ai_usage_log table and open latest record for the above action.<br><br>Notice that the feature name is 'Case Summarization' |
| Virtual Agent<br><br>PRB1819726 | Invoke FDIH API in non-interactive mode if request coming from NASK | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent<br><br>PRB1820812 | Skill discovery with Now Assist creator does not work | | 1. Provision an instance with Now Assist for Creator 26.2.0 installed.<br>2. Enable 'Data visualization skill' from 'Now assist skill for creator' under Now Assist feature (**All** > **Now Assist admin** > **Now Assist features** > **Creator**)<br>3. Enable 'Now Assist Panel' under Settings (**All** > **Now Assist admin** > **Settings** > **Now Assist panel**)<br>4. Navigate to NAP and send an utterance (for example, 'number of open incidents by category').<br><br>Observe that skill discovery does not work. |
| Virtual Agent Web Client<br><br>PRB1819654 | Some catalogs on Surf are not rendered correctly and have broken images | Cards are stretched and have broken images. | 1. Navigate to Now Assist Virtual Agent on ESC portal.<br>2. Type 'I want to buy a laptop'.<br><br>Expected behavior: The cards in the synthesized response should be rendered correctly and have respective images.<br><br>Actual behavior: The cards in the synthesized response are stretched and have broken images. |
| Virtual Agent Web Client<br><br>PRB1820457 | Now Assist Virtual Agent (NAVA) doesn't auto-scroll to the top of a message | Since vaLegacyScrollingEnabled is set to false, the page should be auto-scrolled to the top of a Virtual Agent message. Instead it is scrolled to the bottom. | 1. Provision an instance with NAVA enabled and vaLegacyScrollingEnabled set to false.<br>2. Send an utterance that results in a longer response (for example, 'How does ESPP work?').<br><br>Observe that NAVA auto-scrolls to bottom instead of the top of the long response. |
| Work Order Management<br><br>PRB1782808 | Manual update does not update the travel time | Travel back to home doesn't show at the end of the day when the 'Show travel time' home indicator is turned on in the settings. | 1. In Dynamic scheduling Config, navigate to any task filter and modify it immediately assign the tasks if some task is unassigned in the system.<br>2. Assign any task manually for an agent<br><br>Observe that travel time is populated correctly. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **3.** Un-assign the task and save.<br>Dynamic scheduling picks up the task and assigns it to an agent.<br>Notice that the travel time doesn't match the DS travel time, and it sets to default travel time. |
| Work Order Management<br>PRB1806645 | The user observes an error while training due to a missing ACL | There is a missing ACL that grants read access to the platform_ml_read role for wm_task table. | **1.** Log in as admin.<br>**2.** Navigate **All** > **Process Mining** > **All Projects** and open an existing project.<br>**3.** Create a copy of the project and select **Generate models**.<br>Observe that model generation fails. |

## 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.

- Xanadu Patch 2 Hotfix 1
- Xanadu Patch 2
- Xanadu Patch 1 Hotfix 3
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 2 Hotfix 2

The Xanadu Patch 2 Hotfix 2 release contains fixes to these problems.

**Build information:**

Build date: 11-23-2024_0851

Build tag: glide-xanadu-07-02-2024__patch2-hotfix2-11-20-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Haraka (Glide)<br><br>PRB1824231<br><br>KB1709920 | sys_kagami_query engine has an error on the column decision_last_msg | Queries are not routing to postgreSQL after upgrading to Xanadu. Queries with 'group by' are attempting to route to Haraka, but are failing due to a syntax error. | Refer to the listed KB article for details. |

## 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.

- Xanadu Patch 2 Hotfix 1
- Xanadu Patch 2
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 2

The Xanadu Patch 2 release contains important problem fixes.

**Xanadu Patch 2 was released on October 10, 2024.**

- Build date: 10-06-2024_2304
- Build tag: glide-xanadu-07-02-2024__patch2-09-25-2024

**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.

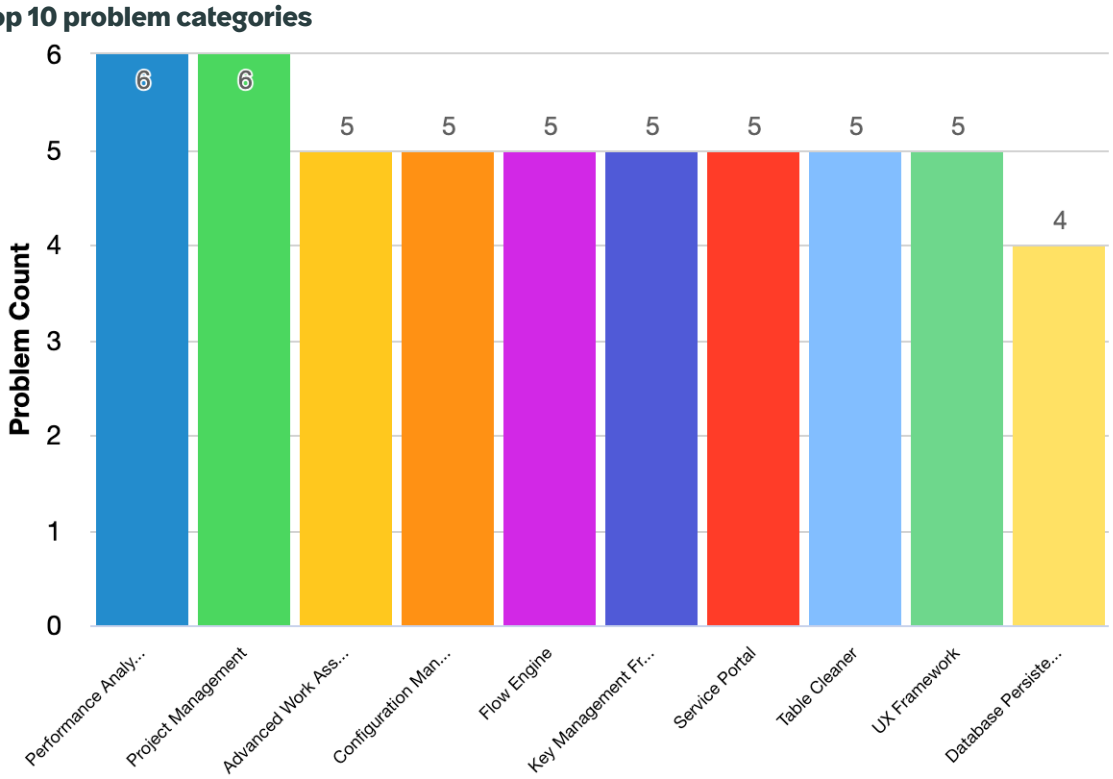
**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 2 includes 249 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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If your organization is using FSM questionnaires, do not upgrade to Xanadu Patch 2. Plan your future upgrade for a release that includes the fix for PRB1811012.

## Security-related fixes

Xanadu Patch 2 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 Xanadu Patch 2, refer to KB1703800.

## Changes in Xanadu Patch 2

### Platform Analytics Migration Center

You can disable the **Start Moving** and **Activate** Platform Analytics experience options. Create the system property `com.glide.par.coreui.migration.enabled` and set it to `False`. If you set the property to `False` before you migrate any content, both options are disabled. If you set the property to false after you migrate your content, only the **Activate** button is disabled.

If you want to start the migration and view what artifacts are in compatibility mode, and resolve any issues, set the property to `False` after you run the migration to prevent activation of Platform Analytics experience. If you want to prevent the migration process, set the property to `False` first.

For more information, see Add a system property.

### System properties for Proactive analytics

The maximum number of KPI Signals Configurations (pa_xmr_processes) that can be evaluated by the KPI Signals Insight Job. After this number of processes have been evaluated, the remaining processes are ignored.

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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 |
|---|---|---|---|
| Activity Stream<br><br>PRB1757236<br><br>KB1700513 | The workspace activity stream displays the 'From' email as the actual user who has sent the email | The 'From' of the entry displays 'From: [userId]@snc'. | Refer to the listed KB article for details. |
| Flow Engine<br><br>PRB1752255 | Flow stage changes aren't updating after using the **Do the following in parallel** action | The issue is also confirmed in Washington DC. | |
| Key Management Framework (KMF)<br><br>PRB1740666 | Some certificates aren't regenerated when certificates are missing and keys are present | If an instance only has an active key pair (for Instance Asymmetric Encryption Key (IAEK) and Instance Signature Key (ISK)) but certificates corresponding to it don't exist, certificates corresponding to IAEK and ISK should be regenerated, but aren't. | |
| List Administration<br><br>PRB1770231 | A list doesn't load when a fixed filter is null and a live list is enabled | The 'List' screen hangs when applying a filter. | |
| MID Server<br><br>PRB1791369<br><br>KB1703297 | There's a MID server issue and a pop-up warning when two MID servers use the same username and password combination | The user observes a warning and a MID server issue. | Refer to the listed KB article for details. |

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## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Advanced Work Assignment<br><br>PRB1793780 | A post-chat survey related list is hidden for external queues | | 1. Enable the related list chat survey on queues.<br>2. Create an internal queue (external boolean = false).<br><br>The chat survey related list can be seen as a tab to setup post chat surveys.<br>3. Create an external queue(external boolean = true).<br><br>Expected behavior: The post chat survey should be available to setup for external queues as well.<br><br>Actual behavior: The chat survey related list is hidden and post chat survey can't be setup. |
| Advanced Work Assignment<br><br>PRB1794843 | Events are 'cancelled' instead of 'completed' when the requester ends the conversation with the Chat Agent | | Scenario 1:<br>1. The requester starts a conversation.<br>2. Agent 1 accepts the work item.<br>3. The requester ends the conversation.<br><br>Scenario 2:<br>1. The requester starts a conversation.<br>2. Agent 1 accepts the work item.<br>3. Agent 1 transfers the work item to Agent 2.<br>4. The requester ends conversation before Agent 2 accepts the transferred work item. |
| Advanced Work Assignment<br><br>PRB1799796 | Unable to transfer an interaction to an agent that doesn't belong to a group | | 1. Add awa_external_user roles to Agent 1 and Agent 2.<br>2. Add only Agent 1 to a user group.<br>3. Start a conversation.<br>4. Assign it to Agent 1.<br>5. Transfer the interaction to Agent 2 from the Agent 1 workspace. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Notice that Agent 2 does not appear in the list of agents eligible for transfer. |
| Advanced Work Assignment<br><br>PRB1800365 | An external queue agent availability count displays '0' | The external queue agent count should be represented appropriately or the count parameter should be remove during the transfer initiation. | |
| Application Install Engine<br><br>PRB1792512 | Translations are loaded repeatedly when loading conditional content for sn_vul | | Install or upgrade sn_vul with customization. |
| Archive Rules<br><br>PRB1789753 | Table Cleaner rule for sys_archive_run impacts the restoration of records older than one year | The Table Cleaner rule for sys_archive_run impacts customers that have data archived more than one year ago, and have a need to restore some of those records. | 1. Provision an instance with records archived over one year ago where sys_archive_log is large (10ths/100ths of millions records).<br>2. Restore a record that has related records and has been archived one year ago by selecting **Restore Record and Related Records**.<br><br>Observe that the UI freezes and the transaction is canceled after five minutes. The parent record gets restored, the related record does not. |
| Asynchronous Message Bus (AMB)<br><br>PRB1794574 | Memory leak in the AMBSessionMessageQueue | A message from a removed session stays in the AMBSessionMessageQueue. | 1. Publish messages to a channel that has redelivery turned on.<br>2. Turn off the redelivery.<br>3. Disconnect the client.<br>4. Reconnect the client.<br><br>Notice that the redelivery continues. |
| Azure Active Directory User Mapping<br><br>PRB1797579 | EC in teams/ unfurling flows are failing due to an authentication error | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1798836 | The placeholder text 'Type your Work notes (Private) here' isn't generated in the resolution notes in UI16 after clearing AI generated notes | | 1. Open an HR case that isn't closed on UI16.<br>2. Change the state of the case from 'work in progress' to 'complete'.<br>3. Verify that the pop up 'Add resolution notes' is displayed.<br>4. Delete the AI-generated resolution notes.<br><br>Expected behavior: The placeholder text 'Type your Work notes (Private) here' is visible upon deleting the AI generated notes.<br><br>Actual behavior: The placeholder text 'Type your Work notes (Private) here' isn't generated upon clearing the AI generated notes. |
| Change Management<br><br>PRB1788129 | Opt-in mechanism for Change-HAM integration | This is a product update. | |
| Change Management<br><br>PRB1797542 | The **Proposed change** field becomes empty when a mass update CI Class is read-only | | 1. Navigate to Service Operations Workspace (SOW).<br>2. Create a normal change (either with a change model or not) with a configuration item and assignment group = 'Service Desk'.<br>3. Save.<br>4. Navigate to the 'Details' tab.<br>5. Navigate to the 'Impact' section.<br>6. Verify the mass update CI class is visible on the form.<br>7. Enable the checkbox for mass update CI class.<br>8. Populate the CI class and proposed change.<br>9. Select **Request approval**.<br><br>The **Proposed change** field becomes empty on SOW. |
| CMDB Identification | DbBatchProcessor doesn't handle resource | When there are invalid SQL statements, DbBatchProcessor | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| and Reconciliation<br><br>PRB1791634 | cleanup properly, resulting in high memory contention on the node | doesn't close the statement batcher. This results in high memory contention. | |
| CMDB Query Builder<br><br>PRB1796164<br><br>KB1701193 | Query Builder queries with the 'AND' node have different result structures/the data is split over multiple result records | A fix was applied to the performance of QB queries with the 'AND' node by avoiding multiplexing data in the results of such queries. However, this might break the way users consume the results in their systems. | Refer to the listed KB article for details. |
| Condition Builder<br><br>PRB1795084 | Selecting 'AND' doesn't populate a catalog item when selecting variables/ questions from a field's dot walk | On first load, the catalog item appears, but selecting 'AND' doesn't display the item name. Selecting 'OR' works. Expected behavior is that selecting 'AND' should populate the catalog item when selecting variables/question from a field. | |
| Configuration Management Database (CMDB)<br><br>PRB1790374<br><br>KB1698757 | The de-duplication template doesn't honor the 'Only allow updates from duplicate CIs when the main CI value is null' option | The main CI attributes are updated with the values of the duplicate CI. | Refer to the listed KB article for details. |
| Contracts Core<br><br>PRB1798652 | Files are deleted after a week due to a scheduler job | | **1.** Open any TPC or NDA contract.<br>**2.** Try uploading a supporting file.<br><br>After the upload, observe that a new record is created in sys_attachment_cleaner_entry. The platform is providing a schedule job to run every weekend to fetch all the sys_attachment_cleaner_entry records and delete the attachment referenced inside this record. Eventually, the uploaded attachment for the support document is deleted after 5 days |

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|---|---|---|---|
| | | | (since the scheduler only deletes the sys_attachment_cleaner_entry records, which are of at least 5 days old). |
| Core Platform<br><br>PRB1761876 | A QuotaManager null point exception is printed in the logs multiple times | If a caller requests active transactions, they might get one with a null sys_ID. An error displays in the logs: 'QuotaManager: Exception during quota processing: : java.lang.NullPointerException:... | 1. Navigate to syslog.list.<br>2. Query on a message that contains QuotaManager.<br><br>Expected behavior: There are no errors printed in the logs.<br><br>Actual behavior: The logs contain multiple records with an error message. |
| Customer Service Management for Field Service Management<br><br>PRB1798276<br><br>KB1700946 | Field Service Management work order task map pages don't load for the latest Google Maps Javascript API versions | Map pages for 'View task location' fail to load due to an incompatibility between the latest Google Maps API versions and the Google Maps base instance integration plugin. | Refer to the listed KB article for details. |
| Database Persistence - Data Management<br><br>PRB1756534 | Enabling shadow tables for compaction | | 1. Create a shadow table.<br>2. Call the TableCompactor.compact(tableName) API.<br><br>Notice the message that appears, 'The compaction is not enabled for table:+ tableName'.<br><br>3. Enable shadow tables for compaction.<br>4. Create a shadow table.<br>5. Call the TableCompactor.compact(tableName) API.<br><br>Notice that the message 'Created sys_trigger compaction qualification job with sys_id:' appears, indicating the shadow table successfully qualified for compaction now. |
| Database Persistence - Data Management | The **Payload** field value isn't deleted for offload retry records | | 1. Create 300 records.<br>2. Update the batch_size to 50 and update the offload retry to 5 minutes.<br>3. Offload the records. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1780248 | | | **4.** Stop the facade instance while the first batch offload is in progress.<br>**5.** Verify the entries created in the 'cidx' table.<br>**6.** Verify the batch status in the 'sys_archive_tier2_chunk' table is updated with 'Error'.<br>**7.** Verify the 'sys_archive_log' table.<br>The 'Records' payload shouldn't be deleted.<br>**8.** After 10 minutes, restart the facade and trigger offload.<br>**9.** Verify the retry is happening for the failed batch.<br>**10.** Verify the retry is successful and verify the payload for the first failed batch 50 records is deleted.<br>Expected behavior: The **Payload** field value should be deleted for the retry successful records in the sys_archive_log table.<br>Actual behavior: The **Payload** field value isn't deleted for the retry successful records in the sys_archive_log table. |
| Database Persistence - Data Management<br>PRB1794621 | The user is unable to get data management update jobs to be applied when using 'Run at' time | | **1.** Create an incident with a short description of 'DM update test'.<br>**2.** Create a sys_dm_update record.<br>**3.** Set the table as 'Incident' and the conditions as 'Short Description contains 'DM update test''.<br>**4.** In 'Field' and 'Values', set 'Assignment group' to 'Approvers'.<br>**5.** Set the 'Run at' to a few minutes in the future (the record may need to be saved first, before this field appears).<br>**6.** Wait the duration of the period that the sys_dm_update should take to run.<br>**7.** Refresh the sys_db_update rule.<br>Observe that the state is 'New'.<br>**8.** Refresh the incident created in step 1. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Observe that the 'Assignment group' is unchanged. |
| Database Persistence - Data Management<br><br>PRB1802795 | Storage API can't record statistics for tables with names longer than 40 characters | The length of the **table_name** field of the sys_physical_table_disk_usage table is set to 40. | **1.** Create a table with a name longer than 40 characters in the database.<br>**2.** Run the command 'snow -t storage_disk_usage db_port'.<br>**3.** Observe the logs.<br><br>Expected behavior: There are no errors in the logs, and there's a record in sys_physical_table_disk_usage table for the table.<br><br>Actual behavior: There are errors in the logs, and statistics for the table in sys_physical_table_disk_usage table aren't recorded. |
| Database Persistence - Data Scale<br><br>PRB1793059 | ThresholdStopWatch is missing from the StringFormat arg for logNoBroadcast | | **1.** Query the GlideRecord in loop against the Configuration Management Database (CMDB) table.<br>**2.** Profile the central processing unit (CPU).<br>**3.** Review the before and after.<br><br>Notice the string concatenation. |
| Database Persistence - Data Scale<br><br>PRB1796286 | Remove usage of Cleaner from PreparedStatementWrapper | This is a product update. | |
| Database Persistence - Data Scale<br><br>PRB1797887 | A continuation of ThresholdStopWatch is missing from the StringFormat 'arg' for logNoBroadcast | | **1.** Replace getSimpleName() to getName().<br>**2.** Notice that the debug property glide.db.listeners.slow_listener_debug.enable should not log messages when enabled.<br>**3.** Ensure the default property value is 'false'.<br>**4.** Ensure logging isn't enabled for standby nodes. |
| Database Persistence | Allow a non-transactional | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| - Data Scale<br><br>PRB1798263 | use of StatementBatcher | | |
| Database Persistence<br><br>PRB1795144 | Introduction of PrimaryKey ordering (PrimaryKeyOrdered) in Xanadu increased application central processing unit (CPU) response greater than 5% | Excessive time spent on PrimaryKeyOrderer .adjustOrderBy / requireAdjustment when executing a script. | |
| Database Persistence<br><br>PRB1796625 | Adjust returned value of swarm64.get_resource_usage function | This is a product update. | |
| Data Collection for Oracle Global Licensing and Advisory Services for Software Asset Management<br><br>PRB1666406<br><br>KB1338595 | Downloading Global License Advisory Services (GLAS) data results in a blank page | | Refer to the listed KB article for details. |
| Discovery<br><br>PRB1789497 | Duplicate SNMP credential affinity records are created | When Discovery is run twice against an SNMP device using a SNMP v1/v2c credential, a duplicate affinity record is created. | 1. On an instance running Washington DC or later, run a Discovery against an SNMP device using a SNMP v1/v2c credential.<br>2. After Discovery completes, check the dscy_credentials_affinity table for affinity for the device just discovered when linking the SNMP credential. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **3.** Run another Discovery scan against the same device with the same MID and same credential.<br>**4.** Check the dscy_credentials_affinity table after this scan.<br><br>Observe that a duplicate affinity record should be created. |
| Document Intelligence Unified Backend<br><br>PRB1794319 | Using the DocIntel Admin application to copy use cases changes the name of key group keys, preventing a trained model from making predictions for the keys | | **1.** Take a use case that has key group keys.<br>**2.** Copy the key group keys with the DocIntel Admin application.<br><br>Notice that the key name of the key group keys are now prepended with the key group in the copied task definition. |
| Document Intelligence Unified Backend<br><br>PRB1795579 | Predictions are displaying as zero for new tasks for some trained usecases after an upgrade from Washington to Xanadu | | |
| Document Intelligence Unified Backend<br><br>PRB1796853 | Tasks having the source table with restricted caller access (RCA) tracking fail during an ML backend job | This issue is because the RCA for the target record isn't added automatically. If a user creates a new RCA record, it works fine. | **1.** Create a usecase.<br>**2.** Have a task with source table restricted caller tracking.<br>**3.** Run a task.<br><br>Observe failure during ML tasks. |
| Document Intelligence Unified Backend<br><br>PRB1798802 | The date format takes the month as first in STP even when the day is first in the format | | **1.** Create date type fields where the day is first in the format.<br>**2.** Process the task with a different date format.<br>**3.** Enable STP. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Document Viewer<br><br>PRB1734394<br><br>KB1647686 | When viewing a knowledge article with an embedded PDF attachment, the preview of the attached PDF is low quality | While viewing the attached PDF in a knowledge article ('Published' or 'under review'), the preview of the attached PDF is low quality. If the user views the attached PDF outside of the viewer (in Adobe or in the browser) the preview of the PDF is good quality. This issue occurs in platform document viewer. | **1.** Log in to an instance.<br>**2.** Open the application navigator and search **Incidents** > **All**.<br>**3.** Open any record.<br>**4.** Attach the provided PDF.<br><br>While viewing the attached PDF, notice that the preview of an attached PDF is in low quality. |
| Email Notifications<br><br>PRB1777379 | There's a potential memory leak in Email Client | Several elements are retained that shouldn't be by a reference held onto by Email Client. | |
| Email Notifications<br><br>PRB1792310 | Inbound emails that are signed and encrypted have an invalid signature with the S/MIME plugin | Emails received in the instance that are both signed and encrypted contain an invalid signature. Emails that are sent to the instance that are either encrypted or signed don't contain an invalid signature. | **1.** Configure the S/MIME plugin to receive encrypted and signed emails in the instance.<br>**2.** Send an email to the ServiceNow instances mailbox that is both signed and encrypted.<br>**3.** Check the signature in the validity after the email is received.<br><br>Observe that the email has an invalid signature. |
| Employee Center<br><br>PRB1775296 | After adding granular delegation, 'My Tasks' is slow in Employee Center | After adding Granular Delegation, 'My Tasks' is extremely slow in Employee Center. | |
| Employee Center<br><br>PRB1775510 | 'Article' isn't translated in the i18n Mobile App QA (18.0.0) | | **1.** Open the Now Mobile app.<br>**2.** Enter the instance name.<br>**3.** Log in as an administrator.<br>**4.** Select the 'Support' tab at the bottom of the page.<br>**5.** Observe the page.<br><br>Expected behavior: 'Article' is translated.<br><br>Actual behavior: 'Article' isn't translated. |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| Employee Center<br><br>PRB1788890 | The 'My active item' widget's request count loop isn't breaking even after counting 10 records | If the 'My request' filters ('request_filter') table's request filter has more than 10 records, then getRequestsCount() function's logic is looping over all records to get the count and isn't respecting the ITEM_SUMMARY _COUNT_LIMIT variable. | |
| Employee Center<br><br>PRB1799296<br><br>KB1703119 | Special characters aren't displayed correctly on the portal | Special characters aren't displayed correctly in 'My Tasks' or the 'HRM TODOs' page on the portal. | Refer to the listed KB article for details. |
| Employee Center Pro<br><br>PRB1754194<br><br>KB1649141 | Opening a record from the 'Pages' tab opens an invalid URL, causing page errors on the esc portal | When selecting a topic 'Page' AI search result, it opens the expected topic page, but it displays the sys_ID in the URL instead of the page ID. There's javascript errors once on the page. Errors include: 'Server JavaScript error The undefined value has no properties. | Refer to the listed KB article for details. |
| Encryption Support<br><br>PRB1788684 | The module key isn't generated after the import is uploaded for Column Level Encryption Bring Your Own Key (CLE BYOK) | The wrapped key material and import are deleted. | |
| Event Management<br><br>PRB1688635 | System Center Operations Manager (SCOM) limits the value of 'context' to 540 characters | When a SCOM event is inserted into the em_event table, parts of the JSON string is missing from the **additional_info** field. The MID log shows that the payload is fully intact and contains the full XML structure, but | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | almost half the string is missing when it is written to the database. If the context is shorter than 540 characters, the SCOM alert is coming up correctly with no truncation occurring. The SCOM alert is truncated if the context if over 540 characters. | |
| Flow Engine<br><br>PRB1790120<br><br>KB1652694 | If the sys_flow_context table size is above 100 million during an upgrade from Vancouver, Flow Engine V2 new columns aren't added | New columns introduced by the Flow Engine V2 aren't added as expected when upgrading to Washington DC and beyond from a pre-Washington DC family, which can cause the symptom where new flows error. | Refer to the listed KB article for details. |
| Flow Engine<br><br>PRB1792828 | Possible data leak and race condition due to a mutation in the compiled flow | | |
| Flow Engine<br><br>PRB1794986 | The table cleaner rule on 'sys_flow_context_inputs_chunk' is not deleting records due to the 'disable table cleaner' dictionary attribute | A table cleaner rule and index was introduced in PRB1717537 for the Washington release to address excessive growth of the sys_flow_context_inputs_chunk table. | **1.** Create records in the sys_flow_context_inputs_chunk table before 2,419,200 seconds ago in an instance on Washington DC.<br>**2.** Ensure the fix from PRB1717537 is introduced.<br>**3.** Ensure the table cleaner rule and the index 'sys_created_on' has been created for the sys_flow_context_inputs_chunk table.<br>**4.** Run the table cleaner scheduled job.<br><br>Expected behavior: Records from the sys_flow_context_inputs_chunk table are deleted.<br><br>Current behavior: Notice the message in the logs 'Skipping cleanup of table sys_flow_context_inputs_chunk because it has the disableTableCleaner table attribute set'. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Flow Engine<br><br>PRB1799845 | The sys_flow_context schema attribute 'iterative delete' did not set to 'false' on an upgraded instance | | 1. Request an earlier instance than Xanadu.<br>2. Ensure the default value for sys_flow_context schema attribute 'iterative delete' is set to 'true'.<br>3. Upgrade the instance to Xanadu.<br><br>Expected: The sys_flow_context schema attribute 'iterative delete' is the value 'false'.<br><br>Actual: The sys_flow_context schema attribute 'iterative delete' is the value 'true'. |
| Health Log Analytics (Family)<br><br>PRB1798050 | HLA SysLog Data Input isn't working upon start | The script include used by this data input doesn't exist in older versions and therefore the data input is broken. | 1. Navigate to the data input menu.<br>2. Create a glide SysLog data input.<br>3. Select **Start**.<br><br>Notice that an error is presented and data input can not be started. |
| Horizon Component Library<br><br>PRB1779573 | now-content-tree height is fixed on drag-drop, making the expand operation odd | | 1. Render now-content-tree with nested levels.<br>2. Enable drag-drop.<br>3. Keep items collapsed.<br>4. Do any drag drop operation.<br>5. Expand a few tree items.<br><br>Expected behavior: The items should be expanded and visible with the height based on the size of the tree.<br><br>Actual behavior: The height is fixed and on expand, a scroll bar appears and users must scroll to view the contents in the limited fixed height. |
| Horizon Component Library<br><br>PRB1791908 | Keyboard focus is misplaced on a banner notification pop-up, requiring multiple tab key taps to return focus | Users with motor impairment often use only a keyboard and rely on quick and efficient navigation. This behavior doesn't allow the banner to be readily dismissed and forces to the user into extra tab stops. | 1. Log in to any instance.<br>2. Navigate to any list within any workspace, such as CSM.<br>3. Select at least one record from the list (select the checkbox) to enable the **Export** button.<br>4. Select **Export**. |

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| | to the **Close** button | Additionally, the banner covers focusable content. | **5.** Select **Export** again on the modal.<br><br>Upon completion of the download, observe a notification banner at the top of the page.<br><br>Expected behavior: Keyboard focus lands on the **X** or **Close** button of the notification banner.<br><br>Actual behavior: Keyboard focus is behind the banner and the user needs to tab multiple times to bring focus back to the banner to dismiss it. |
| Horizon Popover Component<br><br>PRB1802443 | The now-popover repositions on a scroll of its ancestors only if it has a showroot and breaks when the scroll is defined on the window/ document | | |
| Incident Management<br><br>PRB1786090 | Plugins for com.snc.itsm.roles. problem_management / incident_management/ request_management are experiencing longer upgrade times | | |
| Incident Management<br><br>PRB1788130 | Opt-in mechanism for Change-Hardware Assest Management (HAM) integration | Users can opt-in for change request asset action validations. Users should be able to move the change request to 'review state' without an asset action even if the property is turned off. | |
| Incident Management<br><br>PRB1798497 | A Glide aggregate query on the 'Impacted Services' table throws | There's a 400 ms performance degradation because of the GlideRecord Collection query that is used to fetch the | **1.** Log in as an sn_incident_read user.<br>**2.** Open **Service Operations Workspace** > **List** > **Incidents** > **All**. |

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| | an error for sn_incident_read user | aggregate counts for the assets, impacted services, and affected CIs. | **3.** Open any one of the incidents from the list.<br>**4.** Check the single-score cards on the impact section for the assets, impacted services, and affected CIs. |
| Instance Data Replication (IDR)<br><br>PRB1780273 | There's a null point exception in the IDRProducerJob which prevents the cursor from advancing and halts all replication | An error displays: 'Stack Trace java.lang.NullPointerException: null, com.glide.idr.definition .ReplicationSetRegistry...' | |
| Integration Hub<br><br>PRB1799179 | Action execution fails with 'No implementation for IExternalCredentialSCOPED was bound' | This is happening because 'IntegrationConnectionDataResolverOperation' is running on an instance other than subflow's first action. Therefore, it runs fine. For the second action, it seems to be running on MID. So, the issue occurs when two consecutive actions in a subflow use MID server. For the second one using MID, the environment seems to be shifting to MID. | **1.** Create a Xanadu instance with MID Server.<br>**2.** Create a connection and credential alias.<br>**3.** Configure the connection to use MID server.<br>**4.** Create an action with a REST step using the previous alias and publish it.<br>**5.** Create a subflow and add the created action multiple times.<br>**6.** Test the subflow.<br><br>Observe that subflow's step 1 completes, but fails on step 2 with an error. |
| Internationalization Features<br><br>PRB1787388 | After upgrading to Washington DC, getDisplayValueLang() doesn't return the expected results | Both the dollar symbol and the comma are dropped from a value in a currency field by getDisplayValueLang. | |
| Key Management Framework (KMF)<br><br>PRB1771941 | The existing script include in the Smart Operations application requires access to the Key Management | The existing script include 'sn_smartops.SmartOpsCertificateSNC' in the Smart Operations application requires access to the 'revokeCertificateById' method in KMF | **1.** Navigate to the 'sys_restricted_caller_access' table on a Washington DC instance.<br>**2.** Search for records with the source scope is 'Smart Operations' (sn_smartops). |

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| | Framework script include 'sn_kmf.ScopedRevokeCertificate' | script include 'sn_kmf.ScopedRevokeCertificate' | Observe that no record is present to provide access for the 'sn_kmf.ScopedRevokeCertificate' script include. |
| Key Management Framework (KMF)<br><br>PRB1781799 | Provision instance email automation is completed, but email servers aren't created on the user instance for GovCommunityCloud (GCC) | The automation completes successfully with no errors in the logs, but the email servers aren't created or updated on the instance. | |
| Key Management Framework (KMF)<br><br>PRB1794818<br><br>KB1699639 | Vancouver instances with Washington DC data may fail to come online after being upgraded to Xanadu | This is an upgrade edge case. | Refer to the listed KB article for details. |
| Key Management Framework (KMF)<br><br>PRB1798919 | A null pointer exception is observed when the input text for SYMMETRIC_ENCRYPTION contains ':' | The issue can be reproduced only when the com.glide.encryption (Column Level Encryption) plugin is inactive. | |
| Legal Simple Contracts<br><br>PRB1798642<br><br>KB1700971 | Attachments on contract document revision records are deleted | Attachments on contract document revision records stored in the ServiceNow-based storage are deleted. Finalized contracts aren't impacted by this defect. | Refer to the listed KB article for details. |
| List Administration<br><br>PRB1779205 | The 'Asset refresh order' filter tooltip text doesn't receive focus | The tooltip text to the right of the **Assets** and **Filter** buttons on the 'Enterprise Asset Refresh Order' form doesn't receive screen reader focus. Users can navigate to the button but the text doesn't receive focus. | **1.** Enable a screen reader.<br>**2.** Navigate to an instance.<br>**3.** Log in as an admin.<br>**4.** From the 'All' menu, open the service catalog.<br>**5.** Select 'Enterprise asset lifecycle'.<br>**6.** Select the 'Enterprise Asset Refresh Order' catalog item. |

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| | | | **7.** Select the location, replacement model, and assets.<br>**8.** Move the screen reader focus to the assets/filters tooltip.<br><br>Expected behavior: Screen reader users can access the tooltip text.<br><br>Actual behavior: Screen reader users can't move focus to or access the tooltip text. |
| List Administration<br><br>PRB1788744 | An action configured through row actions in the 'Presentational' list isn't dispatched | | **1.** Log in to any instance.<br>**2.** Navigate to url/now/lists-demo/presentational-list.<br>**3.** Open the dev tools 'Actions' tab.<br>**4.** Select the row action **ADD**.<br><br>Expected behavior: It should show the ADD_ACTION event in dev tools.<br><br>Actual behavior: It doesn't dispatch any action. |
| List Administration<br><br>PRB1789036 | Uptake the enableFocus property for internal uses of now-alert/now-alert-list within the 'Lists' component | Include the enableFocus property to the message payload for any dispatches to the UXF notification handler where focus can safely be moved to the alert. Users with motor impairment often use only a keyboard and rely on quick and efficient navigation. This behavior doesn't let the banner be readily dismissed and forces to the user into extra tab stops. Additionally, the banner is covering focusable content. | **1.** Log in to any instance.<br>**2.** Navigate to any list within any workspace.<br>**3.** Select at least one record from the list (select the checkbox) to enable the **Export** button.<br>**4.** Select **Export**.<br>**5.** Select **Export** again on the modal.<br>**6.** Upon completion of the download, verify that there's a notification banner at the top of the page.<br><br>Expected behavior: The keyboard focus lands on the **X** or **Close** button of the notification banner.<br><br>Actual behavior: The keyboard focus is behind the banner. The user must tab multiple times to bring the focus back to the banner to dismiss it. |
| List Controller | The 'Open Panel' event doesn't allow for reusability | | **1.** Open a record list bundle in UI Builder.<br>**2.** Add a button to the page. |

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| PRB1789532 | outside of list-controller | | **3.** Bind the event to 'Open Panel' list controller.<br>**4.** In the event, add a field object of '{sysId: <sys id of first row>'.<br>**5.** In the event, add the route 'quick-edit'.<br>**6.** Save.<br>**7.** Open the app.<br>**8.** Trigger the button.<br><br>The pane doesn't open as expected. |
| Major Incident Management<br><br>PRB1791586 | A blank choice appears when adding a collaborative communication task in the Major Incident Workbench after upgrading the Service Operations Workspace (SOW) | After upgrading SOW to the latest version, on Major Incident Workbench, users are seeing a blank choice when adding a collaborative communication task. | **1.** Open a major incident.<br>**2.** Select **Workbench**.<br>**3.** Navigate to **Collaborate** > **Add** > **Channel Dropdown**.<br><br>Notice that the channel dropdown has a blank choice. |
| Microsoft Word Addin for ServiceNow Contracts<br><br>PRB1798656 | Files are deleted after a week due to a scheduled job in the Microsoft Word addin | | |
| Natural Language Query (Family Release)<br><br>PRB1770635 | Group by queries don't work for CMDB_WS or CMDB_QB sources | When a script is executed in the Engineering Details in 'scripts - background', the results say '"errorMessage":"FAIL: type invalid for source of query","output_source":"GAI","nlqQueryLogTableSysId":"cf207cfc43a20210a8fc39603ab8f2ac"}'. | |
| Now Assist for HRSD<br><br>PRB1795282 | Now Assist Virtual Agent triggers sensitivity detection for all utterances | | |

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| | for upgrade customers | | |
| Now Assist for HRSD<br><br>PRB1797507 | More utterances are giving false sensitivity | Normal questions are classified as sensitive under personal or health issues. When users phrase their utterances with certain conjunctions, it can lead to more false positive cases of sensitivity. | |
| Now Mobile - Employee Experience<br><br>PRB1744741 | The 'Save a draft' function can only save some variables on a catalog item | Some fields are left blank when an incident is saved. | 1. Open Now Mobile 17.3.0 and log in (Washington DC requires the latest mobile app version).<br>2. Select the **Request IT assistance** quick link.<br><br>The user is re-directed to the 'Create incident' catalog item.<br>3. Input the urgency and description, then **Save a draft**.<br>4. Navigate to 'My request'.<br>5. Open the draft.<br><br>Expected behavior: Both the urgency and description should be saved.<br><br>Actual behavior: The description is saved as blank. |
| Now Mobile - Employee Experience<br><br>PRB1785198 | The 'Date' variable displays no default in languages other than English | When Record Producer is opened in Service Workspace Portal and Mobile Service Portal, the 'Date' variable is prefilled correctly. However, when it is opened again in both portals, the variable isn't prefilled correctly in Mobile Service Portal. | |
| On-Call Scheduling<br><br>PRB1780866 | The on-call schedule reminder email doesn't have accurate information | The dates are incorrect. | |

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| --- | --- | --- | --- |
| On-Call Scheduling<br><br>PRB1788633 | Selecting the 'Primary user' icon opens multiple cards In on-call schedules | Selecting the 'Primary user' icon opens multiple cards shifts which have no members in the roster and are covered by coverages. | **1.** Open an instance.<br>**2.** Navigate to **All** > **On-Call Scheduling** > **On-Call Schedules**.<br>**3.** Identify a rota.<br>**4.** Select the 'Primary user' icon.<br><br>Observe that the card expands. |
| Performance Analytics Dashboards<br><br>PRB1781569 | pa_tabs.name is changed after update set transfers | This is due to the update set's export/ import mechanism stripping the separator between the sys_id and the name of the tab. | **1.** Install two instances with the com.snc.i18n.japanese plugin installed.<br>**2.** Log in to the first instance as an admin.<br>**3.** Display a dashboard.<br>**4.** Select**Dashboard menu** > **Create Tab**.<br>**5.** Select the 'Edit tab' icon on the tab created in step 4.<br>**6.** In the 'Rename tab', input Japanese text.<br>**7.** Select **OK**.<br>**8.** Select **Dashboard menu** > **Dashboard properties**.<br><br>The record of pa_dashboards is displayed. 'Tab name' is displayed normally in the **Tab** field of the 'Dashboard Tabs' related list.<br><br>**9.** **Preferences** > **Languages and Region**, change the language to Japanese.<br><br>Observe that 'Tab name' is displayed with the sys_id of pa_tabs record in the **Tab** field of the 'Dashboard Tabs' related list. |
| Performance Analytics Dashboards<br><br>PRB1795213 | A tab name is truncated in a Washington DC mainline instance | Tab names are truncated. | **1.** Create a dashboard with two tabs.<br>**2.** Make sure that the tab names are more than 32 characters long.<br>**3.** Edit the tab records and delete the sys_ID but keep the rest of the name.<br>**4.** Load the dashboard again.<br><br>Notice that the tab names are truncated. |

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| Performance Analytics<br><br>PRB1788449 | NLQ isn't working as expected for GLOBAL_NAVIGATION source | If two changes are made for the same files but are adding for different sources, the conflicts aren't handled properly. | |
| Platform Analytics Migration API<br><br>PRB1802121 | com.glide.par.coreui.migration.enabled doesn't block migration activation | Migration can be activated via the API call. | 1. Select **Start moving** in Migration Center.<br>2. Set com.glide.par.coreui .migration.enabled to false.<br><br>Expected behavior: API call should fail.<br><br>Actual behavior: Migration can still be activated via the API call. |
| Playbooks (Family Channel)<br><br>PRB1781302 | Processes created in Paris and opened post-Paris have a lane order set to -1 | | 1. Create a process in Paris.<br>2. Open the process in an instance post-Paris.<br><br>Expected: The lane order is preserved.<br><br>Actual: The lane order is set to -1. |
| Playbooks (Family Channel)<br><br>PRB1781451 | Only the first activity is valid when a playbook definition run condition reference is duplicated | | 1. Create a playbook definition with three or more activities.<br>2. Add a run condition to the third activity.<br>3. Reference the first two activities.<br>4. Duplicate the playbook definition.<br><br>Expected behavior: The duplicated playbook definition does not contain any invalid reference errors.<br><br>Actual behavior: The second activity reference is invalid. |
| Portfolio Planning with PPM, Agile 2.0, and SAFe<br><br>PRB1800163<br><br>KB1702516 | The **rm_epic.portfolio** field created on instances has the same field on the sn_safe_epic child table | Portfolio Planning with PPM, Agile 2.0, and SAFe [com.sn_align_cmn_int] application version 4.4.0 installs the **rm_epic.portfolio** field. This can create an issue on instances where the Agile - Scaled | Refer to the listed KB article for details. |

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| | | Agile Framework - Portfolio SAFe [com.snc.sdlc.portfolio_safe] plugin is active, because then the same field already exists on sn_safe_epic, child table of rm_epic. | |
| Predictive Intelligence<br><br>PRB1793563 | ML Solution events aren't fired when the clustering training request is scheduled by the system | In the process mining application, 2 ml_solution events are used to know when the ml_solution of clustering is completed. They are set via a business rule (BR) which checks the training scheduled request from the ml_training_request_schedule table. Since the training request of the clustering is scheduled by the system, the BR never fires the event. Because of this, it doesn't say when clustering is completed. | |
| Predictive Intelligence<br><br>PRB1798054 | An error reading 'Illegal parameter: null: no thrown error' is thrown when trying to fetch properties of active java solutions for clustering and similarity | JSON parsing on properties with null values results in this redundant error log to be thrown. This is a redundant error message without any impact on pipelines. | |
| Proactive Analytics<br><br>PRB1803059 | Indicator Model Score generation failure | When a job runs, users observe null point exceptions in WidgetService and DashboardProvider. These are dependant services in the indicator model score generation and are unexpected errors. | |

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| Process Mining for Performance Analytics<br><br>PRB1800156 | The **Run process analysis** button on KPI details and Analytics Hub isn't visible | In Xanadu, there's a process mining evaluation project for incident management. Users can trigger the evaluation project from within Analytics Hub details by selecting the 'Process mining' icon. As part of Xanadu, the button was made bigger. This button isn't visible and the previous button still displays. | 1. Navigate to an instance not entitled from Program Management and where the entitlement check is turned on.<br>2. Navigate to the KPI details/Analytics Hub of an incident-related KPI.<br><br>Expected behavior: A new, big icon 'Run process analysis' is on the right side of the Analytics Hub/details.<br><br>Actual behavior: A small 'Process mining' icon appears on the Analytics Hub (no text). |
| Process Mining<br><br>PRB1785806 | The sys_ux_lib_component file is missing required translation keys | In Xanadu, the sys_ux_lib_component file is missing the required_translation_keys for now-diagram. The issue isn't reproducible in Washington DC. | |
| Process Mining<br><br>PRB1792041 | Work notes analysis isn't working on a support instance | | 1. Install the Dynamic Translation plugin.<br>2. In the left navigation, navigate to 'Translator Configuration'.<br>3. Set any other provider to 'Active' and set it as default for detection.<br>4. Initiate Work Notes Analysis.<br><br>Expected behavior: Work Notes Analysis should be completed with any default translator.<br><br>Actual behavior: Work Notes Analysis failed because the provider isn't active. |
| Process Mining<br><br>PRB1793119 | An error message occurs when the breakdown filter set with the 'Empty' category, and the filter doesn't get applied | | |
| Project Management<br><br>PRB1711919 | Values under 1000 don't copy into the 'Benefit Plan' grid in | Planning Console grid paste isn't working for values under 1000. | 1. Open any project.<br>2. Open the planning console.<br>3. Navigate to **Financials** > **Monetary Benefit Plans**. |

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| | the Planning Console | | 4. Create a New Benefit Plan with '0' as the entered benefit.<br>5. Open an Excel worksheet.<br>6. Enter '10.11' into three columns.<br>7. Copy all three columns.<br>8. Paste the columns into the 'Benefit Plan' grid.<br>9. Notice that the value 10.11 doesn't save into the 'Benefit Plan' grid.<br>10. Navigate back to Excel.<br>11. Enter '2000.11' in three columns.<br>12. Copy all three columns.<br>13. Paste the columns into the 'Benefit Plan' grid.<br><br>Notice that the value 2000.11 is saved into the 'Benefit Plan' grid. |
| Project Management<br><br>PRB1786998 | Remove sn_spm_financial_user to project_manager and demand_manager | Any teamspace project/demand manager can able to view other teamspace projects/demands as sn_spm_financial_user is added to project_manager and demand_manager. | |
| Project Management<br><br>PRB1792775 | Cost values on task type breakdowns aren't populated | Cost values on task type breakdowns and investment and planning items on benefit plans aren't populated. | |
| Project Management<br><br>PRB1797258 | Required fixes for project insight snapshot fields in Project Portfolio Management (PPM) Standard | | |
| Remote Tables<br><br>PRB1772531 | An aggregate query with a condition doesn't work for a remote table with | | |

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| | enhanced capacity enabled | | |
| Resizable Panes Component<br><br>PRB1773094 | Components that use now-trigger-library for keyboard shortcuts aren't deregistering | | 1. Install the base agent workspace.<br>2. Navigate to sys_properties.list.<br>3. Set the sn_appclient.app.install.offline to 'true'.<br>4. Clear the cache.<br>5. Navigate to **Plugins** from the navigator.<br>6. Select **Sync Store**.<br>7. Refresh and clear the cache.<br>8. Install sn_app_demo_aw.<br>9. Navigate to **Now** > **Demo** > **baseaw**.<br>10. Navigate to **All Incidents**.<br>11. Open any record.<br>12. Close the record.<br>13. Repeat step 2 and step 3.<br>14. Open Chrome DevTools.<br>15. Open up console.<br>16. Access the uxfTriggerLibrary.<br>17. Notice there are entries in the map with references to components that did not deregister.<br><br>Expected behavior: Components that use now-trigger-library are deregistered, and the reference which hosts and updates the state of the component isn't kept.<br><br>Actual behavior: The uxfTriggerLibrary continues to grow as components aren't deregistered. |
| Schedule Calendar<br><br>PRB1794379 | The Next UI Schedule Calendar doesn't save updates to the 'Repeat Until' date in the schedule entry | The 'Repeat Until' date does not save when it's updated in the schedule entry. | 1. Open a Washington DC instance.<br>2. Navigate to **Show Schedule**.<br>3. Open a schedule in the Next UI calendar view.<br>4. Edit a repeating schedule entry where the **Repeat Until** field is empty.<br>5. Set a date in the **Repeat Until** field.<br>6. Save the changes. |

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| | | | **7.** Observe the message 'Event updated successfully'.<br>**8.** Open the schedule entry.<br>**9.** Verify the date has been entered in the **Repeat Until** field.<br><br>Expected behavior: The 'Repeat Until' date is in the schedule entry.<br><br>Actual behavior: The **Repeat Until** field is blank in the schedule entry. |
| Schedule Optimization<br><br>PRB1790119 | Filter out locked tasks with an invalid location | Locked, or restricted, tasks with an invalid location (no latitude, no longitude, no latitude and longitude) cause the 'Schedule Optimization' job to error out. | **1.** Set up a work order task with an invalid location (remove latitude & longitude for any address).<br>**2.** Assign the task and set schedule_lock = true.<br>**3.** Perform a Graph QL query for the batch/intraday.<br><br>Expected behavior: The task should be filtered from locked_tasks for an invalid location.<br><br>Actual behavior: The task would be returned as part of locked_tasks. |
| Seismic Framework<br><br>PRB1792811 | Service workers don't cache non-200 glide requests | | **1.** Spin up glide or a mock HTTP server.<br>**2.** Respond with a 500 glide response.<br><br>See that service workers responds to subsequent requests with a cached text or document. |
| Server-side scripts<br><br>PRB1767574 | Unable to use the require function in an ESLatest script include if invoked cross-scope from an ES5 scope | | **1.** Create an ES6 scope and an ES5 scope.<br>**2.** Create a module in the ES6 scope.<br>**3.** Create a script include in the ES6 scope that uses the module.<br>**4.** Make the script include accessible from all application scopes.<br>**5.** Invoke the script include from background scripts from the ES5 scope and ES6 scope. |

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| Server-side scripts<br><br>PRB1790567 | Enabling ModuleSupport breaks on scopes with compiled scripts | | |
| Server-side scripts<br><br>PRB1793034 | There's a performance degradation in builds between 07/19 and 07/30 | Test results display a degradation in performance in multiple KPIa (mostly in App CPU and transactions response time). | |
| Service Catalog<br><br>PRB1777834<br><br>KB1648430 | The field message of the catalog UI policy actions aren't translated to a non-English language in Service Portal | In Service Portal, translation of field messages rendered from catalog UI policy actions aren't working as expected. | Refer to the listed KB article for details. |
| Service Catalog<br><br>PRB1797273 | The Virtual Agent (VA) chat shows an error when g_form.addOption is used in client script | | **1.** Created a record producer 'Create Magic' in Global Scope.<br>**2.** Navigate to the Employee Center<br>**3.** Open the Virtual Agent (VA) chat.<br>**4.** Enter 'magic' in the chat.<br>**5.** Select the catalog named 'magic'<br><br>Expected: The VA chat asks a relevant question.<br><br>Actual: The VA chat fails to ask a relevant question. |
| Service Catalog<br><br>PRB1804801 | There's an error on workspace catalog form when creating an incident request | There's an error that reads 'ReferenceError: g_prevent_access_from_console is not defined'. | **1.** Provision the latest catalog builder or WDC-P8 build.<br>**2.** Navigate to **Incident** > **Create request** and open any item.<br><br>Observe the error in the console: 'ReferenceError: g_prevent_access_from_console is not defined'. |
| Service Mapping<br><br>PRB1794723 | 'Refresh processes and connections' marks all | The sensor 'Windows - ADM Multiple' was originally created by duplicating the 'Windows - ADM' | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| KB1699268 | cmdb_running_process as absent true | sensor to run at a higher frequency. Changes made to the original sensor weren't automatically applied to our sensor, which led to an error. | |
| Service Mapping<br><br>PRB1795155 | The replication lag protection in recomputation doesn't support standby lag | RecomputationHandler.isReplicationLagAboveThreshold() checks for read replica lag. If it's above the max allowed threshold (30 min), the job cancels. DBThrottlePoolsManager.get() .getReplicationLags() should do the same for the standby lag. | |
| ServiceNow for Teams - Core<br><br>PRB1783810 | EC in teams/ unfurling flows are failing due to an authentication error | | |
| Service Portal<br><br>PRB1781293 | com.glide.encryption.enable_attachment_key_ui=TRUE has different behavior in Xanadu | When com.glide.encryption.enable_attachment_key_ui=FALSE there's no issue. In Washington DC, the property is set to true but the issue didn't occur. | 1. Log in to an instance.<br>2. Navigate to any Catalog/Record Producer (select **Request on Header**).<br>3. Select **Add attachment**.<br><br>Expected behavior: The encryption dialog doesn't display when in platform or HR portal.<br><br>Actual behavior: The encryption dialog displays. |
| Service Portal<br><br>PRB1794691 | The 'Business Services Status' widget displays different dates for Japanese and English modes | The issue is reproducible in Washington DC but not Vancouver. | 1. Provision an instance with the Japanese language plugin (com.snc.i18n.japanese) activated.<br>2. Switch to English mode.<br>3. Open the 'System Status' page in portal.<br>4. Find the status history in the page and check the dates.<br><br>It should be last 5 days include today.<br><br>5. Switch to Japanese mode.<br>6. Repeat steps 3-4. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: The dates should be the same as the English mode, with the last 5 days including today.<br><br>Actual behavior: The dates are displaying the last 5 days except today. |
| Service Portal<br><br>PRB1794718 | A knowledge category displays as '{{::category.label}}' when the language is non-English | | |
| Software Asset Reclamation<br><br>PRB1792829<br><br>KB1698752 | A 'Maximum JavaScript call depth of 1000 exceeded' error is thrown in the SAMPPreBuiltSuitesAPI lookupSuiteComponents function call | If a suite parent has a suite child with the same product, there could be a case where the lookupSuiteComponents() function calls addM2MSuiteComponentProducts(). This again calls lookupSuiteComponents(), and so leading to an infinite loop. | Refer to the listed KB article for details. |
| Software Asset Reconciliation<br><br>PRB1794331 | Performance issue in clearing LMRs for entitlements | SamPublisherCalculator's cleanUpEntitlementsByPublisher() gets stuck. | |
| Software Asset Reconciliation<br><br>PRB1794335 | If there's many entitlements, there's a performance issue in SuiteEngine | A query per entitlement is fired to get its consumption rules. When there's many entitlements, the query takes forever. In general, there's far less consumption rules than entitlements. | |
| Software Lifecycles<br><br>PRB1756991 | A lifecycle report should be able to handle empty lifecycle dates | | |
| Survey Management<br><br>PRB1797560 | An error message appears when the date type field isn't | A required date type file has an error 'Some fields are incomplete' when the user is retaking the survey without updating that | 1. Open an instance.<br>2. Impersonate a system administrator user.<br>3. Open a completed survey. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | updated when retaking survey | field. The symptom only happens on a date type question. | **4.** Select **Get started** to retake the survey.<br>**5.** Select **Submit** without changing the **new date** field.<br><br>Expected behavior: The survey is submitted.<br><br>Actual behavior: The error message 'ErrorSome fields are incomplete: New Date' appears and the survey can't be submitted. |
| Table Administration and Data Management<br><br>PRB1796193 | A sysauto_script isn't present in a database | The script enables instant alter glide.db.instant_alter.enabled. | |
| Table Cleaner<br><br>PRB1783267 | There's uncontrolled growth of table sys_cluster_message | The table size increases infinitely. | **1.** In background scripts, run the script new GlideTableCompactor().cancel().<br>**2.** Check sys_cluster_message.list.<br><br>Notice that there's one new entry per node every 15 seconds. |
| Table Cleaner<br><br>PRB1785452 | The sys_dm_run job is stuck in a processing state for >8 days when multiple sys_auto_flush rules are triggered | | |
| Table Cleaner<br><br>PRB1791673 | Hex Cleaner doesn't delete sys_attachment_doc when directly invoked on sys_attachment | | **1.** Add some records to the sys_attachment table.<br>**2.** Create auto flush on sys_attachment with conditions matching the above inserted records.<br>**3.** Force Hex Cleaner by running the dmDMjob.<br><br>The Hex Cleaner threshold can be changed 'glide.db.tablecleaner.hex_cleaner_threshold' to a lower number to force the Hex Cleaner. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Expected behavior: Both sys_attachment and sys_attachment_doc should be removed.<br><br>Actual behavior: Only sys_attachment is removed. |
| Table Cleaner<br><br>PRB1792483 | Non-nibble table cleaners are cleaning data even when the child match field passes | | 1. Create a TPH table with columns.<br>2. Add 'short_description'.<br>3. Create a child table extending the above TPH table.<br>4. Add a new column to the child table of the 'type glide_date_time'.<br>5. Add 'child_date_time'.<br>6. Add records to the the base table with the short_description such as 'person_1'.<br>7. Add records to the child table with the short_description starting with 'person_1'.<br>8. Add any date_time to the child_date_time column.<br>9. Create an auto flush on the parent TPH table with the condition 'short_description starts with person_1'.<br>10. Add the match_field as 'child_date_time' and age so the record matches the date and time condition on the child table.<br>11. Run the table cleaner.<br>12. Notice that the records are deleted.<br><br>Expected: Rows are not deleted because the match field only exists on the child table.<br><br>Actual: All rows from both the parent and child tables with short_description starting with 'person_1' are deleted. |
| Table Cleaner<br><br>PRB1797448 | Turn on chunking for the hex cleaner | Hex cleaner is firing one pass queries to delete data when it should be firing two pass queries. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Territory Planning<br><br>PRB1797546 | Relocated technicians should be visible on the date selected in the Dispatcher Workspace | | 1. Load the Dispatcher Workspace.<br>2. Move the agent to another territory with the membership flow.<br>3. Change the date for when the agent should be visible under the territory. |
| UI Field Administration<br><br>PRB1799414 | The decimal field doesn't register the user's country code and system language, and uses a period instead of a comma as a decimal separator in the legacy workspace | | 1. Log in to a Vancouver or Washington DC instance.<br>2. Install the com.snc.i18n.german plugin.<br>3. Set the system property to glide.system.locale - en.<br>4. Create a user with the country code 'Germany and Language - Deutsch'.<br>5. Navigate to incident.LIST.<br>6. Open any record.<br>7. Add a decimal field to the form.<br>8. Add '1,000.53' in the field.<br>9. Save the changes.<br>10. Impersonate the user that was created.<br>11. Navigate to the incident record with the added field and value.<br><br>Notice that the decimal field is changed to 1.000,53.<br>12. Navigate to the legacy agent workspace and open the same incident record.<br><br>Notice the decimal field isn't changed, and is displayed as 1,000.53. |
| UI Form Administration<br><br>PRB1794967 | Special handling notes overflow beyond the modal container | Reproducible in Washington DC and Xanadu. | |
| UXF Components<br><br>PRB1782803 | Support for accessing current URLs in the UX client script | A URL should be accessible in the client script so that BU's can dynamically generate a URL based on their use case. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UX Framework<br><br>PRB1780371 | Context app bindings aren't working with nested macroponents on an initial load | The UI action **Save** on the table is visible only after a browser refresh with the record lookup component. | |
| UX Framework<br><br>PRB1788420 | A tab set component now expects the initial value of an empty array causing a regression in builds that allow empty objects | The 'Success Portfolio' overview landing page are missing tabs: 'Active touchpoints', 'Active Success cases' , 'Active Risk Signals', and so on. | |
| UX Framework<br><br>PRB1793083 | Having multiple scripted conditions on repeaters causes a collision and resolving in blank page | When multiple scripted conditions are added to a repeater for properties like 'repeatsWith' and 'isHidden' the page doesn't load at all and throws an 'Internal Server Error 500'. | |
| UX Framework<br><br>PRB1798658 | The **To** recipient field isn't displayed because of the email header in Customer Service Management (CSM) Configurable Workspace | The **To** data pill is hidden in Now Email Client Viewer on the initial load of a workspace page. | 1. Open a base instance.<br>2. Open the incident table attributes.<br>3. Turn off the document viewer with the following steps:<br>a. Navigate to **System Definition** > **Dictionary**.<br>b. Search for the table.<br>c. Open the record with the 'Collection' type field.<br>d. Enter 'Use Document Viewer' in the attribute field.<br>e. Enter 'false' in the value field.<br>f. Open incident email record in the email viewer.<br><br>Observe that upon opening the email, recipients in the **To** field aren't displayed unless the 'Hide Email Header/Show Email Header' is selected. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent Designer<br><br>PRB1788742 | The Talent Development helper topic isn't discovered | The Talent Development topic should get discovered and it should go through the various talent flows, like getting skills, growth plans, and so on, based on the utterance. | |
| Virtual Agent<br><br>PRB1776622 | The post-chat survey displays in the agent's language rather than the requester's language | There could be a live agent chat where the agent is conversing in a language other than English and the chat requester is in English. If the agent ends the chat via the **End chat** button, the post-chat survey is launched under the agent's user thread. If there's translations for the asmt_metric_definition records in sys_translated_text for those definitions, the agent's language preference is used to read the survey records and is displayed in the agent's language to the chat requester. | |
| Virtual Agent<br><br>PRB1793423 | During an upgrade, skill search tracking throws an error when handling a skill search timeout | Conversation server worker transaction exception: 'java.lang.IllegalArgumentException: No enum constant...' | **1.** Set up Now Assist for Virtual Agent.<br>**2.** Perform skill searches and conversations during an upgrade.<br><br>Observe that conversations move to the error topic when a skill search times out. |
| Virtual Agent<br><br>PRB1800743 | SensitiveDataHandler unmasking won't work if the value contains a '$' character | The replaceAll method is used to replace masked text with unmask text. Because the method is expression based, the appearance of a $ character causes unexpected behavior, such as the IndexOutOfBoundsException error. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Word Document APIs<br><br>PRB1805330 | There's test failures for the renderDocument API on Xanadu | | |
| Work Order Management<br><br>PRB1784924 | Updates made to the wm_task.state label in the platform aren't reflected in 'My Map' | Changes in the wm_task state labels aren't reflected in 'My Map' because state labels were hardcoded in Java. | |

## 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.

- Xanadu Patch 1 Hotfix 2a
- Xanadu Patch 1 Hotfix 2
- Xanadu Patch 1 Hotfix 1
- Xanadu Patch 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 1 Hotfix 3b

The Xanadu Patch 1 Hotfix 3b release contains fixes to these problems.

**Build information:**

Build date: 11-25-2024_0807

Build tag: glide-xanadu-07-02-2024__patch1-hotfix3b-11-14-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Attachments to Records<br><br>PRB1823698<br><br>KB1709552 | Out Of Memory (OOM) caused by the misuse of BufferedInputStream when creating attachments | Attachments created from previously prepared TMP files are read with BufferedInputStream and have an internal buffer of 512M. | Refer to the listed KB article for details. |
| UI Actions<br><br>PRB1826799<br><br>KB1709928 | setRedirectURL() no longer working in Xanadu Patch 3 | A performance issue with "action.setRedirectURL()" in the script on Xanadu Patch 3 instances has been identified, in which it may no longer redirect users to the appropriate URL or page after UI actions are executed. | Refer to the listed KB article for details. |
| UI Actions<br><br>PRB1828008<br><br>KB1710085 | Multi Factor Authentication (MFA) with single sign-on (SSO) redirection is broken and users are redirected to a 'not_found.do' page | This performance issue has been identified after upgrading to Xanadu Patch 3. | Refer to the listed KB article for details. |

## 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.

- Xanadu Patch 1 Hotfix 2b
- Xanadu Patch 1
- Xanadu EA Hotfix 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 1 Hotfix 3

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

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**Build information:**

Build date: 10-23-2024_0647

Build tag: glide-xanadu-07-02-2024__patch1-hotfix3-10-21-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| UI Field Administration<br><br>PRB1795835 | The campaign date picker opens in a lower position than usual | The campaign date picker, which is the calendar with a date and time selection field, is positioned offset and lower than its usual correct position. | **1.** Install the latest Content Publishing and Content Experiences app.<br>**2.** Navigate to the Content Experience Builder.<br>**3.** Select the date pickers **Start Time** and **End Time**.<br><br>Expected behavior: The date picker opens in the correct position.<br><br>Actual behavior: The date picker is opens in a lower position than usual in the campaign builder. |
| Notification Preferences<br><br>PRB1806559 | A complete list of subscription notifications is not displayed in the drop down list | | **1.** Log into the instance.<br>**2.** Navigate to the Preference page.<br>**3.** Create a custom notification.<br><br>Expected behavior: All notifications appear in the drop down list.<br><br>Actual behavior: A complete list of notifications does not appear in the drop down list. |

## 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.

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- Xanadu Patch 1 Hotfix 2
- Xanadu Patch 1
- Xanadu EA Hotfix 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 1 Hotfix 1

The Xanadu Patch 1 Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 10-01-2024_0622

Build tag: glide-xanadu-07-02-2024__patch1-hotfix1-09-27-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

### Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Server-side scripts<br><br>PRB1809279 | Users experience memory leaks from the SWC version in Xanadu | The SWC version (transpiler engine) in Xanadu leaks memory. | **1.** Run swc-jni repeatedly on a fragment of Javascript.<br>**2.** Measure the memory usage. |

### 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.

- Xanadu Patch 1
- Xanadu EA Hotfix 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu Patch 1

The Xanadu Patch 1 release contains important problem fixes.

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**Xanadu Patch 1 was released on September 10, 2024.**

- Build date: 09-01-2024_1853
- Build tag: glide-xanadu-07-02-2024__patch1-08-24-2024

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

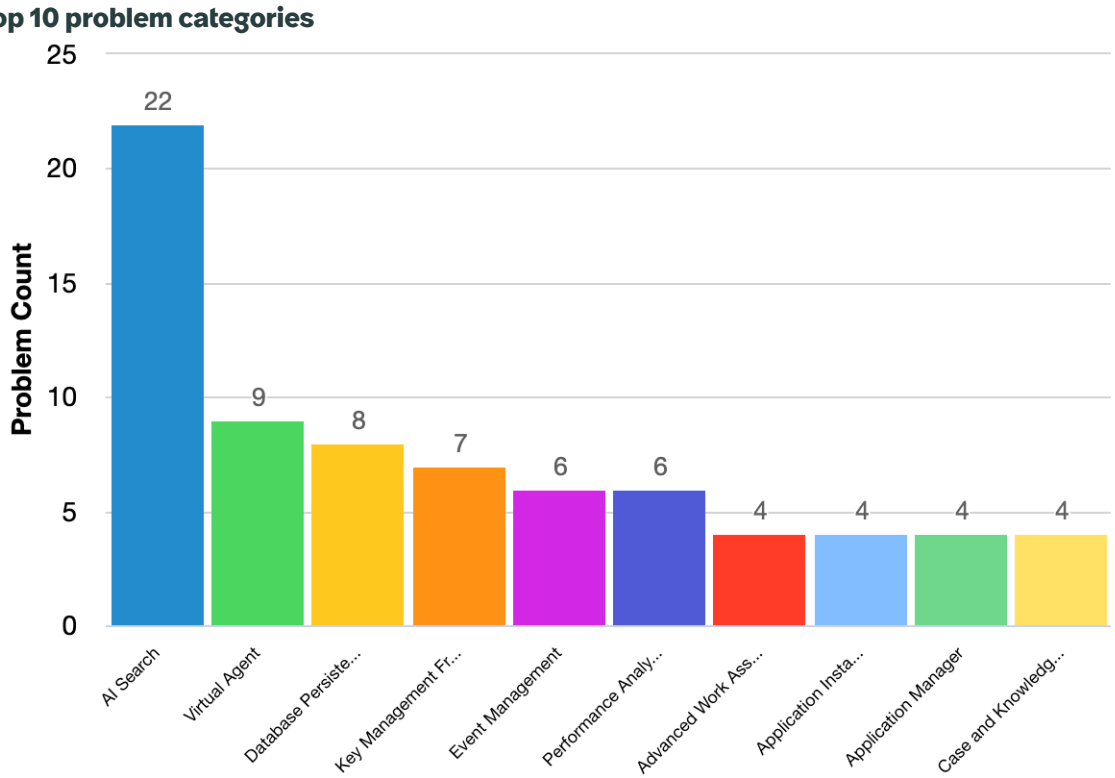
For more information about the release cycle, see the ServiceNow Release Cycle.

**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Overview

Xanadu Patch 1 includes 255 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.




## Security-related fixes

Xanadu 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 Xanadu Patch 1, refer to KB1700380.

## Changes in Xanadu Patch 1

### Connect to a Git provider using OAuth 2.0 with the ServiceNow IDE

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Set up an OAuth 2.0 application registry and credentials to connect to your Git provider from the ServiceNow IDE.

**Configure OAuth 2.0 credentials to connect to a Git provider with the ServiceNow IDE**

Connect to a Git domain using OAuth 2.0 credentials to manage applications in source control from the ServiceNow IDE.

**Configure an OAuth 2.0 application registry for the ServiceNow IDE**

Configure how the client ID and secret are sent to the OAuth 2.0 provider associated with your Git provider.

**ServiceNow SDK release notes**

Create and convert commands include project-type and template parameters

**Considerations for switching JavaScript modes**

Switching the JavaScript mode for an application or script might change the behavior of existing scripts.

## 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 |
|---|---|---|---|
| AI Search<br>PRB1778235<br>KB1647662 | There's an 'Invalid or unexpected token' error message on a browser console when accessing any page on a portal after upgrading to a Washington DC version | The issue can be seen on any portal, like 'SP' or 'ESC, as well as an empty testing page. There shouldn't be an error message on the browser console. | |
| AI Search<br>PRB1779119<br>KB1650596 | After upgrading to Washington DC, the user sees a red banner ACL message when viewing incidents or case tasks | The user observes an error with the banner, 'Part of the query on live_message has been ignored because of read security rules on live_message.chat_message', or 'Part of the query on live_message has been ignored because of read security rules on live_message.state'. | |
| AI Search<br>PRB1779636 | Carousel and regular search results do not appear intermittently | The carousel gets stuck in a loading state when a search query is performed. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| KB1651332 | | | |
| Application Manager<br><br>PRB1781787<br><br>KB1695712 | Dependencies are not loading on Now Assist for Creator | The dependency processor repeatedly adds the same dependency for further processing, causing the list to grow continuously in an infinite loop. | Refer to the listed KB article for details. |
| Authentication<br><br>PRB1782128 | Error messages reading 'CSRF validation failed' are logged even though the validation property is false | After upgrading to Washington DC errors related to failed CSRF validation appear in the syslog table. | |
| Database Persistence - Data Access<br><br>PRB1717895<br><br>KB1629327 | The 'OR' logical operator in a related list condition query behaves as the 'AND' operator | When reporting over a table, using a related list condition with the 'OR' logical operator, it seems to have the same effect as using 'AND'. | Refer to the listed KB article for details. |

## All other fixes

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Access Control List (ACL) Rules<br><br>PRB1787441 | Empty ACL modal shows up even when the script contains a valid script | When trying to save an ACL with no roles, conditions or security attribute, but only a script the 'Empty ACL' modal shows up preventing from saving that valid ACL. This will happen when the script contains a `//` style comment on its first line. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Advanced Work Assignment<br><br>PRB1781366 | The 'AWA send external routing event' subflow is in a 'Draft' state | The subflow should be in a 'Published' state. | 1. Open **Flow designer** > **Subflows**.<br>2. Notice that 'AWA send external routing event' is in a 'Draft' state. It should be 'Published'. |
| Advanced Work Assignment<br><br>PRB1789902 | The scriptable API ExternalAWAService.pushEvent is not working when called from a scoped application to push custom events. | | |
| Advanced Work Assignment<br><br>PRB1793955 | The user can't create a record in awa_queue from application scope | On a base instance, only read application access is provided on awa_queue. This prevents the record creation in awa_queue from other than global scope. | |
| Agent Chat<br><br>PRB1788201 | Resolve copy-paste and debounce issues for chat input text area in Agent Chat and sidebar | There are two issues. The **Send** button enables after a 250s delay. On sending a message which is typed extremely fast, the message is cut off. | 1. Initiate an agent chat.<br>2. Type some text in the text area. |
| Agent Chat<br><br>PRB1797451 | The textAreaRef doesn't get instantiated correctly on hook-insert, so the 'Enter' key and **Send** button in the input area don't work | The issue is intermittent. | 1. Create a chat as a requester.<br>2. As an agent, before the entire chat renders, select the input text area.<br>3. Type something quickly and hit the 'Enter' key.<br><br>Expected behavior: Hitting the 'Enter' key or selecting the **Send** button sends the messages.<br><br>Actual behavior: Hitting the 'Enter' key creates new lines and selecting the **Send** button does nothing. |
| Agile Development<br><br>PRB1795981 | True up Now assist for SPM | This is a product update. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| AI Search<br><br>PRB1720477 | Translated Field Helper generates unexpected AI Search documents for installed languages | Translated Field Helper generates unexpected AI Search documents by searching preferred_language of sys_choice table for installed languages of the sys_user. | **1.** Provision an instance without the i18n pack plugin.<br>**2.** Navigate to sys_choice.<br>**3.** Create entries on the sys_user table in the 'preferred_language' column.<br>**4.** Ingest a sc_cat_item record with language.<br><br>Observe that two documents are generated for one glide record. |
| AI Search<br><br>PRB1755160 | The SysID of a record is displayed as a title in recently viewed items and exact match in Zing search | The SysID is displayed as the title after the **short_description** field is removed and added back. | **1.** On a base instance, make sure to have global search pointing to Zing.<br>**2.** Export an XML.<br>**3.** Remove the **short_description** field and reimport it back.<br>**4.** Search for the KB.<br>**5.** Select the search input box and notice recently viewed items.<br><br>Notice that the SysId is displayed as the title.<br><br>**6.** Try an exact match search.<br><br>Notice that the SysId is displayed as the title.<br><br>**7.** Switch to Global search to use AI search.<br>**8.** Search for the same KB and perform clicks.<br><br>Notice that this KB doesn't show up in the 'Recently viewed' or 'Suggestions' section. |
| AI Search<br><br>PRB1760249 | User roles are not updated on changing user impersonation for data broker | | **1.** Log in as admin.<br>**2.** Navigate to Search Preview UI.<br>**3.** Select the Search Profile from the list and search for a keyword.<br><br>Verify that search results are visible for a selected search profile.<br><br>**4.** 'Search as' another user using the last tab in search preview. |

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| Problem | Short description | Description | Steps to reproduce |
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| | | | Notice that roles are not updated on changing user impersonation for a data broker. |
| AI Search<br><br>PRB1774826 | AIS update event queue writable property gets disabled with GenAI semantic tables indexing | Because GenAI table indexing is really slow, if ais_index queued events happen to be more than 1M this can also happen during ais_index.init. | **1.** Create a 1M event in ais_index queue.<br>**2.** Kb_knowledge DPR ingestion in progress with 10k+ documents.<br><br>Expected: glide.ais.update_event _queue_writable property is not disabled and eventually event processing lag gets caught up.<br><br>Actual behavior: glide.ais.update_event_queue_writable is disabled and unnecessary alerts and cases are created on user instances. |
| AI Search<br><br>PRB1779590 | UX issue in GR section | The user observes the message: 'No content to display. Please add components to carousel'. | |
| AI Search<br><br>PRB1779622 | 'Attachment' is not translated in the suggested search popover | | **1.** Install a language.<br>**2.** Add an attachment to a KB.<br>**3.** Publish the KB.<br>**4.** Search in service portal suggestion box to see attachment.<br><br>Observe that 'Attachment' is not translated. |
| AI Search<br><br>PRB1780839 | Incorrect values are logged for triggered Genius Results (GR) in an async case | When the async mode is 'GR_ONLY', 'GR Placeholders' are returned for every async GR that is executing when returning the initial search response. These placeholders end up in the searchAnalyticsPayload on that response, which is used to log the initial SEARCH_EVENT. As part of the logging of that SEARCH_EVENT signal, those placeholder GRs are then logged to the | |

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| | | triggered GRs table. However, there's no guarantee any of them actually resulting in valid GRs, and if they do, there's no guarantee they were shown to the user. | |
| AI Search<br><br>PRB1783414 | Modify SAC cloning script so it can be called from admin console scope | This is a product update. | |
| AI Search<br><br>PRB1785294 | Suggestions for recently viewed results (PERSONAL_CLICK suggestions) with external URLs don't navigate correctly in portal | | 1. Open Service Portal on an AI Search-enabled instance.<br>2. Search for 'Change Password'.<br>3. Select the regular (non-Genius) search result for 'Change Password'.<br><br>Observe that it brings the user to a page outside of the portal (for example, $pwd_change_error.do).<br>4. Run the scheduled job to process the queued click signals, to get 'Recently Viewed' suggestions.<br>5. Return to the portal home or search page, and type 'Change' in the search box.<br>6. Select the **Recently Viewed** suggestion that says 'Catalog Item' underneath it.<br><br>Expected behavior: The user should be taken to the same URL used when selecting the regular search result.<br><br>Actual behavior: The user is taken to the generic portal form page. |
| AI Search<br><br>PRB1785913 | Collapse Section, Filters, Hide filters are not translated in sn-search-facets | | 1. On track/xnowassist, enable AIS.<br>2. Turn on System Localization translation prefix.<br>3. Search '***'.<br>4. Navigate to Incidents or any other tabs. |

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| | | | Filters and Hide filters are not tagged with a translation prefix. Hover over the **+** expand sign, see **Collapse Section** doesn't have translation prefix. |
| AI Search<br><br>PRB1786056 | The carousel Genius Result position isn't added to the signal | When a term that triggers the carousel is searched for, and an action is taken on the carousel, the Genius Result position is not added to the signal. | 1. Navigate to the Next Experience homepage.<br>2. Search for a term that triggers a carousel with more than one result.<br>3. Provide feedback or do an action like a request for one of the items from the multiple items on the carousel.<br><br>The carousel Genius Result position should be added to the signal, but isn't. |
| AI Search<br><br>PRB1786362 | AI Search on the Natural Language Understanding (NLU) portal doesn't work during platform and schema upgrade | | |
| AI Search<br><br>PRB1787268 | Query Locale on search preview UI is not working | Search results are not displayed in the correct language. | 1. Navigate to Search Preview UI (New).<br>2. Select **Search Profile** from the list options.<br>3. Change the Query Locale to Spanish under the 'Users' tab.<br>4. Perform a search for a term (for example, iPad).<br><br>Notice that the search result language is still in English. |
| AI Search<br><br>PRB1788062 | Search is down for some time when upgrading from Vancouver to Xanadu | An error is seen: 'AISearchService: Error is thrown from searchQueryService.search() : : java.lang.NullPointerException: Cannot invoke 'com.glide.db.meta.Table.getTableHierarchy()' because 'result' is null: com.glide.ais.configuration.Datasource.loadSemanticSearchMappings(Datasource.java:351) com.glide.ais.configuration.Datasource.loadFromDB(Datasource.java:250)'. | 1. On a Vancouver instance, provision an instance with Now Assist ITSM installed.<br>2. Attach Now Assist actions and Now Assist Q&A to the Service Portal Search profile.<br>3. Perform queries on the portal.<br>4. Upgrade Glide to Xanadu.<br><br>Notice that the regular search is down during the upgrade. |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| AI Search<br><br>PRB1788078 | sys_search_event doesn't include grConfig in gr_results for Genius Result feedback and clicks | | 1. Select **Feedback** or the **Genius Result** action.<br>2. Wait for the search event to be flushed from the sys_signal_event_queue.<br><br>Observe that the entry in sys_search_event.gr_results has an empty 'grConfig' value. |
| AI Search<br><br>PRB1789527 | Dense passage retrieval ingestion should continue to support property sn_ais_assist.dpr_enabled to be enabled or disabled | In the August 2024 release, dense passage retrieval ingestion became a core feature of the Now Assist Creator. The property sn_ais_assist.dpr_enabled moved to the glide family and renamed glide.ais.dpr_enabled, causing a regression for users with the June 2024 or earlier versions of Now Assist for AI Search. Instances with DPR ingestion disabled should remain disabled after an upgrade unless the user enables it manually. | 1. Install Now Assist for AI Search on Washington or older release.<br>2. Disable DPR ingestion with hidden property 'sn_ais_assist.dpr_enabled' to 'false'.<br>3. Upgrade to Xanadu EA version.<br><br>Notice that DPR ingestion is enabled. |
| AI Search<br><br>PRB1789837 | Attachments aren't indexed | The sys_event for an attachment is present and processes without an issue, but nothing is in the index when queried. The attachment to AI Search backend isn't being sent. | 1. Enable attachment indexing from an indexed source.<br>2. Attach an attachment to a knowledge record.<br><br>Observe that a sysevent for the attachment/record is processed, but there is nothing in the index. |
| AI Search<br><br>PRB1793717 | The Natural Language Query (NLQ) 'Switch' table and 'Show' table doesn't emit feedback from sn-search-top-results | | In Washington DC, select any non-feedback button on an NLQ result.<br><br>Observe that no feedback is returned through the network calls tab, and that no genius result event was logged in the search's sys_search_event. |

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| AI Search<br><br>PRB1795072 | Requesting dot-walked translated text fields in the Search API causes a null point error (NPE) | | 1. Add a dot walked translated text field to an indexed source.<br>2. Re-index the data source.<br>3. Call the Scriptable Search API without dot-walked translated text field in the requested fields.<br><br>Observe that it's functional.<br>4. Call the Scriptable Search API with dot-walked translated text field in the requested fields.<br><br>Observe the empty response and the NPE in the logs. |
| Analytics Data API<br><br>PRB1788888 | Data broker calls fail after an upgrade | The Analytics Data API needs to sanitize the request coming from data brokers, and remove placeholder values. | 1. Create a UI Builder (UIB) page.<br>2. Add a data visualization data broker (table).<br>3. Fill out the properties of the broker so that the response is a correct data visualization response.<br>4. Save the page.<br>5. Navigate to the page definition.<br>6. In the **Data** field, remove the useDataCache property value from the data broker.<br>7. Navigate back to UIB and refresh the page.<br>8. Open the data broker.<br><br>Expected behavior: The response is the same as in step 3.<br><br>Actual behavior: There's an error. |
| Antivirus Scanning<br><br>PRB1734157 | Update com.glide.snap.uw to snap-v2 for the release of Glide | The virus scan isn't working when attaching a file to the **File Attachment** field. | |
| Application Install Engine<br><br>PRB1753470 | App customizations still have sys_claim after being reverted to base instance | App customizations still have sys_claim after being reverted back to base instance, even after the app customizations are installed when using app customization v1 in | 1. Install base app v2 in instance 1.<br>2. Revert a customized file to base app v2.<br>3. Publish app customization v2.<br>4. Install app v2 and app customization v2 in instance 2. |

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| | | instance 1 and instance 2. | Expected behavior: Sys_claim is removed.<br><br>Actual behavior: Sys_claim is not removed. |
| Application Install Engine<br><br>PRB1782930 | Plugin dependency incorrectly classified as app dependency for base instance plugins | The wrong type of plugin dependency is identified in the logs. | 1. Install a base instance plugin with a plugin dependency<br>2. Check the logs<br><br>Expected behavior: Observe 'Registering plugin dependency from %s to %s' .<br><br>Actual behavior: The wrong type of plugin dependency is identified: 'Registering app dependency from %s to %s'. |
| Application Install Engine<br><br>PRB1786797 | Batch Install doesn't handle circular dependencies for non-app V2 apps | The BatchInstallDependencyMap.java class doesn't handle circular dependencies when the app being installed isn't a V2 app. The shouldEvaluateDependencies method incorrectly returns true when a circular dependency is encountered. When loading a non-V2 app and there's a dependency pair that's already seen, shouldEvaluateDependencies returns true because it checks the list of V2 plugins visited, which is empty because it's not a V2 app. | 1. Open a Washington DC instance.<br>2. Attempt to batch install App Engine Studio.<br><br>Observe that the progress bar doesn't go beyond 0%, and eventually a StackOverflow message appears. |
| Application Install Engine<br><br>PRB1786807 | Conditional applications weren't installed via new app management | | 1. Provision a new Washington DC instance.<br>2. Navigate to Store.<br>3. Request the 'Healthcare and Life Sciences Service Management Core' application.<br>4. Complete the installation of 'Healthcare and Life Sciences Service Management Core' V 8.0.0 on the instance via system applications. |

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| | | | **5.** Navigate to system applications.<br>**6.** Verify sn_cwf_wrkspc install's status.<br><br>Expected behavior: sn_cwf_wrkspc should be installed or CSM/FSM Configurable Workspace is available in the instance.<br><br>Actual behavior: sn_cwf_wrkspc isn't installed or CSM/FSM Configurable Workspace isn't accessible in the instance. |
| Application Manager<br><br>PRB1780803<br><br>KB1649374 | Remote app table entries are populated with 'undefined' in the 'sys_code' column | Installer copies sys_code values from sys_remote_app table to sys_store_app table and used it for all app installations. However, it didn't account for records which have 'undefined' legacy values. As a result, the existing records with 'undefined' values causes failure to load conditional content in the plugin. | Refer to the listed KB article for details. |
| Appointment Booking<br><br>PRB1789260 | Personal events on a technician calendar are ignored when booking an appointment for an appointment booking user | There's also an error in the CSM/CSP portal when booking/ rescheduling an appointment as an appointment booking user. | **1.** Create a personal event for an agent.<br>**2.** Ensure that only that agent is available in the group, so that DS check availability and events for that user alone.<br>**3.** Log in as a user in the CSM portal.<br>**4.** Book an appointment.<br><br>Expected behavior: An appointment slot shouldn't be visible when an agent is on timeoff, or when booked for an appointment for any other available slot. The appointment should be booked with no error thrown.<br><br>Actual behavior: Appointment booking/ reschedule doesn't honor the time where a technician is on timeoff and displays slots. Also, users observe an error message on the screen. |

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| --- | --- | --- | --- |
| Asset Management<br><br>PRB1778297<br><br>KB1649341 | The Hardware Asset Management (HAM) 'Incident' view rule within Asset Management Workspace targets Agent Workspace | The **Workspace** field is set to 'Agent Workspace'. The HAM 'Incident' view rule shouldn't target Agent Workspace. The **Agent Workspace** field should remain empty. | Refer to the listed KB article for details. |
| Asset Management<br><br>PRB1781337<br><br>KB1648741 | The 'Stock Runner' job is failing with an error | The 'Stock Runner' job is failing with an error: 'ProcessStockRules: ReferenceError: 'sn_eam' is not defined.: no thrown error.' | |
| Asset Management<br><br>PRB1789460 | On an instance that's in Swedish language, there's an issue when publishing a catalog item for a model | When publishing a Catalog Item for model on an instance in Swedish language, the name of the Catalog Item doesn't include manufacturer or model number. | |
| Audit History<br><br>PRB1772442<br><br>KB1651482 | When choosing logs to be exported in Log Export Service (LES), sys_audit is not forwarded when the non-cancelable audit functionality is enabled | | |
| Authentication<br><br>PRB1788307 | Dot-walking on list view is broken | Dot-walked fields (such as Target Version, Parent Defect, etc.) are blank. This issue only occurs after the 'Zero Trust - Policy Based Session Access' plugin is installed. | |
| Automated Test | ATF steps that execute without explicitly | Even after all tests are finished, the suite and progress tracker both stay in a | |

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| --- | --- | --- | --- |
| Framework (ATF)<br><br>PRB1764100 | setting 'Success' or 'Failed' statuses can leave pending suite results and stuck cloud run executions | 'Running' state. The cloud runner stays active even though there's nothing left to run, until it eventually times out much later. This can happen any time an ATF test step doesn't get set to a 'finalized' state (for example Success/ Failed/Error), including because the step author simply forgot to do it, or because an error was thrown. | |
| Automated Test Framework (ATF)<br><br>PRB1769587 | ATF scheduled client test runners can sometimes get unimpersonation errors | This can cause other tests in the same test runner to also have unimpersonation errors. | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1779894 | Launch restricted caller access plugin for the sidebar discussion summarization in the HR Service Delivery | | |
| Case and Knowledge Management for HR Service Delivery<br><br>PRB1785629<br><br>KB1698772 | The 'Manage Human Resource' catalog page isn't loading | An error displays in the console: 'Uncaught SyntaxError: Unexpected token ')...' | |
| Case and Knowledge Management for HR Service Delivery | Ship RCA for target: hr_CoreUtils from source scope - Now assist for HR | This is a product update. | |

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|---|---|---|---|
| PRB1788858 | | | |
| Change Management<br><br>PRB1790004 | ProposedChangesExist and SNC.CMBDUtil can't be accessed outside of global scope | The change script includes need to be accessible to all scopes. | |
| Change Management<br><br>PRB1790024 | A review flow should only attach one post-implementation review task | Review flow's configuration needs to be corrected. Because the creation of the task doesn't mean the flow waits until the task is complete, it creates the task and then the flow ends. Based on the trigger condition of the flow, this means that when a user updates the record while it's in the review state, it keeps triggering the flow and creating new tasks. | 1. Make an unauthorized change model available in 'Create New'.<br>2. Create an unauthorized change.<br><br>Notice that a single post-implementation review task is associated.<br><br>3. Update the change request's short description.<br><br>Observe that an additional task is associated because another flow was attached. |
| Cloud Encryption<br><br>PRB1792686 | DARE key is not visible in list view | When the cloud encryption plugin is activated the default 'dare_key_metadata' record gets created, but it isn't visible in the list view. | |
| CMDB Integration Commons<br><br>PRB1787552 | Scheduled job executions are grouped in a single sn_cmdb_int_util_cmdb_integration_execution record | Multiple scheduled job executions are condensed to compress into a single record in the sn_cmdb_int_util_cmdb_integration_execution table. Previously each scheduled job/ data source would have a record in the sn_cmdb_int_util_cmdb_integration_execution. Now there is one record based on the parent scheduled job in sn_cmdb_int_util_cmdb_integration_execution and it will have the | |

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|---|---|---|---|
| | | scheduled import, concurrent import set, and import set of the latest scheduled job to run. | |
| Column Level Encryption<br><br>PRB1781726<br><br>KB1648610 | Duplicate **Encryption Configuration** field records for tables in the CMDB hierarchy cause errors when the tables are queried | Duplicate **Encryption Configuration** field records for tables in the CMDB hierarchy can lead to new tables not having the correct number of clone descendant records, causing errors when the tables are queried. | Refer to the listed KB article for details. |
| Configuration Management Database (CMDB)<br><br>PRB1768078<br><br>KB1651520 | Class matches the keyword will be whiten after the focus gets moved to it and then moved off of it by using the 'tab' key | | Refer to the listed KB article for details. |
| Configuration Management Database (CMDB)<br><br>PRB1789033 | Application Services chart issue in Xanadu | Selecting the Application Services chart does not navigate the user the Application Services page. | 1. Navigate to **Home** > **CI Overview** > **Cloud vs Non-cloud resources** > **Application Services**.<br>2. Select the chart (for example, Hybrid service).<br><br>Expected behavior: Selecting the chart should take the user to the Application Services page.<br><br>Actual behavior: The user is not navigated to the Application Services page. |
| Configuration Management Database (CMDB)<br><br>PRB1794682 | The metrics in the CSDM Data Foundations Dashboard are showing a score of 0 | Metrics such as the Hardware S. No. missing and technical service offering are showing a score of 0 as a result in the CDSM Data Foundations Dashboard. | Navigate to **All** > **CSDM Data Foundations Dashboard** > **Walk**.<br><br>Observe that the indicator 'Technical Service Offering with Reference to Technical Service' result shows a score of 0 despite no technical service offerings existing with a missing reference to technical service. |

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| Contract Management<br><br>PRB1789324<br><br>KB1698586 | Condition Check with global scope doesn't work when using any role | When a contract is created in a specific domain other than the global domain, checks present in the global domain aren't applied to the contract. | |
| Customer Service Management<br><br>PRB1788745 | True-Up defect for DEF0533101 | This is a product update. | |
| Database Persistence - Data Access<br><br>PRB1786888 | Reparenting fails with 'Index 0 out of bounds for length 0' when column-store index pre-exists | Notice that in Xanadu, the value of the column-store index is missing. In Washington DC, the value is {0}, but in Xanadu, the value is empty. | |
| Database Persistence - Data Access<br><br>PRB1789910 | 'Order by' columns are not added to the 'Group by' clause when joined on a denormalized table with aggregation via 'RLQuery' | An SQLException error is thrown. | |
| Database Persistence - Data Management<br><br>PRB1765105 | Filters for widgets in Data Usage Visualization Console to be updated | This is a product update. | |
| Database Persistence - Data Management<br><br>PRB1765554 | Restoring of archived related records is not happening as expected | Some incident_task and task_sla records do not get properly restored. | |
| Database Persistence - Data Management | StatsGatherer duplicates databases and table states records | | 1. Ensure there are records from the previous month with the last collection start time in sys_db_pool_size.<br>2. Run the Physical Table Monthly Stats Gatherer. |

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| PRB1770139 | when re-running yearly and monthly stats for sys_db_pool_size | | **3.** Check the records created in the sys_db_pool_size tables.<br>**4.** Run the Physical Table Monthly Stats Gatherer again.<br><br>Observe that a second monthly record has been created for the databases and tables. |
| Database Persistence - Data Management<br><br>PRB1773124 | Destroy job is failing and unable to delete objects from S3 when safe mode is ON | Records are not deleted from S3 (Access denied to delete from S3). | **1.** Create 20K records with attachments, audits and journals.<br>**2.** Archive the Records to ar_ table.<br>**3.** Offload the records to S3.<br>**4.** Create a 'Destroy' rule on the same archive rule and execute.<br><br>Expected behavior: Records should be deleted from S3 and corresponding tables (Cidx, archive_log).<br><br>Actual behavior: Records are not getting deleted from S3 (Access denied to delete from S3). |
| Database Persistence - Data Management<br><br>PRB1782295 | Job ID is not preserved for gateway stats records | When the gateway records are stored in the primary DB they get a new sys_id assigned by default. Therefore, the gateway stats records have an invalid collection job sys_id. | **1.** Run the scripted Storage API in the background script: gs.print(new sn_disk_usage. StorageDiskUsageService(). getStorageTierDiskUsages());<br>**2.** Navigate to sys_storage_disk_usage and observe the gateway records.<br><br>Expected behavior: The job ID column points to the correct record in sys_sdu_colleciton_job table.<br><br>Actual behavior: The job ID column displays 'null' and the value is an invalid sys_id. |
| Database Persistence - Data Management<br><br>PRB1786870 | Remove the **Toggle DMTableCleaner** button | | **1.** Navigate to the list view of the sys_dm_job table.<br>**2.** Navigate to the form view of the 'DMTableCleaner' job.<br><br>Expected behavior: The **Toggle DMTableCleaner**button should be removed along with the script include it calls. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: The **Toggle DMTableCleaner** button displays. |
| Database Persistence - Data Management<br><br>PRB1790371 | Storage API exception on archiving related pages when the sys_sdu_collection_job table is not created on Gateway | The user observes an error message. | **1.** Add Gateway in an instance.<br>**2.** Make sure there are no disk usage tables created on Gateway yet.<br>**3.** Navigate to any archive rule.<br><br>Observe the error message: 'Syntax Error or Access Rule Violation detected by database ((conn=354245) Table 'test_gw_gw.sys_sdu_collection_job' doesn't exist).' |
| Database Persistence - Data Management<br><br>PRB1790372 | Inefficient scriptable API used to retrieve Tier 2 storage disk info | The scriptable API retrieves disk info for Primary, Gateway and Tier 2 storage info. However, there is no need to access Gateway and Primary if the only usage needed is Tier 2. | **1.** Open the archive rule page.<br>**2.** Observe that it takes a long time to attach the stack trace because it accesses Primary and Gateway storage info. |
| Database Persistence - Data Scale<br><br>PRB1773739 | Cutover action to be triggered to flush caches on DB engine change | This is a product update. | |
| Database Persistence - Data Scale<br><br>PRB1788006 | DBLazy writer accumulates messages in an unlimited fashion in a thread stack | In DBLazyWriter.process, it accumulates messages dequeued for triggering listeners later. If the queue isn't empty, it continues the loop forever and keeps adding messages to the arraylist. This is unbounded and runs into an out of memory error. | **1.** Write to DBLazyWriter at a high rate to keep the queue full.<br>**2.** Ensure that the DBLazywrite process runs slower so the queue is always full.<br><br>Observe the memory usage of the Glide instance. |
| Database Persistence<br><br>PRB1762563 | On a migrated instance, 'List' view queries on unicode values in the String UTF field do not work | 'List' view shows empty results. | |

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| Problem | Short description | Description | Steps to reproduce |
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| Data Filtration<br><br>PRB1768454 | In Vancouver's data filteration, the IP filter criteria provided in the subject condition isn't considered | The IP filter criteria provided is not considered. Thus, the results are not displayed / filtered properly. | **1.** In any Vancouver instance or above.<br>**2.** Create a data filteration with IP filter criteria provided in the subject condition.<br>**3.** Check if the IP filteration criteria is being respected and the results are being filtered.<br><br>Expected behavior: IP [network] filter criteria provided in the subject condition should be considered and the results should be filtered /displayed accordingly.<br><br>Actual behavior: IP [network] filter criteria provided in subject condition is not considered. |
| Developer Sandboxes<br><br>PRB1774289 | Sandbox login doesn't support SSO (Single sign-on) | SSO is not supported for logging into a sandbox. | **1.** Set up a sandbox instance with SSO login.<br>**2.** Create a sandbox.<br>**3.** Try to log in to the sandbox.<br><br>Expected behavior: The user is able to log in using SSO.<br><br>Actual behavior: SSO doesn't work properly. |
| Developer Sandboxes<br><br>PRB1787278 | SQLException errors prevent Sandbox from working properly | The user notices red banners with syntax errors when visiting different tables. | **1.** Have an instance with several nodes with the sandbox feature fully enabled.<br>**2.** Create a new sandbox and let it finish initializing.<br>**3.** Once ready, try visiting different tables like incident, problem, cmdb_ci_computer, alm_asset.<br><br>Notice that there are a lot of red banners with syntax errors.<br><br>**4.** Turn on SQL Debug (Detailed)<br>**5.** Try visiting different tables again and check what queries were made when.<br><br>Notice that the tables visited are actually the original tables, so the node is not correctly sandboxed. |

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| Developer Sandboxes<br><br>PRB1790087 | Condition built from sys_dsb_query_condition is incorrect when including ORs | The QueryConditionUtil joins queries collected from sys_dsb_query_condition using ^OR. The outcome is not as expected. | 1. Create a new sys_dsb_query_condition for any partial copy table of the form 'a AND (b OR c)'.<br>2. Create another sys_dsb_query_condition on the same partial copy table with any filter.<br>3. Create a DSB.<br><br>Notice the partially copied table does not as expected given the query conditions provided in step 1 and 2 (should be OR'd together). |
| DEX Application & Device Health<br><br>PRB1794322 | Running process page shows all the data from the table on page refresh | It shows all the data present in the running process table (dex_running_process) so the device filter is getting applied. | 1. Log in as dex-admin/user.<br>2. Navigate to any device.<br>3. Navigate to running process from left nav.<br>4. Refresh the browser.<br><br>Expected behavior: It should show the list of running process on that device.<br><br>Actual behavior: It shows all the data present in the running process table (dex_running_process) so the device filter is getting applied. |
| Discovery<br><br>PRB1784351 | The pattern plugin is not listing out by default as a part of CDW dependency | The pattern plugin should be listed by default. | 1. Open an instance with the sn_cloud_ops_ws app installed.<br>2. Check the dependencies list that was installed as a part of the CDW dependency.<br><br>Expected behavior: The pattern plugin should be listed by default as a part of the CDW dependency.<br><br>Actual behavior: The pattern plugin is not listing out by default as a part of CDW dependency. |
| Document Management<br><br>PRB1790213 | Add telemetry changes for PDF generation | Add the following telemetry changes for PDF generation: export functionality and Html2PDF conversion, including number of pages, the output PDF | |

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| Problem | Short description | Description | Steps to reproduce |
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| | | file size, and generation time. | |
| Domain Separation<br><br>PRB1786824 | The Domain Migration tool is unable to update a status for a table migration that's in progress | There's no impact on the functionality of the migration tool due to this issue; the tool is running successfully. The only issue is reporting the results on the UI. | **1.** Provision an instance with both Domain Support and the Domain Migration tool plugin installed with demo data.<br>**2.** Navigate to the Domain Migration tool table.<br>**3.** Create a migration job with the target domain as 'Cisco'.<br>**4.** Save.<br>**5.** Start the migration.<br><br>Expected behavior: The migration status for each table should be available in the 'domain_separated_ tables_migration_status' table.<br><br>Actual behavior: The 'domain_separated_ tables_migration_status' table has no data. |
| Dynamic Schema<br><br>PRB1786796 | The Dynamic Schema Writer role cannot insert a new dynamic attribute from dynamic_attribute.list because the group is set to read only | | **1.** Navigate to sys_user.list.<br>**2.** Log into abel_tuter and give the user the dynamic schema writer role.<br>**3.** Save.<br>**4.** Impersonate abel_tuter.<br>**5.** Navigate to dynamic_attribute.list and create new.<br><br>Notice that the group field is read only. After filling in the information, observe a 'Failed to insert' error because of the missing filed, which can't be entered because it is set to read only. |
| Edge Encryption<br><br>PRB1773542<br><br>KB1651231 | A scheduled upgrade fails for a proxy running on Windows | It appears that the upgrade mostly completes. There's no errors in any of the logs, but the new Edge proxy service isn't started. | |

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| Edge Encryption<br><br>PRB1776720 | On BT1 Production, 'Show records' on the KPI details page is broken | The user observes, 'The provided BatchRESTRequest was not formatted correctly'. | 1. Log in to BT1 Production.<br>2. Navigate to any KPI Details page of any KPI that has data collected and snapshots available.<br>3. Enable the **Show record** toggle button.<br><br>Observe that 'Unable to load records - Try refreshing the page.' is shown and the batch API call shows '400 Bad Request' with an error 'The provided BatchRESTRequest was not formatted correctly'. |
| Email Notifications<br><br>PRB1783999 | The 'Instance Email Reader' job stalls when only deleting (not retrieving) messages from POP3 | When an instance is collecting mail, it retrieves messages at a significant rate under normal operations. When choosing only to delete messages (and not retrieve them), each mail reader job processes only 20 messages and then exits, forcing the instance to wait for the next scheduled email reader job 2 minutes later. This cycle repeats until the instance finds messages it chooses to retrieve, instead of just delete. | |
| Encryption Support<br><br>PRB1790352 | 'Failed to download Wrapped Key' error observed during Build Your Own Key (BYOK) | A module key should be generated for 'byok_mod' module, but an error shows instead. | |
| Event Management<br><br>PRB1760429 | A race condition in tag based clustering engine when multi job/ node event processing is enabled is causing | This causes multiple tag cluster groups to be created for the same alerts. | 1. Set 'not for correlation' from the query job (set the property as false).<br>2. Enable multi-job (4)/node event processing.<br>3. Create a TBAC definition.<br>4. Send several events at the same time with different message keys. |

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| | multiple tag clusters to be created | | Observe that multiple tag cluster groups containing the same alerts are created. |
| Event Management<br><br>PRB1772901 | There's an out of memory error in Alert Priority when an alert has high number of child alerts | In the warning logs, there's a message: 'Size of Alert group has reached limit of...' | 1. Create 3 million events that would generate 3 million alerts.<br>2. Configure the alert correlation such that 30k alerts would have a single parent and around 100 parent alerts each have 30k child alerts.<br>3. Ensure that the parent alerts are in 'em_alert_trigger_queue'.<br>4. Run the 'Event Management - Alert Priority Queue' job.<br><br>Observe a message in the warning logs: 'Size of Alert group has reached limit of...' |
| Event Management<br><br>PRB1784143 | Events are created for unwanted SNMP traps In MID SNMP listener | SNMP traps can't be filtered from the MID server which prevents them from creating events in the instance. | |
| Event Management<br><br>PRB1784562 | Setting the main alert for Virtual Alert isn't consistent with the ACR script | The ACR script chooses the main alert to be the first one (by initial_remote_time) with the lowest number but ignores severity. Setting the main alert for Virtual Alert in VirtualAlertHandler.java is based on severity, but the alert number is ignored. This is causing redundant Virtual Alert groups to open. | 1. Enable the TBAC property for debugging: 'evt_mgmt.sn_em_tbac.log_acr_script_debugging'<br>2. Send multiple events at once with the severity set to 'Critical', that eventually should be grouped together in a tag cluster.<br><br>Observe that in the 'Activity' notes of the created Virtual Alert that the main alert is consistent and doesn't change. |
| Event Management<br><br>PRB1786275<br><br>KB1650970 | On the 'Link' view, getHopsBetweenCIs fails on CMDB grouping | Users are also receiving an error. | |
| Event Management<br><br>PRB1789030 | In Xanadu, the default order of an alert grouping is incorrect | In Xanadu default order of alert grouping is not correct | 1. Create a tag based definition - exact match on the same description.<br>2. Send two events with same description and the same node and metric name. |

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| | | | Observe that an automated group is created while the expectation is to have a tag cluster |
| Flows (Family Channel)<br><br>PRB1769794<br><br>KB1650762 | The Flow Designer sets the true/ false input parameter to 'false' in Xanadu | | |
| Flows (Family Channel)<br><br>PRB1779812 | Data pills on the flow canvas are incorrectly evaluated after republishing an existing flow | | 1. Navigate to Flow Designer and open any base instance subflow (for example, Create Child Task or Create Child Case).<br>2. Add a log at the end.<br>3. Publish.<br><br>Notice the data pills on the UI. |
| GlideRecord<br><br>PRB1786468<br><br>KB1651472 | A transaction runs in an infinite loop when the user evaluates the condition that has 'Contains' | As a result of this issue, the entire session becomes unusable. | |
| GRC: Vendor Risk Management Workspace<br><br>PRB1772944 | Non-interactive elements of the vendor portal page can be navigated using the **Tab** button | Tabbing for accessibility should only be for clickable objects on the page. | 1. Impersonate as any vendor contact.<br>2. Navigate to a questionnaire in /svdp and switch to the notes or comments tab.<br><br>Notice that the user can tab though the Activity stream for previous comments but can't navigate it with the arrow keys. |
| Health Log Analytics (Family)<br><br>PRB1784922 | There is an MID deadlock on HLA streaming threads while getting a fatal error | Deadlock exceptions in the MID wrapper log. | |
| Hermes (Family)<br><br>PRB1786830 | Updating the partition count in a topic causes the associated | | 1. Create a topic and keep the number of partitions as 1.<br>2. Create a consumer.<br>3. Create a Kafka stream with the topic created in the previous step. |

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| | 'SUBSCRIPTIONS' to fail | | A subscription is created.<br>**4.** Produce messages to the topic.<br>**5.** Confirm the messages are consumed by the consumer.<br>**6.** Update the number of partitions from 1 to 4.<br>**7.** Save the topic record.<br><br>This changed value appears well in the topic page. Navigate to the 'Topic Inspector' page, and there's the increased number of partitions. But, in sys_kafka_subscription, the number of partitions still displays 1. Also, the subscription that is created in step 3 gets deleted and a new one gets created every minute or so. The column 'Has Error' value changes from 'false' to 'true' and vice versa. |
| Hermes (Family)<br><br>PRB1787225 | The **Synchronize Partition Count** button does not work on sys_kafka_topic | A null pointer exception error is thrown. | **1.** Navigate to a sys_kafka_topic record.<br>**2.** Select **Synchronize Partition Count**.<br><br>Notice that nothing happens and observe a null pointer exception in the logs. |
| Horizon Component Library<br><br>PRB1782771 | Copy-paste isn't working as expected in the chat text area | This is reproducible both in Agent Chat and sidebar. | **1.** Create a sidebar discussion or start a live agent conversation.<br>**2.** Send a message: 'abcd'.<br>**3.** Try to copy and paste an incident number into the chat text area.<br><br>Expected behavior: Copied text should be pasted in the text area.<br><br>Actual behavior: Pasted text is replaced by the last chat message. |
| Horizontal Portal Capabilities for Customer Service<br><br>PRB1782130 | Update the licensing definition to account for external embeddable sessions | This is a product update. | |

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| Incident Management<br><br>PRB1781039 | The **Create Request** action is available to users with the sn_request_role on the incident form in UI16 | | |
| Install Base Management<br><br>PRB1786211<br><br>KB1650430 | The 'Account Page (Case View) Sold Product' related list must be updated with the default filter condition | The 'Sold Product' related list displays as empty when upgrading from Vancouver to Washington due to additional filters. The issue is observed only when the records are associated with a product offer that has a specification set. | Refer to the listed KB article for details. |
| Instance Clone (Family)<br><br>PRB1774663 | The user observes the alert 'General Data Exception detected by Database (No value specified for parameter 1.)' after submitting a clone on the 'clone_instance' page | This isn't impacting clone progress, but it gives false alarm. | Submit a clone via the 'Legacy clone request' page.<br><br>An error warning displays on the top of the page. |
| Instance Data Replication (IDR)<br><br>PRB1766400 | Users encounter a null offset | Currently, the **Clear Error and Retry** button tries to recover from a null offset issue, but it fails if the offset is missing or null in the topic. | **1.** In a table with a boolean field with an 'empty' value (neither true nor false).<br>**2.** Make changes to any field that is tracked via the CDC/IDR plugin.<br>**3.** Observe the boolean field in the payload.<br><br>Expected behavior: The value should be empty, not true or false.<br><br>Actual behavior: The boolean value is represented as false. |
| Instance Data Replication (IDR)<br><br>PRB1780168 | Instance Data Replication (IDR) xmlstats do not show replication sets properly | | **1.** Create an active producer and consumer replication sets.<br>**2.** Navigate to xmlstats. |

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| | | | Observe that the replication sets are not shown. |
| Instance Data Replication (IDR)<br><br>PRB1787215 | For conserving disk space, remove the functionality of the seeding producer job waiting for ACK messages from the 'consumer' to 'publish next batches of data' | It adds an unnecessary point of failure of, if the ACK messages aren't received or sent without errors, then jobs hang. The only benefit of the ACK message exchange was controlling the disk size. Disk size unchecked growth can be controlled at the kafka level with data retention policy settings. | 1. In QA environment, stop the metadata consumer job on producer.<br>2. Request new seeding on the consumer.<br>3. Reset the metadata topic offset to end on the consumer.<br><br>Notice that the 'Seeding produce' job hangs. |
| Integration Hub<br><br>PRB1782980 | The script-side StrictReject map for the glide_hub_flow_engine_glideencrypter crypto module causes an 'access denied' error | Strict reject should be turned off for password2 or encryption support. | 1. Create an action with a script step.<br>2. Decrypt the password field using GlideEncrypter in the script step.<br><br>Expected behavior: The flow with the script step should be executed by creating a map for 'global.com_glide_hub _flow_engine_glideencrypter'.<br><br>Actual behavior: Access is denied to the cryptographic module with a 'global.com_glide_hub_ flow_engine_glideencrypter' error on the flow execution. |
| Integration Hub Stream Connect<br><br>PRB1781839 | Only named Avro schemas are automatically imported from a schema registry | The automatic importing of schemas from a schema registry fails to consume an encoded message when the top-level type is unnamed. As a result, the schema record is not imported, and the script consumer receives an empty list of messages. | 1. Add a schema with an unnamed top-level type, such as an array, union or primitive, to the registry.<br>2. Publish a valid message encoded with the schema to the topic.<br>3. Use a script consumer to consume the message to trigger an attempt to automatically import the schema.<br><br>Notice that the schema record will not be imported, and the script consumer prompts an empty array of messages. |
| Inter-Instance Data | Remove the reseeding records limitation | This is a product update | |

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| Comparison Tool<br><br>PRB1772226 | | | |
| Journey Designer<br><br>PRB1752603 | The user observes an 'Unable to get the task list' error while opening a catalog task | | |
| Key Management Framework (KMF)<br><br>PRB1762398 | The database view 'sn_kmf_crypto_user_policy' fails on Postgres instances | The database view 'sn_kmf_crypto_user_policy' which joins sys_user_has_role and sys_kmf_crypto_caller_policy, fails on Postgres instances. Users can't correct the view manually, as the view is protected. | 1. On a Postgres instance, navigate to sn_kmf_crypto_user_policy.list.<br>2. Verify that no records are returned. |
| Key Management Framework (KMF)<br><br>PRB1777352<br><br>KB1649414 | Cloned data encrypted by a revoked key on source is not properly decrypted on target | A module key being imported 'inherits' the algorithm from the associated crypto specification rather than its original algorithm. | |
| Key Management Framework (KMF)<br><br>PRB1778142 | Public keys are exchanged even when the key exchange is disabled | This issue occurs when new IA-Crypto Core workflows are enabled and Bagheera is enabled on an instance. | 1. Provision two instances with Bagheera.<br>2. Generate asymmetric encryption and decryption keys on the source instance.<br>3. Ensure the crypto configs of the keys are enrolled in the key exchange.<br>4. Navigate to sys_properties.<br>5. Set the glide_encryption.auto_key_exchange.enabled to false.<br>6. Schedule a clone from the source instance to the target instance.<br><br>Expected: Module keys are not exchanged because the key exchange is disabled via property. |

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| | | | Actual: Public module keys are exchanged even though the key exchange is disabled via property. |
| Key Management Framework (KMF)<br><br>PRB1786832 | ad-hoc/ one-time/ recurring-clone KE does not work on Bagheera enabled instances | | |
| Key Management Framework (KMF)<br><br>PRB1789932<br><br>KB1652642 | A node is not reachable due to a race condition while decrypting system properties | A race condition occurs at the time of initializing the system properties cache. This can happen when the node is starting up and trying to decrypt system properties of type password/ password2 that were encrypted with KMF. | Refer to the listed KB article for details. |
| Key Management Framework (KMF)<br><br>PRB1794684 | The CID crypto core health workflow fails for Bagheera clones, showing the error message'IRK_SOURCE_INSTANCE_ID_MISMATCH' | | Perform a clone using new IA workflows on DCTEST between two Bagheera auto config instances.<br><br>Notice that the clone shows the error 'IRK_SOURCE_INSTANCE_ID_MISMATCH' because the rekey jobs did not complete their execution. |
| Key Management Framework (KMF)<br><br>PRB1794830 | Instance node doesn't start after a cross-region move with AutoConfig Enabled = True | | |
| Knowledge Management<br><br>PRB1788025 | Upgrading an instance from Washington DC to Xanadu with a true-up version breaks the knowledge base article creation flow | An error message appears when trying to create a knowledge article. | 1. As Admin, navigate to **Now Assist Admin Console** > **Feature** > **Customer**.<br>2. Select **Knowledge** > **Activate KB generation skill**.<br>3. Choose any closed case.<br>4. Create a knowledge article.<br><br>Expected behavior: A Gen AI flow is triggered. |

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| | | | Actual behavior: Observe an error message reading: 'There was a problem generating this article with Now Assist.'. |
| Knowledge Management<br><br>PRB1795644 | Update true up version of app-knowledge-gen-ai in Xanadu | This is a product update. | |
| Local DB Login<br><br>PRB1785794 | The sys_ux_lib_component file is missing required translation keys | Translations were present in Washington DC. However, in Xanadu, the sys_ux_lib_component file is missing the required_translation_keys for now-login. | |
| MetricBase<br><br>PRB1728947 | Registering a large number of triggers with Clotho causes some triggers to not get registered | Series references are appending to a request URL when syncing triggers between Glide and Clotho. If there are too many series registered at once (for example 20k), the header becomes too large. Series references should be included in the request body so things are scalable. | |
| MetricBase<br><br>PRB1785413 | 'Accumulate' calls result in double counting | A typo in GlideClothoClient results in a known series being resent alongside an unknown series. This causes the value doubling for them during 'Accumulate' calls. | |
| MetricBase<br><br>PRB1788301 | Provision Plus workflow 'setupGateway: run instance script' times out after 600 seconds on Xanadu instances | A workflow fails in run-node-script, due to it timing out. The run-node-script.sh logs show that code is successfully executed and glide shuts down successfully, then it hangs for up to 10 minutes before it returns an error code for timeout. | |

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| Mobile Experience for Field Service Management<br><br>PRB1789508 | The user is unable to add events using the '+' icon | When the icon is selected, a new page should be opened, but it doesn't load. | 1. Provision an instance with WFO 4.0 installed and enabled.<br>2. Log in to the Agent app.<br>3. Select **My schedule**.<br>4. Select the **+** icon.<br><br>Observe that the page doesn't load. |
| Multi-factor Authentication (MFA)<br><br>PRB1785277 | The sys_ux_lib_component file is missing required translation keys | Translations were present in the Washington payload. However, in Xanadu, the sys_ux_lib_component file is missing the required_translation_keys for: sn-mfa-validate and sn-mfa-setup. | |
| Next Experience Unified Navigation<br><br>PRB1787356<br><br>KB1652699 | Some pages don't load when the property 'glide.ui.next_experience.instance_tools_disabled' is set it to false and Next Experience is turned off | Pages such as 'Plugins', 'NLU Workbench models', 'Service Operations Workspace', and 'CSM-Configurable Workspace' don't load when the property 'glide.ui.next_experience.instance_tools_disabled' is set it to false and Next Experience is turned off. Admin role users are unable to access these modules: Plugins (now/app-manager/home), NLU Workbench models, Service Operations Workspace, CSM-Configurable Workspace. ITIL role users are unable to access Service Operations Workspace and CSM-Configurable Workspace. | Refer to the listed KB article for details. |
| Now Assist for Code<br><br>PRB1788701 | Upgrades/ side loads are impacted when old JS code is still being used by browser cache | The action prop is sent as null when old JS code is still being used by browser cache. | 1. On an instance with an older release of Code Assist, upgrade or side load the latest version.<br>2. Trigger code assist on another page without hard reloading. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Notice that the browser still has the JS files from the old version cached, so the action prop is not sent by the API call, and will cause an error since the new model requires this property to be either 'Suggest' or 'Edit'. |
| Now Assist for Code<br><br>PRB1790715 | Admins are unable to update to the new version of Now Assist for Code when the latest Creator app is already installed | In version 2.6.0, there is an issue with the NA4Code 26.0.4 version which is hiding the update from users that are already on the latest NA4Creator app. | |
| Now Assist Panel<br><br>PRB1787174 | A record card with a KB gives a bad content error | | 1. Create a topic with a record card and KB.<br>2. Select **NAP**.<br>3. Select the topic create in step 1.<br><br>Expected behavior: The KB card should be displayed with the button to open KB.<br><br>Actual behavior: Bad content card error. |
| On-Call Scheduling<br><br>PRB1787870 | Issue with Create/Edit Schedule Wizard localization for week names | This is a product update. | |
| Order Management<br><br>PRB1788283 | The time duration of family upgrades have increased from 1 hour and 23 minutes to 2 hour and 43 minutes | | 1. Ensure the Order Management plugins are installed in the instance with the Washington build.<br>2. Upgrade to the Xanadu RC1 build.<br><br>Observe the time duration of the upgrade from the batch_alter operation, and compare it to the time duration of the previous family upgrade. |
| Performance Analytics API<br><br>PRB1781079 | Server error on certain indicators with groupby and 'separate/ aggregate' option | On certain indicators, when enabling filter and 'filter as separate groups' (splitView = true), the server returns n error 500. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Performance Analytics<br><br>PRB1740986 | Core UI dashboards are not migrated automatically when com.glide.par.v_table_join.enabled is false | Setting com.glide.par.v_table_join.enabled to false disables combined dashboards, resulting in core UI dashboard not being migrated automatically on the first request. | |
| Performance Analytics<br><br>PRB1771293 | Internal error upon creating a filter condition with Date and Duration | The user observes a 'RelativeDatesQueryGenerator' error. | 1. Add a condition to the number of resolved incidents indicator source.<br>2. Set it to: 'Resolved on Today' or 'Business duration Less than 1 day'.<br><br>Observe the error: 'RelativeDatesQueryGenerator: NAM Stats Error: Invalid ID for ZoneOffset, invalid format'. |
| Performance Analytics<br><br>PRB1778421 | Null pointer exception while retrieving scores for formula indicator with group-by | A null pointer exception is observed in the logs. | 1. Provision an instance with the com.snc.pa.premium and com.snc.pa.mlb plugins installed.<br>2. Enable MLB for all base instance indicators related to the incident table.<br>3. Do not enable MLB for the formula indicator: '% of incidents resolved on same day opened'.<br>4. Make sure that the involving indicators are enabled with MLB.<br>5. Create a new dashboard.<br>6. Add the above formula indicator to the pie or donut visualization with group by as 'Assignment group'.<br>7. Make sure that the cache is enabled.<br>8. Retrieve scores for the indicator and observe logs.<br><br>A null pointer exception is observed. |
| Performance Analytics<br><br>PRB1780038 | The cascading filter m2m migration datasource reference field isn't set as expected | The issue is that the migrated cascading filter works in runtime, but it doesn't work in configuration time. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Performance Analytics<br><br>PRB1781018 | A legacy widget doesn't publish filters | When the user has a custom filter in compatibility mode and tries to interact with it, the filter doesn't get applied. | |
| Platform Analytics Dashboard API<br><br>PRB1781006 | Dashboards, Data Visualisations, and Scheduled Exports are set to have been created by the user who ran 'Platform Analytics Migration' instead of the original | The 'created by' user was the user before migration who actually created the dashboards and scheduled exports. But post-migration, the 'created by' is changed to the person who initiated the migration. | 1. Navigate to a Washington DC instance.<br>2. Impersonate a non-admin user with roles like itil + report_scheduler<br>3. Create a report.<br>4. Schedule the report and add it to the new dashboard.<br><br>Notice that entries in pa_dashboards, sys_report, sysauto_report should are created and updated by the user from step 2.<br><br>5. End the impersonation.<br>6. Impersonate a user with an admin role.<br>7. Trigger 'Platform Analytics Migration', which should be completed without issues.<br>8. Validate the new records created post migration in par_dashboard, par_visualization, par_export, par_export_visualization.<br><br>Expected behavior: Dashboards, Data Visualizations, and Scheduled Exports shouldn't have 'created by' set by the user who ran 'Platform Analytics Migration'. Instead, the original creator names should persist.<br><br>Actual behavior: Dashboards, Data Visualizations, and Scheduled Exports are set by the user who ran 'Platform Analytics Migration' instead of keeping the original user. |
| Platform Analytics Filters<br><br>PRB1777094 | Washington DC-migrated cascading filters need to be adjusted | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Platform Analytics Filters<br><br>PRB1782599 | Default selection for 'View by' is wrong for the highest number of software installations widget in discovered inventory | On page load for each filter, the event handler is getting called with empty values in the array. | |
| Platform Analytics Migration API<br><br>PRB1793305 | If individual dashboards have been rolled back, migration rollback fails an activation step | | 1. On a Washington DC instance, migrate all dashboards.<br>2. Rollback a couple dashboards from the par_dashboard table.<br>3. Set the rollback property to true.<br>4. Perform a bulk rollback.<br><br>Expected behavior: Bulk rollback actives everything properly.<br><br>Actual behavior: The rollback fails. |
| Playbook Experience Core<br><br>PRB1789670 | Duplicating a process does not assign the correct variantId to activities | The new duplicate process should be a replica of the original process, but it is not. | 1. Create a process with activities.<br>2. Add some variant and variant activities.<br>3. Duplicate process.<br><br>Expected behavior: The new duplicate process should have same replica of original process with all base and variant activities.<br><br>Actual behavior: The variant activities are not associated with variant. |
| Predictive Intelligence Clustering Solution<br><br>PRB1769445 | An error is thrown in the syslog by the job 'Application Suggestion - ITOM discovery' | An 'Illegal parameter: null:' error is thrown in the syslog by the job 'Application Suggestion - ITOM discovery'. There's no impacts to processing. It's a redundant error message thrown 4 times every time the job runs. | 1. Run the scheduled job 'Application Suggestion - ITOM discovery'.<br>2. Observe errors in the system log. |
| Process Mining | Sample Mining fails | The user observes an error while doing sample mining in a | 1. Log in to a support instance.<br>2. Navigate to Process Mining. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1785033 | n a support instance | ServiceNow support instance. | **3.** Create a project.<br>**4.** Try sample mining on the same project.<br><br>Observe the following error: 'Entitlement issue: Not able to perform full mining or sample mining on 'sn_customerservice_case'. Please contact your ServiceNow representative for further details'. |
| Process Mining<br><br>PRB1793521 | External Data Full mine throws License error even if license is available | | |
| Record Watcher<br><br>PRB1788115 | In rare cases, ResponderRegistryCleanupThread can remove all persisted responders from the memory when the database returns null on an exception | RW Cleaner Thread wakes up every 10 seconds and does some cleanup tasks. As part of this, it tries to remove all orphaned persisted responders from memory. It gets all persisted responders from the database and compares them with what's in the memory. It removes those which are in memory but not in DB. In this case, because of an exception from the DB query, the database layer has returned null. The cleaner code understood this as there are no responders in database and removed all of them from memory, which has caused RW to not call the responder on a matching condition. | **1.** Set glide.record_watcher.debug.extra to true.<br>**2.** Ensure that 'sys_rw_action' contains a few entries. If not, create them.<br>**3.** Shorten the interval glide.record_watcher.cleaner.orphaned_persisted_responders.cleanup_interval to 10 (seconds) for testing (so the breakpoint below 1 can be hit more often).<br>**4.** Put a debug pointer at getPersistedRespondersFromDatabase before the actual query.<br>**5.** When breakpoint hits, shut down the DB.<br>**6.** Resume the program.<br>**7.** Check the logs.<br><br>Expected behavior: Responders are kept in the memory.<br><br>Actual behavior: A log message like 'removing persisted watchers for tables: [list of all tables in memory]'. |
| Request Management<br><br>PRB1781853 | Catalog task related records issues | When the user has the sn_request_read and sn_request_write roles, they cannot see records in the 'Related | **1.** Log in with the sn_request_read and sn_request_write roles.<br>**2.** Navigate to the SOW list view page. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | records' section of the SOW list view page. | **3.** From the Catalog tasks - Assigned to your groups, select the SCTASK0010004 record.<br>**4.** Select the **Related records** section.<br><br>Notice that the affected CI section shows an exception error page and the group approval section count shows 1 with no record displayed. |
| Request Management<br><br>PRB1781908 | A request created for a field value is assigned to a logged in user name automatically | After the request is created, it is assigned to a logged-in user instead of the specified user. | |
| Request Management<br><br>PRB1784152 | sn_request_read doesn't contain the interaction agent role | incident_read, problem_read, and change_read all contain the interaction agent role. But sn_request_read doesn't contain an interaction agent role. | |
| Schedule Optimization<br><br>PRB1792462 | When an assigned task is canceled, it's returned as part of locked_tasks | A locked task query was getting both canceled and closed tasks. Upon investigation, only closed tasks should be sent as locked. | **1.** Create a work order task in the 'Pending Dispatch' state with the window_end date as the future.<br>**2.** Perform a graph QL query for the batch.<br><br>The task should be returned as part of 'tasks'.<br><br>**3.** Assign it an agent either manually or run SO.<br>**4.** Cancel the same task.<br>**5.** Perform a graph QL query for the batch.<br><br>Observe that the task is returned as part of 'locked_tasks', which isn't expected. |
| Script Includes<br><br>PRB1769195 | A fix script takes a long time when upgrading from Washington DC to Xanadu | The fix script, 'DEF0458037_set_client_callable_script_includes_callable_part_2.xml' takes a long time to load. | _sandbox |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Script Includes<br><br>PRB1785008 | Many RCAS are invalidated after upgrading to Xanadu due to a fix script issue | Script includes are modified after upgrading to Xanadu which invalidates the RCAs. This only happens on RCAs with 'Source Type: Script Include'. | |
| Search Administration<br><br>PRB1731361<br><br>KB1695005 | Global text search is broken in / buildtools1 for UI16 | | Refer to the listed KB article for details. |
| Search Administration<br><br>PRB1789281 | There's cache issues across domains when performing a global search | There's cache issues across domains when performing a global search if the 'text_search' view on a list contains a short description in one domain and doesn't contain it in another domain. | 1. Navigate to any instance in a Washington DC version.<br>2. Ensure that in the global domain there's a text_search view on the incident table.<br>3. Set up a text_search view on the incident table in a domain other than global. Be sure not to include any string fields in the list layout.<br>4. In this new domain, execute a global search against an incident that has previously not been searched on.<br>5. Validate if 'No Title' or the sys_ID is displayed in the search preview.<br>6. Switch to global domain.<br>7. Complete a search for the same incident.<br>8. Validate if 'No Title' or the sys_ID is still displayed.<br>9. Try vice versa across both the domains.<br><br>Notice that Verify that there is an issue after clearing the cache (after cache.do). |
| Server-side scripts<br><br>PRB1783318 | The **sandbox_callable** field does not work for scoped applications | The **sandbox_callable** field is not enforced for scoped applications, so scoped app developers cannot make use of it. | 1. Navigate to base instance Script Include GoalFrameworkAjaxProcessor and uncheck 'sandbox enabled'.<br>2. Navigate to Background Scripts and run the following script in sandbox: 'sn_gf.GoalFrameworkAjaxProcessor()'. |

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| | | | Expected behavior: Observe an error about the script include not being available in sandbox.<br><br>Actual behavior: Script include is still callable from the sandbox. |
| Service Catalog Builder<br><br>PRB1793077 | When creating template from catalog builder, changing questions in the 'Available for' list marks them as AI generated | The AI 'sparkle' icon appears, indicating that questions are AI generated when they are not. | 1. Open catalog builder.<br>2. Select **Create a Catalog item template**.<br>3. Give a name to a template and navigate to the 'Questions' step.<br>4. Select the gear icon and shuffle some variable types in the slush bucket between the left and right slush bucket.<br>5. Select **Save Selections**.<br><br>Actual behavior: Notice that the AI sparkle icon appears before the questions step.<br><br>Expected behavior: The AI sparkle icon shouldn't appear as this is not AI generated. |
| Service Catalog<br><br>PRB1788268 | Dot-walking to the second level with g_form in the Catalog Client script makes the catalog non-conversational | There's a steep drop in the conversational catalog coverage due to client scripts, which involves second level dot walking on g_form object. | |
| Service Level Management<br><br>PRB1790083 | Some field values are wrong when using the CheckpointWalker random access walkTo(checkpoint) | This occurs when the pointer to current history is closer to the end, and History walks backwards. | |
| Service Mapping<br><br>PRB1745336 | The property that limits the number of lookup items added to the service model should include cmdb_ci_network_adapter | 'sa.lookup_tables.tables_for_limited_query' is a comma-separated list of table names to limit the lookup query. A limit is added to the table list, and tables are inherited from them. | 1. Create many records (7-9K) for a network adapter on any switch in cmdb_ci_network_adapter.<br>2. Add this switch to an application server.<br>3. Run recomputation of the service with this switch. |

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|---|---|---|---|
| | | The default value is cmdb_ci,cmdb_serial_number. 'sa.lookup_tables. exclusion_tables_f or_limited_query' is intended to complement 'sa.lookup_tables. tables_for_limited_query'. It's a comma-separated list of table names to unlimited lookup query. The table list is unlimited, and all tables are inherited from them. The default value is empty. 'sa.lookup_tables.max_records_to_check' involves the numbers of records to limit the lookup query. The default value is 100. | An error displays: 'WARNING *** WARNING *** Large Table: Table handling an extremely large result set: 45321...' |
| Service Mapping<br><br>PRB1791752 | Put a hard limit on properties that can be destructive | This is a product update. | |
| Service Mapping<br><br>PRB1795145<br><br>KB1700187 | Changes to ServiceMappingSegmentEngine#runEngine incurs >9% performance overhead for App CPU for GlideRecord inserts on cmdb_rel_ci table | There is some degradation in the CPU usage when inserting a new relation (cmdb_rel_ci). Any insert action may consume more CPU. If application_extension application is installed, the degradation may be even worse. | |
| ServiceNow Studio (Legacy)<br><br>PRB1788174 | Update the SnS URL in Studio | If a developer using ServiceNow Studio launches the legacy Studio application, they can launch the new ServiceNow Studio. If they are already working on an application, then ServiceNow Studio will open with the corresponding application open. | **1.** Navigate to the studio.<br>**2.** Try to open SnS from the banner.<br><br>Expected behavior: The user can navigate to SNS from the legacy studio entry point.<br><br>Actual behavior: The URL is not working. |

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|---|---|---|---|
| Service Reliability Management (Family release)<br><br>PRB1787187 | Duplicate copies of ACL files that were moved to a hosted plugin still exist in the global scope | | |
| Sidebar (Family Release)<br><br>PRB1763064 | Change access to the Microsoft Teams Sidebar documentation to an internal document | When the Microsoft Teams Sidebar fails to add participants to the discussion due to the max limit of participants reached, an error message with a link to the documentation appears. The link accessing the Microsoft Teams Sidebar documentation must be changed to an internal document link. | |
| Sidebar (Family Release)<br><br>PRB1789913 | The glide.collab.group_search_limit property is not honored during candidate search | This is a product update. | |
| Software Asset Management<br><br>PRB1782652<br><br>KB1698516 | The Summary section of the Publishers overview page is taking too long to load due to the 'Actual savings' query | | |
| Software Models<br><br>PRB1785844<br><br>KB1651223 | com.snc.sams plugin takes a long time to load during Washington DC to Xanadu upgrade | The fix script takes approximately 32 mins to upgrade com.snc.sams plugin from Washington DC to Xanadu. | |
| Syntax Editor<br><br>PRB1771372 | The scripting window is missing a button | The scripting panel is missing a button that gives the user access to scripting variables. | 1. Open an instance with the orchestration plug-in installed.<br>2. Open the Workflow Editor. |

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|---|---|---|---|
| | | | **3.** On the right side-panel, select the 'Custom' tab.<br>**4.** Select the **+** next to the filter box and select **REST Web Service**.<br>**5.** Give it any name and select **Continue**.<br>**6.** Select the **Outputs** tab.<br>**7.** Select **Navigate to Post-Processing**.<br><br>Expected behavior: The scripting panel has an adjacent button to give access to scripting variables.<br><br>Actual behavior: The scripting window no longer has the **>** button. |
| System Events<br><br>PRB1789717 | On upgrade, job difference is not honored for newly migrated queues | | **1.** Log in to a pre-Xanadu instance with two nodes.<br>**2.** Navigate to the SYS_TRIGGER table and verify the job 'events process 0'.<br>**3.** Create another job by cloning the Parent job.<br>**4.** Upgrade the instance to Xanadu.<br>**5.** For testing purpose, navigate to Table Rotations and synchronize the shards for the SYS_EVENT table.<br>**6.** Navigate to **All** > **System Policy** > **Queue Registry** and search for the Default queue.<br>**7.** Open the default queue and wait until it gets provisioned.<br>**8.** Validate the jobs in the Queue Configuration table.<br>**9.** Navigate to the SYS_TRIGGER table and verify the job 'events process 0'.<br><br>Expected behavior: Four jobs should be available for the Default Queue.<br><br>Actual behavior: Only two jobs are available. |
| System Export Sets<br><br>PRB1792544 | If Log Export Service (LES) is enabled and the LES source is configured with syslog in a global scope | There's an error: 'Script execution error: Script Identifier: null.null.script, Error Description: java.lang.NullPointerException, Script ES Level: 0 | Refer to the listed KB article for details. |

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|---|---|---|---|
| KB1699358 | filter, there's a null pointer exception when using gs.log after a Washington DC upgrade | Couldn't decipher the stack trace resulting from the following JavaScriptException...' | |
| System Import Sets<br><br>PRB1786846 | The JDBC data source on the MID server does not process JDBCProbeCompleted response | The 'MID Server Cluster Management' business rule supports the JDBC data source to support fail-over and load balancing. This results in the MID server to be unable to process the JDBCProbeCompleted response, because the JDBCProbe loader query is in the JDBC data source. | 1. Create a TD instance with the MID server.<br>2. Run a local MID server to connect to TD instance to create two MID server instances.<br>3. Create a MID cluster.<br>4. Add the two MID servers.<br>5. Add the equal capabilities.<br>6. Configure a JDBC data source to load data into the MID server to ensure data can load through the local MID server.<br>7. Set the state of the TD MID server to 'down'.<br>8. Set the JDBC data source MID server to the original TD MID server.<br>9. Load all records.<br><br>Notice that data is loaded properly and the JDBCProbeCompleted record remains. After five minutes, the JDBCProbeError message is visible in ecc_queue. |
| Table Cleaner<br><br>PRB1792186 | Table Cleaner chunkDelete() stops after only a few loops | The check to prevent Table Cleaner from 'spinning' when it is trying to delete non-existent records immediately stops chunkDelete() when conditions are met, even if there are additional records that still need to be deleted. | |
| Territory Planning<br><br>PRB1777951 | Unassigning a task on Dispatcher Workspace sets the assigned group to an | When a work order task has been unassigned using a content menu on a Workspace event, a task on Customer Service Portal, or a task card on the | 1. Install the FSM Configurable Dispatcher Workspace Version 25.0.7 store application.<br>2. Install the Field Service Territory Planning plugin. |

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|---|---|---|---|
| | empty string literal | left task panel, the assignment group is set to an empty string literal. This empty string literal breaks the auto-assign / dynamic scheduling flow for the same task. | **3.** Navigate to the Dispatcher Workspace.<br>**4.** Assign a Work Order Task that has a territory field set to a value.<br>**5.** Unassign the Work Order Task.<br>**6.** Open the Work Order Task in native UI.<br>**7.** Navigate to **History** > **Calendar**.<br><br>Observe that the assignment group is set to an empty string literal. |
| Territory Planning<br><br>PRB1791695 | Adhoc agents are not loaded under a territory if the territory doesn't cover an assignment group and only has adhoc agents | | |
| Tier 2 Storage Offload<br><br>PRB1763233 | Changing the default values of archives, attachments, audits and journals for job offloading to improve instrumentation and detect lag | | |
| Tier 2 Storage Offload<br><br>PRB1790724 | Tables in the tier 2 storage offload are not excluded from cloning | The tables SYS_ARCHIVE_TIER2_CHUNK, SYS_ATTACHMENT_INDEX, sys_attachment_tier2_chunk, sys_journal_field_tier2_chunk, sys_audit_tier2_chunk are not excluded from cloning. The tables should not be cloned because a cloned instance may reference different S3 buckets and clusters from its source. | |
| Tier 2 Storage Offload | Destroying offloaded related records silently fails | Not all records are removed from S3 and index tables. | Note: the ability to reproduce this bug is dependent on the order in which the |

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|---|---|---|---|
| PRB1791750 | If parent and child are in different destroy chunks | | tables come up in destroy chunking, so it is best to use these exact table names.<br><br>**1.** Create two tables: u_archive_test and u_archive_test_detail, such that one field in u_archive_test_detail references the sys_id of u_archive_test.<br>**2.** Populate u_archive_test with two records.<br>**3.** Populate u_archive_test_detail with one record that points to one of the u_archive_test records.<br>**4.** Create an archive rule on u_archive_test and an archive related record so that the record in u_archive_test_detail gets archived by the archive rule.<br>**5.** Archive and offload all records.<br>**6.** Set the property glide.db.archive_destroy.batch_size to '1'.<br>**7.** Create a destroy rule on u_archive_test with near-zero duration and enable the destroying of related records.<br>**8.** Run the destroy job.<br><br>Expected behavior: All records are removed from S3 and the index tables.<br><br>Actual behavior: The u_archive_test_detail record does not get removed from the index table (and S3). |
| Time Card Management<br><br>PRB1785263 | Managers are unable to copy timecards | When a manager attempts to copy time cards for one of their reports, the system returns {0} time cards created. | **1.** Impersonate a manager in an instance.<br>**2.** Select a user from the user list.<br>**3.** Select the **Copy time card** button.<br>**4.** Select the date for the time sheet.<br>**5.** Select **Okay**.<br><br>Observe the error message. |
| UI Field Administration | The user observes an error when accessing | The error reads: 'Unexpected token ')' (at js_includes_ng_dc.jsx'. | |

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|---|---|---|---|
| PRB1753031 | the 'Manage Human Resource Catalog' page | | |
| UI Field Administration<br><br>PRB1789428 | Content on the **TinyMCE** field fails to load upon selecting a value from the dependent field unless refreshed | Links do not appear in HTML fields and other content issues. | |
| UI Form Administration<br><br>PRB1783850<br><br>KB1651462 | High memory usage by viewrule_all_cache (Workspace View Rules) | The viewrule_all_cache can consume excessive memory on application nodes. This can cause memory contention/ increased garbage collection/application node performance degradation. | |
| Upgrade Center<br><br>PRB1776398 | After a family upgrade and activating the Store app, conditional content isn't being installed | | 1. Provision an instance in Washington DC.<br>2. Upgrade the instance from Washington DC to Xanadu.<br>3. Upgrade the Security Center (SC) Store app from 1.5.3 - 1.6<br><br>Expected behavior: The 'Client push notifications' table exists and the glide.cmdb.canonical.url property is displayed.<br><br>Actual behavior: The sn_vsc_client_push_notifications table, and others, are missing. |
| Usage Analytics<br><br>PRB1771870 | Generate a token using private/public key pair in the instance instead of getting it from Gateway | Glide should sign the JWT token with its own private key for specific app-id and expose the API to return a public key. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Usage Analytics<br><br>PRB1778725 | SDK changes to support the change in the security mechanism to send the token in the cookies | Metric API is incorrect and should be /uxa/now/web/metric instead of /uxa/web/metric. | 1. Log in to an AppSee-enabled instance as a user with elevated privileges.<br>2. Navigate to the service portal (/sp).<br>3. Inspect the request headers of the first metric API call.<br><br>Expected behavior: The **channelType** field should be populated with appropriate values in the request headers, even for the initial call.<br><br>Actual behavior: The **channelType** field is an empty string (''). |
| UXF Components<br><br>PRB1792110 | Forms in configurable workspaces do not display template values if the field has an attribute of staticDependent | If the dictionary entry has an attribute for staticDependent then that template value field does not display in any form within configurable workspaces, but if a table field is defined and the template value is then set to use that table field as its dependent then the field displays. | |
| UX Framework<br><br>PRB1792196 | The 'Extend your session' option isn't occurring for single sign-on (SSO) users | After upgrading an SSO-enabled instance to Washington DC, users no longer see the 'Extend your session' modal on the 'Platform' view. Instead, users are logged out after their session times out. This causes work to be lost. The modal still appears in the /esc and /sp portals, however. For the 'Extend session' modal to appear for SSO users, glide.ui.session.show_modals.override must be created if it doesn't exist and set to 'true' in the system properties 'All' menu. | 1. Navigate to an instance with read/write access via SSO.<br>2. From the filter navigator, navigate to **Content Library** > **View All**.<br>3. On the next screen, select **New** in the top-hand corner.<br>4. In the modal that pops up, select **Rich Content**.<br>5. Select **Continue**.<br>6. In the left-hand column, in the **Content name** field, enter any value.<br>7. Select **Open Editor**.<br>8. Select and type in the card.<br><br>Observe that after 15 minutes, the user is logged out automatically and no modal populates. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent Designer<br><br>PRB1786655 | Virtual Agent LLM notification actions are not displayed and the conversation gets stuck | When actionable notifications are triggered, the actions are not displayed or conversation gets stuck and the user cannot take any action. | |
| Virtual Agent Designer<br><br>PRB1793134 | A user without elevated privileges can't create a large language model (LLM) sys_cs_context_profile | | 1. Impersonate a user that doesn't have elevated privileges, but has the virtual_agent_admin role.<br>2. Navigate to / sys_cs_context_profile.do.<br><br>Observe the **model_type** field is NLU/ keyword and can't be set to LLM. |
| Virtual Agent Designer<br><br>PRB1793793 | NAVA topic execution doesn't populate the 'API' column in a sys_cs_fdih_invocation table, causing ETL job failure | For regular Virtual Agent conversations, topic execution populates an 'API' column in a sys_cs_fdih_invocation table, which is used by the ETL job to process the conversations. However, for NAVA conversations, topic execution doesn't populate the 'API' column, which leads to ETL job failure, causing the Virtual Agent dashboard to not display all conversations. | 1. Set up NAVA.<br>2. Search 'What is spam'.<br>3. Check the sys_cs_fdih_invocation table for the 'API' column of the newly generated record.<br><br>Expected behavior: The 'API' column is populated.<br><br>Actual behavior: The 'API' column is empty. |
| Virtual Agent<br><br>PRB1782232 | Utterance length isn't checked at topic discovery, which allows large utterances that cause a slow down | In topic discovery, no input length is checked, so large utterances can be passed into the search. Also, USER_INPUT_MAX_LENGTH isn't checked and is also too large for topic discovery. | 1. Provision an instance with the glide.cs.chatbot plugin.<br>2. Start a conversation with a virtual agent.<br>3. Enter a large utterance at topic discovery.<br><br>Observe slowness. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Virtual Agent<br><br>PRB1784826 | A JavaScript console error appears when the Virtual Agent chat is open in the Service Portal UI | A JavaScript console error appears in the Service Portal UI as a result of a keyboard shortcut API returning with a code in the 400-500 range. | 1. Select **Track your Tickets**.<br>2. Open any case.<br>3. Select the chat option to launch the Virtual Assistant in the Engagement Messenger.<br><br>Notice that the console error appears on the browser and in JavaScript. |
| Virtual Agent<br><br>PRB1787170<br><br>KB1650880 | The VA in Now Assist is unresponsive when reaching the variable maximum in client scripts | The VA in Now Assist for the Platform is unresponsive and does not populate values when it reaches the variable maximum in client scripts, especially when a client script sets values for 100 variables for a catalog item. | |
| Virtual Agent<br><br>PRB1787404 | Reloading the page causes the carousel to vanish | When a query is typed into Virtual Agent chat, a carousel related to the query is shown. If the user refreshes the page, the carousel vanishes. | |
| Virtual Agent<br><br>PRB1787965 | Now LLM summary input and total tokens is incorrectly displayed | Now LLM Summary prompt response shows a valid response but input tokens = 1 and total tokens = 1 | |
| Virtual Agent<br><br>PRB1789855<br><br>KB1651479 | In Virtual Agent after a Washington DC upgrade, every input that matches more than one keyword throws an error | Virtual Agent should display all topics that match a keyword, but it displays a technical error message or occasionally hangs. | |
| Virtual Agent<br><br>PRB1791763 | The GetSkillDetails API of oneextendUtil is not populating tableName and query | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | for attributes of type glide_record | | |
| Virtual Agent<br><br>PRB1791956 | Multiple entities for slot filling cause a conversation to crash | When an NLU-based user has multiple entities in a conversation being filled during NLU topic switching, a choice picker is presented. After a choice is made VA displays 'I'm having technical issues and won't be able to continue this conversation'. | |
| Virtual Agent<br><br>PRB1793069 | Some dependencies are missed during installation of the Now Assist for Creator (NAFC) 26.1.1 bundle | The user observes an error message when an utterance is sent on the Now Assist Panel (NAP). | 1. Provision an instance with 'Now Assist for Creator' (26.1.1) installed.<br>2. Make sure sn_text2analytics (1.0.5) is installed along with the NAFC installation.<br>3. Enable 'Data visualization skill' from 'Now assist skill for creator' under Now Assist feature (**All** > **Now assist admin** > **Now Assist features** > **Creator**.<br>4. Enable NAP under settings (**All** > **Now assist admin** > **Settings** > **Now assist panel**).<br>5. Open NAP and send an utterance (for example, 'number of open incidents by category').<br><br>Observe the message: 'Sorry, there was a problem on my side trying to complete this request. Try asking again later.' Also, the sys_cs_fdih_invocation_list table logs show 'response state' as 'TIMED_OUT'. |
| Word Document APIs<br><br>PRB1789946 | A corrupted Word document generates from the WordDocumentAPIs after a recent update in Microsoft Office Word | This is happening because of a recent update in Microsoft Office. If a template is created out of this version, it adds a few new tags into the document. These aren't handled yet in the APIs. | 1. Create a Word template document with MS Office Word with the 16.85.x version.<br>2. Add it to the 'Contract' template.<br>3. Parse it.<br>4. Initiate a contract with this template document. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Observe that the document is generated, but if it's downloaded and opened, the document is corrupted. |

## 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.

- Xanadu EA Hotfix 1
- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu EA Hotfix 1

The Xanadu EA Hotfix 1 release contains fixes to these problems.

**Build information:**

Build date: 08-27-2024_1527

Build tag: glide-xanadu-07-02-2024__patch0-hotfix1-08-26-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

## Fixed problem

| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Agent Chat<br><br>PRB1797451 | The textAreaRef doesn't get instantiated correctly on hook-insert, so the 'Enter' key and **Send** button in the input area don't work | The issue is intermittent. | **1.** Create a chat as a requester.<br>**2.** As an agent, before the entire chat renders, select the input text area.<br>**3.** Type something quickly and hit the 'Enter' key.<br><br>Expected behavior: Hitting the 'Enter' key or selecting the **Send** button sends the messages. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: Hitting the 'Enter' key creates new lines and selecting the **Send** button does nothing. |
| Agent Chat<br><br>PRB1788201 | Resolve copy-paste and debounce issues for chat input texta area in Agent Chat and sidebar | There are two issues. The **Send** button enables after a 250s delay. On sending a message which is typed extremely fast, the message is cut off. | **1.** Initiate an agent chat.<br>**2.** Type some text in the text area. |
| Horizon Component Library<br><br>PRB1782771 | Copy-paste isn't working as expected in the chat text area | This is reproducible both in Agent Chat and sidebar. | **1.** Create a sidebar discussion or start a live agent conversation.<br>**2.** Send a message: 'abcd'.<br>**3.** Try to copy and paste an incident number into the chat text area.<br><br>Expected behavior: Copied text should be pasted in the text area.<br><br>Actual behavior: Pasted text is replaced by the last chat message. |

## 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.

- Xanadu security and notable fixes
- All other Xanadu fixes

## Xanadu security and notable fixes

The Xanadu release contains important problem fixes.

**Xanadu was released on August 1, 2024.**

- Build date: 07-27-2024_1019
- Build tag: glide-xanadu-07-02-2024__patch0-07-16-2024

**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.

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**Note:**
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## Security-related fixes

Xanadu 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 Xanadu, refer to KB1650904.

## 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 Control<br><br>PRB1641097<br><br>KB1432102 | The user can't delete an ACL of sys_attachment with a table name condition while deleting a type=attachment type field | The error message 'file.delete.failed' is generated when attempting to upload an attachment and there are no customized delete ACLs on the sys_attachment. | Refer to the listed KB article for details. |
| Access Control<br><br>PRB1703976 | Users are unable to add a user to a group after elevating them to a role when the system property 'glide.ui.schedule_slushbucket _save_for_group_roles' is set to true | When the system property 'glide.ui.schedule_slushbucket _save_for_group_roles' is set to true, a user can't add users to groups if it's required that the user elevate to a role. The background job that's created doesn't add the user to the group. | |
| Access Control<br><br>PRB1736031<br><br>KB1630133 | Problems with caching 'system' security attributes | In some cases, especially after the user's session is idle for some time, the user might lose access to some resources, protected by the ACLs with UserIsAuthenticated security attribute. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Activity Stream<br><br>PRB1675128<br><br>KB1641686 | In the workspace activity stream, the email **From** field displays the sys_id | The sys_id appears in the workspace in the **From** field when an email is attached to an interaction and is displayed in the activity stream. | Refer to the listed KB article for details. |
| Activity Stream<br><br>PRB1736995<br><br>KB1642093 | The activity stream renders differently on a workspace and UI16 with tags | When the activity stream is built with a workspace, it takes the latest user for the mod count. UI16 uses the oldest update and uses its user for the mod count. The issue is that when tags are added, they're added to the same user update (sys_mod_count). The update displays as the original user in UI1 and a different user in a workspace. | Refer to the listed KB article for details. |
| Activity Stream<br><br>PRB1761952 | The cursor jumps to the bottom of the text with Service Operations Workspace (SOW) activity stream in the 'Comments' section | Within SOW, when working on an incident and entering text in the 'Comments' section, the cursor intermittently moves to the bottom of the text. | **1.** From SOW, open an incident.<br>**2.** Apply a template with text in the 'Comments' section.<br>**3.** Begin typing anywhere above the bottom of the text.<br><br>Observe that randomly the cursor jumps to the bottom. The issue can be reproduced intermittently. |
| Activity Stream<br><br>PRB1780340<br><br>KB1649222 | Post-Washington DC upgrade, GlideRecord for [sys_email] updates all fields | The transaction should display that only the relevant information on the sys_email record was updated, but extraneous fields are also updated. | Refer to the listed KB article for details. |
| Agent Assist<br><br>PRB1680218<br><br>KB1433227 | The **Copy to clipboard** action isn't created for a table configuration with the searcher 'Response' templates | The issue with the action not copying occurs because all existing records for 'Copy to clipboard' populate the **current_table** field. This field controls which table action is generated. If it is left | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | empty, it would be created for any table. | |
| Agent Chat<br><br>PRB1687713 | The scroll bar of the agent chat doesn't work properly when the user scrolls up | The scroll bar is slightly pushed downwards. | |
| Agent Chat<br><br>PRB1734352 | Work item cards aren't rendering in an inbox although there's an attempt to render sn-inbox-card | There's an intermittent issue where agents don't see the work item card rendered in the agent's inbox although the work item is assigned to them and they do hear audio notifications. | **1.** Log in as an agent.<br>**2.** Navigate to a workspace.<br>**3.** Start a chat as a requester.<br>**4.** Enable client side logging by setting sys prop 'com.glide.awa.client _logging.enabled' with roles 'awa_agent' and 'awa_manager'.<br><br>This is to enable the enhanced logging.<br><br>Expected behavior: An agent should receive a work item card in their inbox with notifications.<br><br>Actual behavior: Agents don't receive anything. |
| AI Search for Service Portal<br><br>PRB1753189 | Sort options in the AI search results page aren't displaying after an upgrade | Sort options aren't displaying after an upgrade. After selecting the 'Most relevant' menu, nothing is happening and users can't choose the other sorting options. | **1.** Log in to the 'NL UAT Now Create' portal.<br>**2.** Selct the **Search** button under 'Search for an asset'.<br>**3.** Under the 'Asset/Success Pack' navigation tab, find the 'Most relevant' sort option. |
| AI Search<br><br>PRB1706402 | AI Search doesn't index translated text for 'Reference' type columns | Currently, the AI Search index reference column value only has one of the languages, even though translations in multiple languages are available. | |
| AI Search<br><br>PRB1709322 | Text seen when using AI Search can't be translated | The text '[number] results for [keyword]' can't be translated. | |
| AI Search | AI Search suggestions don't respect | If a user wants to use a custom URL to an external source for | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1734605 | configurations for external URLs | a result, they can configure this for search results via either a scripted post processor that overwrites the **navigation_url** field, or create a custom declarative action. However, users are observing that neither of these methods are respected by suggestion readers. | |
| AI Search<br><br>PRB1758577<br><br>KB1644179 | JavaScript errors display on the portal after upgrading Washington DC | After upgrading Washington DC, JavaScript errors display on the portal and in the browser console that didn't take place in previous versions. These errors don't have any functional side effects. | Refer to the listed KB article for details. |
| AI Search<br><br>PRB1770551<br><br>KB1647708 | Searching on a portal displays an empty Genius Results card at the top when no results are found | An empty Genius Results card is displayed at the top if no results were found. Genius results for an unsuccessful keyword search renders 'No results generated' after taking 9-10 seconds. | Refer to the listed KB article for details. |
| AI Search<br><br>PRB1779636 | Carousel and regular search results don't appear intermittently | The carousel gets stuck in a loading state when a search query is performed. | 1. Provision an instance.<br>2. Make sure Now Assist Actions and Now Assist QnA are attached to a Service Portal search profile.<br>3. Perform a search for any Catalog or QnA query.<br><br>Notice that the carousel is stuck in a loading state. |
| Application Install Engine<br><br>PRB1733557 | There's missing store_packages when adding new nodes | Adding new nodes should activate required packages. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Application Install Engine<br><br>PRB1736711<br><br>KB1634502 | The 'Uninstall Application' related link isn't displayed on sys_store_app records | | Refer to the listed KB article for details. |
| Application Install Engine<br><br>PRB1746800<br><br>KB1649407 | The host app isn't able to load the macros under 'ui.jtemplates', which breaks the openframe functionality in a non-Next Experience UI | The hosted plugin fails to load static content in the cache post-activation. | Refer to the listed KB article for details. |
| Application Manager<br><br>PRB1714286<br><br>KB1646367 | The last sync with Store shows an invalid date in 'dd-MM-yyyy' date format | The last sync with Store's date and time is displayed incorrectly when the glide.sys.date_format has been adjusted to use a different default format. | 1. In the filter navigator, navigate to **System Applications** > **All Available Applications** > **All**.<br>2. Select the **Sync apps** (double arrow circle) button next to the 'Last sync with store' date and time and wait for the sync to finish.<br><br>Notice that the date is displayed correctly.<br><br>3. Set the glide.sys.date_format to dd/MM/yyyy.<br>4. In the filter navigator, navigate to **System Applications** > **All Available Applications** > **All**.<br><br>This should open the Application Manager.<br><br>Observe that the 'Last sync with store' date is incorrect (day is month and month is day), or invalid. |
| Application Manager<br><br>PRB1714732 | Selecting the App Engine Studio application in the new Application Manager interface results in an | An error message appears: 'Product details fetch failed from instance'. The application record doesn't load. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | error and the application record doesn't open | | |
| Application Manager<br><br>PRB1718754<br><br>KB1587314 | In Vancouver, a plugin upgrade is stuck in the new Application Manager, even when the classic Application Manager displays the upgrade as complete | The classic Application Manager displays that the plugin was installed successfully, however the sys_execution_tracker entry still displays as running. The execution tracker wasn't updated to a complete state and progress was left to 94% due to an error. | Refer to the listed KB article for details. |
| Application Manager<br><br>PRB1728645 | Dependent applications' UI is hidden on the ServiceNow Store and hinders the application installation process on production instances | This issue happens during application installation on production instances only. If an application requires dependency apps to be installed during the installation process and those apps (dependency apps) aren't mapped to an instance on the ServiceNow Store, the app installation dialog box asks users to purchase the app from the store before proceeding further. If users click the provided link, it takes them to the ServiceNow Store and they see the following message: 'No apps were found matching the selected criteria.' | 1. Try to install Employee Center on a production instance.<br>2. Search for an app in 'System applications'.<br>3. Select **Install**.<br>4. Before the installation proceeds, a dialog box appears displaying a list of dependencies for the Employee Center. Employee Center Core is one of its dependencies. If this isn't installed on an instance, verify that the dialog box displays the message: 'Needs to be purchased from Store'.<br>5. Select the 'Employee Center Core' link provided in the dialog box.<br><br>It opens the Store page and displays the message: 'No apps were found matching the selected criteria'. |
| Application Manager<br><br>PRB1741568<br><br>KB1644191 | The user observes an internal server error on the 'App Manager' UI | The user observes the error: 'App info not found. Click ok to go back to home page' along with an Internal Server Error (500). | 1. Log in to an instance.<br>2. Navigate to a new **Application Manager**.<br>3. Sync apps to get the latest version. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **4.** After sync, search 'appstore' in the search box and check the 'Updates' tab.<br>**5.** Select **App Store**.<br><br>Notice a blank page with an Internal Server Error (500) and text reading, 'App info not found. Click ok to go back to home page'. The user needs to go back and try again a few times before the page is updated, which is time consuming. |
| Application Scoping<br><br>PRB1388380<br><br>KB0823213 | Non-admin users don't see the 'wrong scope' message for records not in the currently selected application scope | Irrespective of the users and the roles, records should be read-only with the wrong scope message when the scope of the record is different from the currently selected application scope. | **1.** Create a metadata table.<br>**2.** Create records in different scopes, A and B, in this metadata table using an admin user.<br><br>When an admin opens a record which is in a different scope than the currently selected scope, notice that the record is displayed as read-only and the message 'This record is in the ABC application, but XYZ is the current application. To edit this record click here.' is displayed.<br>**3.** Create a role.<br>**4.** Add this role to the write ACL of the metadata table.<br>**5.** Create a user with this new role.<br>**6.** Open the records created in different scopes.<br><br>The records are always displayed as editable and the wrong scope message isn't displayed, irrespective of the current scope of the user. |
| Appsee - Platform Infrastructure<br><br>PRB1716290 | An empty value in the **Analytics consent policy** field of the core_country table record causes an error | An empty value in the **Analytics consent policy** field of the core_country table record causes a 401 unauthorized error and breaks the navigation bar. | **1.** Create a country in the core_country table (or have existing country) with an empty **Analytics consent policy** field.<br>**2.** Ensure that in the **Consent policy provider** field, only 'GeoIP' is enabled and the rest are turned off. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | **3.** Log in from a location for which the consent policy is set as empty.<br><br>Upon log in, ux-metrics flow triggers and executes the 'Get consent' API.<br><br>Expected behavior: 'Get consent' should return the expected consent policy to ux metrics.<br><br>Actual behavior: A null pointer error is thrown and it's not handled to return the correct response to ux metrics. |
| App Template Framework<br><br>PRB1718490 | An error was observed when creating an app out of a template | | **1.** Log in as an admin user.<br>**2.** Navigate to App Engine Studio.<br>**3.** Create an app, a workspace, and a portal experience.<br>**4.** Navigate to 'Template'.<br>**5.** Create a template using an existing app.<br>**6.** Select an app that was previously created.<br>**7.** Once the template has been created, create an app from the existing template.<br><br>When the user adds an empty record (with all the fields empty) into sys_translated_text without changing the scope, and then tries to templatize it, the sys_translated_text record is added as one of the nodes for a few of the scan payloads. |
| Archive Rules<br><br>PRB1669506 | The 'Archive Destroy' rule isn't working and always displays 0 records | The 'Archive Destroy' rule isn't working and always displays 0 records, and doesn't delete records from the 'AR' table. | |
| Audit History<br><br>PRB1767585 | User names in the history set and activity stream are incorrect when another user updates a target record | The journal history set doesn't attribute the correct user after the first record. | **1.** Set glide.history_set.pull_journal_entries_from_journal_tabl to true.<br>**2.** Add work notes to an incident using a script. |

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| Problem | Short description | Description | Steps to reproduce |
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| | | | **3.** Delete the history set for these journal entries.<br>**4.** View the work notes in the platform view of the incident.<br><br>Expected behavior: The first journal entry is from 'System Administrator', the next two are from 'Abraham Lincoln'<br><br>Actual behavior: All journal entries are from 'System Administrator'. |
| Authentication<br><br>PRB1667269<br><br>KB1329268 | Users encounter the error 'Unable to extract Key from KeyStore' when creating JSON Web Token (JWT) keys | | Refer to the listed KB article for details. |
| Authentication<br><br>PRB1725399 | The 'getHeader()' call in the BasicAuth and BearerAuth scripts isn't working as expected | This is due to the API Key and Hmac plugins being enabled. | **1.** Open an instance with the Washington DC release.<br>**2.** In the basicAuth script, add a line var header = this.request.getHeader('Authorization').<br><br>Expected behavior: BasicAuth using correct credentials should work.<br><br>Actual behavior: BasicAuth using correct credentials fails. |
| CMDB CI Class Manager<br><br>PRB1756070<br><br>KB1644165 | CI Class Manger views have multiple issues | The issues are: 1. The indicator bar in threshold setup is missing. 2. Multiple scroll bars, which isn't expected. 3. Redundant threshold setup information. 4. Redundant tables in the same page. | Refer to the listed KB article for details. |
| CMDB Data Manager<br><br>PRB1752346<br><br>KB1641376 | CMDB Data Manager's 'Dependent CIs management' feature is enabled on an instance | In Utah, the CMDB Data Manager is enabled by default when the instance has one or more active CSDM lifecycle rules. This has had an unintended consequence of | Refer to the listed KB article for details. |

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|---|---|---|---|
| | without warning | also enabling the 'Dependent CIs management' feature of CMDB data manager. | |
| Condition Builder<br><br>PRB1697408<br><br>KB1629848 | Loading issue of variables that are added to a column in Data Visualization list | On Platform Analytics Workspace and Service Operations Workspace, there's a recurring timeout issue encountered when processing a substantial amount of data for the item_option_new function. Despite increasing the timeout limit to 60 seconds, not all records can be loaded within the specified time frame. | 1. Open any of the Platform Analytics Workspace or Service Operations Workspace.<br>2. Select the **Tap 2** in the page.<br>3. Select the **All Active Tasks** component.<br>4. Select the three dots.<br>5. Configure.<br>6. Select the **+Add** link in the 'Default Display' section.<br>7. Try to add the questions at the bottom of the list.<br><br>It doesn't load. |
| Condition Builder<br><br>PRB1721656<br><br>KB1642058 | When upgrading from Tokyo to Vancouver, the **Add custom conditions** button in the UI Builder 'Data visualization' component 'Add data source page' isn't working properly | A set condition doesn't display and the **Add custom conditions** button disappears. | Refer to the listed KB article for details. |
| Condition Builder<br><br>PRB1735699 | There's multiple issues with the reference list condition builder | The following issues occur: When running a query, the default conditions are appended to the query (for example, running with 2 default conditions results in 4 conditions shown). 'Sort By' conditions don't persist (The user can add a sort to a column, but when they open the filter again, it's not there). The 'Name' column is always sorted | 1. Navigate to Service Operations Workspace.<br>2. Open an incident record.<br>3. Open the 'Details' tab.<br>4. Select the magnifying glass for a service reference input.<br><br>Observe the following issues when running a query: The default conditions are appended to the query, the 'Sort By' conditions don't persist, and the 'Name' column is sorted in 'Ascending' order. |

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| | | as 'Ascending' and can't be changed. | |
| Configuration Management Database (CMDB)<br><br>PRB1332966 | The 'Reset Unknown Discovery Source State' business rule (BR) calls current.setWorkflow(false) and thus cancels all the BRs that should have run after it | The 'Convert to application service' action inserts/updates the cmdb_ci_service_discovered table. But because the service had a discovery source set to 'Unknown', the 'Reset Unknown Discovery Source State' ran and the model update BR that should have been executed didn't. Thus, the service model wasn't created. | 1. Add a BR with an order higher than the order of 'Reset Unknown Discovery Source State' (1010) to the cmdb_ci table.<br>2. Update the table.<br>3. Check if the new BR has ran. |
| Configuration Management Database (CMDB)<br><br>PRB1687690 | An instance upgrade is stuck on plugin com.snc.cmdb.csdm.activation | In Upgrade Monitor, the upgrade progress shows that the upgrade isn't progressing. | |
| Configuration Management Database (CMDB)<br><br>PRB1702705 | During performance testing, similar symptoms to PRB1369519 were noticed | During performance testing, similar symptoms to PRB1369519 were noticed, 'Contention and continuous updates on the cmdb_qb_result_base table'. | |
| Configuration Management Database (CMDB)<br><br>PRB1728603 | Performance issues with CMDBUtil.getRelatedServices when the user has many relationships at each level | 'Refresh Impacted Services' is called from the ITSM change_request UI form when the user specifies the configuration item and manually presses the button to invoke this API. For a user with a lot of CMDB data, this API consumes excessive memory, making the JVM node restart. | 1. Create a relationship map where a target CI has many relationships at each level (shallow depth but wide).<br>2. When refreshing services on the CI, notice if in the node logs that the query is flagged for being large with a lot of sys_id in the IN clause. |
| Configuration Management | Multiple committers with the | Datasource's 'last update' seems to expect a unique | |

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| Database (CMDB)<br><br>PRB1729639 | same sys_id cause an Identification and Reconciliation Engine (IRE) exception when reconciliation is enabled | sys_id in the batch of committers. | |
| Configuration Management Database (CMDB)<br><br>PRB1736102 | Multi-source updates to the code path generates several redundant update statements | Multisource update code path generates several redundant update statements with where clause on sys_mod_count for the same CI | |
| Configuration Management Database (CMDB)<br><br>PRB1742296 | Optimizing the queries in CSDMReportProcessor causes a replication lag on csdm_dashboard_type_result inserts | Some warnings display in the logs: 'SEVERE *** ERROR *** Exception during batch statement commit to glide...' | |
| Configuration Management Database (CMDB)<br><br>PRB1751001 | Optimize the updates for the csdm_dashboard_reports_result table | There's a lag. | |
| Core Platform<br><br>PRB1732676<br><br>KB1587782 | The variable ${comments_and_work_notes} isn't working for HR cases after an upgrade to Vancouver | After upgrading to Vancouver, email notifications with ${comments_and_work_notes} are displaying as empty in the recipient's email. This works fine in Tokyo instances. | Refer to the listed KB article for details. |
| Core Platform<br><br>PRB1735834 | Users receive an error '*** ERROR *** loadRow failure java.lang.IllegalArgumentException: Unable to parse unicode value: XXX...' | | |

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| Database Indexes<br><br>PRB1721733 | The cluster summary table is missing an index on the cluster ID | The query impacting users has an average execution time of the query is more than 1 second. The query is coming from 'Applications suggestion - ITOM Autodiscovery'. | |
| Database Persistence - Data Access<br><br>PRB1692793 | A datacenter instance displays an error, 'Operation not permit on a closed resultSet' | The error appears on Utah and later instances. This can cause problems with workflows completing. | |
| Database Persistence - Data Management<br><br>PRB1709781<br><br>KB1571178 | Tables that meet the free space requirement but don't have more than 5,000 rows cannot be rebuilt | This can lead to large empty tables that require manual action to rebuild. | Refer to the listed KB article for details. |
| Database Persistence - Data Management<br><br>PRB1719831 | Database footprint or sys_physical_table_stats doesn't display the correct table size | The row details for table_name aren't equal to storage_alias in the sys_storage_table_alias table. | 1. Create a test table with over 40 characters.<br>2. Verify that it's aliased in sys_storage_table_alias.<br>3. Add some records to the test table.<br>4. Run the sys_trigger for Physical Table Stats Gatherer.<br><br>Observe that the value isn't updated in the sys_physical_table_stats table. |
| Database Persistence - Data Management<br><br>PRB1731252 | ArchiveDocumentID.move DBQuery causes memory logging | | |
| Database Persistence - Data Management | The 'Physical Table Stats Gatherer' job impacts the database load | A job called 'Physical Table Stats Gatherer' that hosts a large amount of instances can impact the | |

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| PRB1732094 | | database load on the hosted database. | |
| Database Persistence - Data Management<br><br>PRB1765904<br><br>KB1647554 | Transactions/ Jobs are canceled at midnight following a Washington DC upgrade | DropTmpTablesJob went from cleaning 5 tmp_ tables per day to 100, with a batch size of 5. With a long enough execution time, and since the DB is locked for some portion of the execution time, everything stops, must retry, and eventually gives up. This causes things to be canceled. | Refer to the listed KB article for details. |
| Database Persistence<br><br>PRB1731418<br><br>KB1645608 | Using a related list query along with setAggregateWindow writes an invalid SQL statement | The node logs contain an error. | Refer to the listed KB article for details. |
| Database Persistence<br><br>PRB1740957<br><br>KB1634707 | Orphaned database triggers on a table prevent insert/ update/delete operations until the database triggers are removed | The monthly job 'Dropping tmp tables' checks for leftover tmp_* tables and removes them from the database. If there are any triggers on the table or updates to the source table (for example, 'task'), it won't not work until the triggers are removed. | Refer to the listed KB article for details. |
| Database Persistence<br><br>PRB1749923 | The table join query fails to execute due to an incorrect alias name in SQL | | |
| Database Persistence<br><br>PRB1761025 | A connection sharing violation can occur when StatementBatcher is used | Usually this issue occurs when process_flow jobs are running. | |
| Data Policies<br><br>PRB1670181 | opened_at date/time is 4 hours in the future for an incident when | The created incident has a few hours difference between **Opened** and **Created** fields. | |

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|---|---|---|---|
| | created from an interaction record on a workspace | | |
| Discovery<br><br>PRB1509705<br><br>KB0967278 | The Simple Network Management Protocol (SNMP) object identifier (OID) 1.3.6.1.4.1.1602.4.7 is discovered as 'Network Multi-PDL Printer Board-D1/H1' and is used by many different families and models of Canon multi-function printers | The SNMP Classification OID record 1.3.6.1.4.1.1602.4.7 is used by whole families of Canon multi-function printers. This OID record causes them all to be Model 'Network Multi-PDL Printer Board-D1/H1' regardless of the true family/model. | Discover a Canon printer with the OID 1.3.6.1.4.1.1602.4.7.<br><br>The printer CI is created with the model 'Network Multi-PDL Printer Board-D1/H1', which is incorrect 99% of the time. |
| Discovery<br><br>PRB1592609 | Running large queries causes Cloud Discovery to cancel | Patterns take too long, causing Discovery to hang. The Cloud Discovery schedule hangs due to the transaction processing the results for the pattern running for too long and being canceled by the platform. | 1. Have a discovery with ~500 K storage volumes in a single logical datacenter (LDC).<br>2. Delete 1 volume from the cloud.<br>3. Rediscover.<br><br>When trying to delete storage volume, it queries all volumes first. |
| Discovery<br><br>PRB1640443 | The job 'Object Source Table Integrity Check' is running long and causes high memory usage and a duplication of 'CMDB Sys Object Source Cleanup' | The job 'Object Source Table Integrity Check' queries sys_object_source with last_scan older than 6 months. Each record returned checks if the referenced CMDB record exists. If it does, it continues to the next record. If the CMDB record doesn't exist, then it deletes sys_object_source. last_scan is updated when the CMDB record is updated by the Identification and | |

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|---|---|---|---|
| | | Reconciliation Engine (IRE). If there's no process to update the CMDB, then last_scan is also not updated. The job could take hours to complete and consumes high memory. | |
| Discovery<br><br>PRB1651345 | Improve performance of L3 mapping | | |
| Discovery<br><br>PRB1715075<br><br>KB1573366 | A discovery schedule is stuck with incorrect started/ completed jobs, causing the schedule to wait for a day and then canceling due to max time | When a transaction is canceled because of the maximum time exceeded for the sensor quota rule, the completed job count doesn't increment for that input record. This keeps the discovery active forever and is canceled when it hits the maximum run time. | Refer to the listed KB article for details. |
| Discovery<br><br>PRB1721054 | There's a 'IP Address in payload is null' warning on Cloud Host (cmdb_ci_cloud_host) | | |
| Discovery<br><br>PRB1725044 | URL Certificate Discovery doesn't work for some URLs | A message displays: 'Failed to retrieve certificate chain for URL...'. | |
| Discovery<br><br>PRB1732616 | There's high CPU utilization due to discovery commands running on AIX servers in the background | Even after the discovery finishes, the command is running on the target host and consumes most of the CPU space. | |
| Discovery<br><br>PRB1776300 | System event processing is held up by numerous running.process.absent events from Discovery and Agent Client | In Tokyo, a new type of event was added to clean up orphaned application CIs and relationships after the table cleaner had deleted the cmdb_running_process | 1. Install ACC-V and create numerous agents.<br>2. Observe the number of running.process.absent events created per day. |

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| | Collector Visibility (ACC-V) | records. The event is triggered by the 'RunningProcessReconciler' script include, as part of Discovery sensors, and Agent Client Collector Visibility checks. It is then processed by the tcmdb_ci_appl CIs as a 'Absent' status, which potentially involves looping through a lot of records. Where there is a big ACC-V implementation, this is triggered for each agent install every 8 hours by default, which leads to many of these events. These events use the general event queue and the 'Events Process 0' job, which leads to backlogged event processing where all other events have to wait for these events to clear before running. | In a busy instance, observe that these will account for a large proportion of any backlog, if events processing is backlogged. Impactful events such as this would normally have their own queue and events process job to avoid impacting the default queue and 'Events Process 0' job. |
| Document Intelligence Unified Backend<br><br>PRB1743818<br><br>KB1646495 | DocIntel tasks fail | The docintel jobs failed at 50% with an error: 'NSE0014:Failed to initialize pipeline : No columns to parse from file' and 'nse0014:Failed to initialize pipeline : NSE0003:Failed to get pipeline json to have dataset path information'. | Refer to the listed KB article for details. |
| Email Notifications<br><br>PRB1681360 | A scheduled report isn't including attachments on all emails | Email attachments aren't sent in emails that are split due to multiple recipients. The problem only occurs when the attached file size is larger than 220 KB. | 1. Create a scheduled email of reports that generates an .xlsx attachment over 180 KB.<br>2. Add 2 recipients to the list.<br>3. Set the glide.email.smtp.max_recipients property's value to 1.<br>4. Trigger the report on demand. |

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| | | | The attachment is only present in one of the split emails. |
| Email Notifications<br><br>PRB1763775 | When composing an email in Service Operations Workspace (SOW) and copy/pasting the 'Caller' name to the **To** or **CC** field, the auto-complete for the reference field isn't appearing | For example, when the user copies and pastes the name 'Abraham Lincoln', it displays the error 'Local address contains control or whitespace. Characters in format [a-z][A-Z][0-9]{-} are accepted.' | **1.** Navigate to Service Operations Workspace.<br>**2.** Open any incident or RITM record.<br>**3.** Copy the name from the **Caller** field of 'Details' tab.<br>**4.** In the 'Compose' section, select **Email**.<br>**5.** Paste the name in the **To** or **CC** fields of the email.<br>**6.** Select the **(i)** section beside the name and observe the error. |
| Embedded Help<br><br>PRB1749112<br><br>KB1638817 | The Documents API is being failed as the ai_generated column is absent in the help content table | The issue is observed after upgrading to Washington DC and is reproducible only when the ai_generated column is not added to the help content table upon an upgrade to Washington DC. | Refer to the listed KB article for details. |
| Event Management<br><br>PRB1723329 | High memory usage in Event Management Impact Tree Builder is affecting the node and causing memory manager to kill threads | When memory manager detects that the node is low on memory, it terminates the longest running processes. | |
| Fiscal Calendar<br><br>PRB1636278 | Records outside of 'Calendar Span' don't return correctly when the fiscal period starts on a month other than 'Jan 01' | When creating a report that's a time series trend by fiscal calendar, the records that are outside of the fiscal period range (before or after the generated fiscal periods), for example on the 'Empty' bar, don't display correctly when drilled into. | **1.** Generate fiscal periods for an instance with the start month as April (04) and generate a few years of fiscal periods.<br>**2.** Validate periods to ensure the calendar is valid.<br>**3.** Navigate to the reports menu and create a report.<br>**a.** Table = Incident<br>**b.** Type = Time series (Column/Line) |

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| | | | c. Configure the report to following<br>d. Calendar = Fiscal calendar<br>e. Per = year<br>f. Group by = Priority<br>g. Trend by = Created<br>4. Run the report. When the report chart renders, you will see the bar for 'empty' fiscal periods for any incidents created outside of generated fiscal periods.<br>5. Note the number showing on the bar.<br>6. Drill into the empty column and any priority<br><br>Expected behavior: The list view should match the number represented on the report column.<br><br>Actual behavior: The list view shows no records. |
| Flow Designer (Family Channel)<br><br>PRB1519404 | When users delete their sys_json_chunk data, it causes Flow Designer to fail at compilation | Users occasionally delete their sys_json_chunk data. If they delete the snapshot data, the table flows start breaking. | 1. Create a subflow.<br>2. Publish the subflow.<br>3. Run the subflow with script.<br>4. Delete the sys_json_chunk data that is correlated to that subflows latest snapshot on sys_hub_snapshot.<br>5. Flush CacheManager.<br>6. Run the subflow with a script.<br><br>It errors out. |
| Flow Designer (Family Channel)<br><br>PRB1648314 | There is a 'LookUpRecord' error log when it gives no result | When 'Look up record' returns null, the sys log records an error log even if 'don't fail on error' is true. | |
| Flow Designer (Family Channel)<br><br>PRB1658718 | Catalog Builder generated tasks for requested items (RITM) have empty | | |

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| | fields if the catalog item is updated after the RITM was submitted | | |
| Flow Designer (Family Channel)<br><br>PRB1718202 | Error when opening up a flow context details | The record producer action should show the execution details as per the flow report. However, the user observes a 'Something went wrong' error on the screen and the page becomes non-responsive. | |
| Flow Designer (Family Channel)<br><br>PRB1721354 | Workflow stages for requested items are shown in English even in French language settings | Request items (RITM) associated to workflows are displaying stage values in English, even under French language settings. The issue doesn't happen when an RITM item is associated with a workflow. | 1. Install the French language plugin in a base instance.<br>2. Submit a request for a catalog item that uses a workflow.<br>3. Switch the language settings to French.<br>4. Navigate to the sc_req_item table.<br>5. Look for the RITM generated from Step 2.<br>6. Look under the **Stage** field.<br><br>Notice that the value is still displayed in English. |
| Flow Designer (Family Channel)<br><br>PRB1732451 | The 'run_as' flow is displaying as the user instead of the system when using the **Test** button | In the XML of the flow context, the 'run_as' value is displayed correctly. However, it's displayed incorrectly in the report. | 1. When running a flow in foreground, create a flow with 'Run as' set to 'System'.<br>2. Add a log action to the flow.<br>3. Set the flow reporting to 'FULL'.<br>4. Trigger the flow using the **Test** button in the foreground.<br>5. Open the flow report. The 'Run as' section in the flow report displays the username of the person who triggered the flow.<br>6. Modify the flow's **Trigger** > **Advanced Options** > **Where to run the flow** to 'Run flow in foreground'. |

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| | | | **7.** Trigger the flow by meeting the trigger conditions.<br>**8.** Open the flow report.<br><br>Expected behavior: The 'Run as' section in the flow report should display 'System'.<br><br>Actual behavior: The 'Run as' section in the flow report displays the username of the person who triggered the flow. |
| Flow Designer (Family Channel)<br><br>PRB1737061 | Flow snapshots can't be deserialized when their total character length exceeds the deserialization limit | A subflow displays as 'payload' in the 'Flow Operations' view and the subflow context can't be opened. | **1.** Create a large flow.<br>**2.** Ensure that the flow uses subflows.<br>**3.** Upgrade the instance.<br><br>Observe that a 'Max String Length' error is reached. |
| Flow Designer (Family Channel)<br><br>PRB1747868 | FlowGlideCompilerV2 isn't thread safe | Compilation of flows may throw an exception, or result in a corrupted flow, in the situation where multiple flows are compiled simultaneously. | |
| Flow Designer (Family Channel)<br><br>PRB1755683<br><br>KB1640735 | There's unexpected triggering of 'Run Once' flows due to the data cleaner job in 'sys_flow_plan_context_binding' | The data cleaner job is deleting records older than a year from the 'sys_flow_plan_context_binding' table. This is causing 'Run Once' flows to be triggered again, which is unexpected behavior. | Refer to the listed KB article for details. |
| Flow Designer (Family Channel)<br><br>PRB1761716 | When making an update to a flow in the global domain as a user in a different domain, a duplicate flow is created | | **1.** Install the Domain Support - Domain Extensions Installer plugin.<br>**2.** Create a user in the top domain.<br>**3.** While logged in as an admin, create a flow in the global domain.<br>**4.** Impersonate the user from step 2.<br>**5.** Make sure the domain is still set to global and modify the flow created in step 3.<br>**6.** Change user's domain to top. |

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| | | | Expected behavior: The new flow should not exist in the user's domain.<br><br>Actual behavior: A flow is created with the same name in the top domain. |
| Flow Engine<br><br>PRB1743462<br><br>KB1638768 | Large flows are failing with Flow Designer | Large flows are failing with Flow Designer with the following error: 'Rejected large REST payload with content-length = 27239395 bytes. Max allowed: 10485760 bytes.' | Refer to the listed KB article for details. |
| Flow Engine<br><br>PRB1758754 | The user observes a 'Unique Key violation detected by database' error when they run the flow 'Get All Occupancy by IDs' | The error message about 'unique key violation...' is coming from the exception stack trace. | |
| Flow Engine<br><br>PRB1765110 | The 'Get Catalog Variables' action gets the previous execution rows of multi-row variable sets | GetCatalogVariablesOperation adds the variable set entries to the ops CoCollection output. The output is starts out as the default value, which is then shared between subsequent executions of the compiled flow. | |
| Flow Engine<br><br>PRB1772034 | A flow remains 'In progress', isn't marked 'Presumed Interrupted', and doesn't move forward | This defect causes flows built in Flow Designer and processes built in Process Automation Designer (PAD) to get stuck and not move forward even when records they're waiting on have been updated and moved forward. | |
| Form Designer<br><br>PRB1502906<br><br>KB0964319 | A form's design can update sys_choice records when no changes are made because of | | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | duplicate sys_choice records | | |
| GRC Platform Plugins<br><br>PRB1672671 | Import policy text hyperlinks don't publish working links | When policy documents are imported in the Compliance Workspace via the **Import policy text** button, URLs are copied but when the policy is set to 'Published', the links in the document aren't clickable. | |
| GRC Platform Plugins<br><br>PRB1728648<br><br>KB1646055 | Vendor Risk Assessment designer makes many outbound calls, causing the browser to crash | There's around about ~60 outbound calls per second. | Refer to the listed KB article for details. |
| Guided Tours<br><br>PRB1742187 | The Service Portal header menu isn't loading in an embedded Service Portal (/sp) in Microsoft Teams on a browser | A console error is observed. | 1. Open any chat in Microsoft Teams app on browser.<br>2. Select the **+** icon to add a new tab on the top bar in the chat.<br>3. Select **See All Apps**.<br>4. Select **Website**.<br>5. Enter the name and URL.<br>6. Select **Save**.<br>A tab at the top shows the newly created website that will prompt you to log in.<br>7. Log in with test user credentials.<br>Notice that the header menu item loads indefinitely and a console error message appears. |
| Horizontal Portal Capabilities for Customer Service | Line breaks are missing from the activity stream after a Washington upgrade | Occurs in the Service Portal widget 'Standard Ticket' tab. | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1755325 | | | |
| HR Service Delivery<br><br>PRB1732823 | Only the **Article body** field is displayed in a new knowledge creation form for Agent | | |
| HTML Editor<br><br>PRB1755971 | An HTML variable cursor returns to start with every keystroke | This causes backward writing. | |
| Import Set API<br><br>PRB1715017<br><br>KB1575986 | A business rule introduced in Vancouver causes issues | A business rule called 'Update sheet num on change sheet name' updates all data source sheet numbers to have a default value of 1. | Refer to the listed KB article for details. |
| Import Set API<br><br>PRB1757699 | For a JDBC data source, a password change isn't recognized until the MID server is restarted | This happens in response to another problem. When upgrading to Washington and loading data on a data source using MID server for the SQL connection, users receive the following error: 'Cannot invoke "java.util.Map.keySet()" because "this.fImportSourceFields" is null'. | |
| Instance Data Replication (IDR)<br><br>PRB1721309<br><br>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. |
| JVM at Scale<br><br>PRB1709224 | Several of the memory graphs on the 'Performance' dashboards no | One example is MemoryMaxMonitor.java. It represents the 'Max' line in 'Java Memory'. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| KB1576486 | longer display in Vancouver | | |
| Key Management Framework (KMF)<br><br>PRB1734388<br><br>KB1628704 | Users are unable to decrypt protected script errors in logs | Right after a Washington upgrade, users are observing a large number of Key Management Framework (KMF) decryption errors in the system logs. | Refer to the listed KB article for details. |
| Key Management Framework (KMF)<br><br>PRB1773544<br><br>KB1646553 | Initializing a system user before GlideProperties are loaded leads to caching an invalid system user when initializing Glide (Glide.init()) | This issue occurs on instances with timezone setting's (glide.sys.default.tz) set to a region other than America/Los Angeles or US/Pacific. The system user is cached with an incorrect timezone during node start up. Instead of using the system property value (glide.sys.default.tz), it uses an incorrect value. This affects Flow, Notification, Business Rule, Schedule jobs and any processes run by a system user. | Refer to the listed KB article for details. |
| Knowledge Management<br><br>PRB1681728<br><br>KB1515158 | Two Japanese choices have the same sequence number | After the instance was upgraded to Utah from Tokyo, two Japanese choices have the same sequence number. This causes a disorder issue on kb_knowledge.workflow_state. | Refer to the listed KB article for details. |
| Knowledge Management<br><br>PRB1733799 | Unwanted guest user impersonation system logs are generated on KB article publish and access | | |
| Knowledge Management | 'You have reached the daily limit for replies posted | After selecting 'Post a question' and creating a question, some users are unable to post | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1734169 | by a user' error due to kb_social_qa_answer ACLs | answers or comments to their own question. The observed error is 'You have reached the daily limit for replies posted by a user'. | |
| Knowledge Management<br><br>PRB1740935 | A Customer Service Management (CSM) consumer is unable to comment on knowledge articles from the '$knowledge.do' page | The issue occurs even if the consumer has read access. | |
| Knowledge Management<br><br>PRB1783762 | Authors that are not a member of the ownership group can no longer edit a Knowledge Base article, even if the glide.knowman.ownership_group.override property is set to true | The relevant condition does not check if the user is the author of the KB article, and if the glide.knowman.ownership_group.override property is set to true, causing the ACL to fail.<br><br>ownership | 1. Create an ownership group, for example 'Test Ownership Group'<br>2. Add a System Administrator as the manager and add Abel Tuter as a member.<br>3. Create a Knowledge Base with the itil and knowledge role in the 'Can Contribute' list.<br>4. Make sure that the Publish workflow is Knowledge - Approval Publish.<br>5. Set the following properties:<br>a. glide.knowman.ownership_group.override = true<br>b. glide.knowman.ownership_group.enabled = true<br>6. Impersonate a user who is not a member of the 'Test Ownership Group', not an admin, and doesn't have a knowledge role but has an itil role.<br>7. Create a knowledge article with:<br>a. Knowledge Base: General Knowledge<br>b. Ownership Group: Test Ownership Group<br>8. Submit the knowledge article.<br><br>Expected behavior: You can edit the knowledge article. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: The knowledge article that was just created cannot be found in the list of knowledge articles. Therefore, the author cannot edit the knowledge article. |
| Language and Translations<br><br>PRB1674206 | The Japanese translation of 'true' and 'false' is changed to 'True' and 'False' | This is related to a previous issue from PRB1613806. | 1. Activate the I18N: Japanese Translations plugin.<br>2. Switch to Japanese mode.<br>3. Run sys_ui_message.list and check the translation of the values [true] and [false]<br><br>Expected behavior: It should remain [true] and [false].<br><br>Actual behavior: It is translated to [True] and [False], which is impacting some functions and causing messages like getDisplayValue(). |
| Legacy Agent Workspace<br><br>PRB1713134 | The activity appears in the foreground of the image sent by the end user requestor to the live agent in the workspace | When an agent opens an image sent by the requestor/end user in the workspace, the activity appears in the foreground of the image. | 1. Navigate to a Vancouver instance as an agent in one tab.<br>2. Navigate to Service Operation Workspace and stay available.<br>3. In an Incognito tab as an end user, log in and start a conversation from the portal '/sp' & connect to a live agent.<br>4. As the end user, send an image to the agent.<br>5. As an agent, open the image sent by the end user.<br><br>Expected behavior: The image should be shown properly and the activity shouldn't appear on top of the image.<br><br>Actual behavior: When the agent opens the image, the activity is seen in the foreground of the image. |
| Legacy Agent Workspace<br><br>PRB1722642 | When two users open an HR Case in HR Agent Workspace, the second user can't see | When user X opens a HR Case on the HR Agent Workspace, and then user Y opens the same HR Case on the HR Agent Workspace, user X can see that user Y is viewing the | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | that the first is viewing | HR Case, but user Y can't see that user X is viewing the HR Case. | |
| License Usage<br><br>PRB1764672<br><br>KB1644243 | License usage is slow for unlicensed entitles and progress indicator widgets are slow | On the 'License Usage' page, there's widgets to show counts for ignored installs, unlicensed installs, and installs requiring action on the publisher result, product result, and software model result. These aggregated counts aren't stored and instead queries are executed, which can take a long time. | Refer to the listed KB article for details. |
| List Administration<br><br>PRB1709691<br><br>KB1641555 | Each sort order of a column on 'Dashboards' acts like a separate view | In 'Dashboards', when a column is sorted, it seems like a new view is created with each column and its position in the list. The expected behavior is that the columns selected and their position remain the same regardless of what column is sorted. | Refer to the listed KB article for details. |
| List Administration<br><br>PRB1713894<br><br>KB1642444 | List label displays the ASCII character '%20' in the place of a space | During periods of network or CPU throttling, a discrepancy is observed where ASCII characters like '%26' are displayed instead of their corresponding symbols, such as '&', in the title. This issue pertains specifically to the display of ASCII characters and is noticeable when network or CPU throttling mechanisms are activated. | Refer to the listed KB article for details. |
| List Administration<br><br>PRB1736155<br><br>KB1635300 | There's a security restraints message in a workspace when selecting the 'View All' | An 'X rows removed from this list by security constraints' message displays at the bottom of a list. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | link or 'Open List in New Tab' | | |
| List Administration<br><br>PRB1752336 | Inline editing for strings do not accept shift + enter to create lines | When in list view, if the user tries to add a line on a string by using the shift + enter shortcut, nothing happens. For example, the **Description** field on the incident list view. This worked as expected in the Vancouver release. | **1.** Access any Washington DC instance.<br>**2.** Navigate to any table list view, for example incident.list.<br>**3.** Make sure a long string field is visible in the list, for example the **Description** field.<br>**4.** Begin editing the field and press **Shift** + **Enter**.<br><br>Expected behavior: The field to creates a breakline.<br><br>Actual behavior: Nothing happens. |
| List Administration<br><br>PRB1758905 | If records are selected across multiple pages, the 'Assign to me' workspace list action assigns all records to the current user | | **1.** In Agent Workspace, or any configurable workspace, create a personal list on the task table.<br>**2.** Navigate to the newly created list.<br>**3.** Add the filter below:<br>**a.** Task type = Incident<br>**b.** Assigned to = empty<br>**c.** State = new<br>**4.** Select any cell from the first page.<br>**5.** Navigate to the sixth page and select any record.<br>**6.** Navigate to any page and select any record.<br>**7.** Navigate to page-1, do not select anything, and then navigate to page-3. SelectionQuery is empty there.<br>**8.** Use the list action **Assign to me** to assign the three selected records to yourself.<br><br>Expected behavior: Only the selected records should be assigned.<br><br>Actual behavior: All records in the list are assigned / updated, as opposed to the three selected. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| List Cell Menu<br><br>PRB1757572<br><br>KB1645358 | A list edit pop-up opens in a white space | In Vancouver, when doing a list edit, the cell edit window is opening in a white space at the bottom instead of next to the field being edited. | Refer to the listed KB article for details. |
| ListServiceV2<br><br>PRB1738528 | The choice None' is displayed twice when editing a field in a list in the Japanese language | Two options of the text ## are displayed. | 1. Activate the I18N: Japanese Translations plugin.<br>2. Run incident.list and add 'Resolution code' to list view.<br>3. Switch to the Japanese language and double click 'Resolution code'.<br><br>Notice that two options of the text なし are displayed. |
| Microsoft Reconciliation<br><br>PRB1734544 | Microsoft recon fails with StackOverflowError and IllegalStateException errors for a cluster | Recon fails with multiple errors. | |
| MID Server<br><br>PRB1666031<br><br>KB1435403 | In some cases, the AWS Cloud Discovery configuration can cause a StackoverFlow error | Specifically, when following the configuration in the reproduction steps, a StackOverflow error is reported in ecc_queue input. | 1. Configure the parent account 'P' with 'Accessor' as Member Account 1.<br>2. Configure the MID server with an instance profile as Member Account 2.<br>3. Run Discovery on P. |
| MID Server<br><br>PRB1731256<br><br>KB1632761 | The MID Server is stuck while upgrading | Windows MID Server validation and upgrade from Utah to Washington gets stuck in an 'Upgrading' state due to missing privileges. | Refer to the listed KB article for details. |
| MID Server<br><br>PRB1734629<br><br>KB1646639 | MID Server upgrades can fail due to a file lock on wrapper.conf, leaving the MID Server down and unable to start without manual file repair | In a MID Server upgrade to Washington Patch 3 or lower, this may be seen in the upgrade process log: SEVERE: com.snc.dist.mid_upgrade.UpgradeException: java.nio.file.FileSystemException: C:\...\agent\conf\wrapper.conf: The | Refer to the listed KB article for details. |

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|---|---|---|---|
| | | process cannot access the file because it is being used by another process. The MID Server remains down, with missing files, and cannot be started again. | |
| MID Server<br><br>PRB1753280 | MID Server ConnectionCache leaks connections on the credentials_reload event | When the MID Server receives a credentials_reload event, all currently cached connections in the MID Server are orphaned without being cleanly shut down. This means that until the next garbage collection event, which sometimes can be several hours, resources are being consumed. This has been reported for JDBC connections because leaking database connections can cause bigger problems than other types of leaks, but all connection types cached by MID are affected. | 1. Set up glide with a MID Server with a JDBC connection.<br>2. Run a database query.<br>3. Using the database's diagnostics, note that the connection is still open since it's been cached.<br>4. Change a credential in glide.<br><br>This causes a credentials_reload command to be sent to all MID Servers. Notice that the database connection is still open.<br><br>5. Run the database query again.<br><br>Notice that the MID Server creates a connection, so there are two open connections to the database. |
| MID Server<br><br>PRB1779555<br><br>KB1648957 | Due to how PRB1530694 temporarily deactivated the 'Encrypt ssh private key' business rule, PRB1665263 is skipped in Washington DC upgrades | The fix for PRB1530694 in San Diego involved the script action 'SSH Private Key Migration', which temporarily deactivated the business rule 'Encrypt ssh private key' on the discovery_credentials table. As part of the update, a security.job.status event is fired, and a script action was run to migrate the data. Before old ssh_private data could be re-encrypted, the 'Encrypt ssh private key' business rule had to be deactivated to | Refer to the listed KB article for details. |

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|---|---|---|---|
| | | allow the insertion of the new data without that interfering. Later, the script action activated it again, but just as a normal update, so it appears to be a customization by 'system'. When this business rule was changed again out-of-box in Washington DC, as the update for PRB1665263, it gets skipped in the upgrade and the fix is not applied. | |
| MID Server<br><br>PRB1780511 | The mid_server role must inherit snc_platform_rest_api_access | If MID Server login users don't have the snc_platform_rest_api_access role, REST APIs used by the MID server may not work due to REST level status '403 Not Authorised' errors. | |
| Mordor<br><br>PRB1715771 | Scripts that throw a lot of exceptions cause an out of memory error | An error is thrown: 'Couldn't decipher the stack trace resulting from the following JavaScriptException:...' | |
| Next Experience UI16 Theming<br><br>PRB1723262 | The user is unable to highlight text in a form using Google Chrome | The user is unable to highlight text in a form using Google Chrome v121.0.6167.8. | |
| Next Experience Unified Navigation<br><br>PRB1669623 | Notification settings in Next Experience aren't translated in Utah | The notification settings aren't translated on the first load. They are translated on the advanced preferences. | |
| Next Experience Unified Navigation<br><br>PRB1697827 | 'Show badge count' doesn't get incremented | The notifications badge count on the bell icon doesn't get incremented immediately when an incident is assigned to them. If a user logs out, | Refer to the listed KB article for details. |

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|---|---|---|---|
| KB1558900 | | closes the browser, and logs back in, they might see the badge count updated. | |
| Next Experience Unified Navigation<br><br>PRB1712079<br><br>KB1567085 | The Application Selector displays only recently selected applications | All active applications in the instance should be displayed. | 1. Access any Vancouver instance and set the system property 'glide.ui.next_experience .instance_tools_disabled' to false.<br>2. Impersonate a user.<br>3. Toggle **Show instance tools.**<br>4. Choose an application, such as Employee Center Core.<br>5. Attempt to select another application by either expanding the **Application Scope** icon or entering the name of any other currently active application on the instance.<br><br>Expected behavior: All active applications in the instance should be displayed.<br><br>Actual behavior: Only the recently selected application scopes are displayed. |
| Next Experience Unified Navigation<br><br>PRB1714303<br><br>KB1641644 | Domain picker fails to switch to 'Recent Selections' domains when the system property glide.ui.domain_picker.enabled is set to true | reference_ | Refer to the listed KB article for details. |
| Next Experience Unified Navigation<br><br>PRB1719513 | An 'Error 500' message is received and the filter navigation breaks for users when logging in | If a user's bookmark contains a malformed URL and Next Experience is active, an 'Error 500' message appears when logging in as the user, and the navigator menus break. | 1. Activate Next Experience.<br>2. Navigate to sys_ui_bookmark.do to create a new favorite for a user.<br>3. On the form, select any user for the **User** field.<br>4. In the **URL** field, add a malformed URL.<br>5. Save the record.<br>6. Log in as/impersonate the user the bookmark record was created for. |

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|---|---|---|---|
| | | | After logging in as the user, the user immediately receives an 'Error 500' message, and the main filter navigator along with the favorites navigator is empty. |
| Next Experience Unified Navigation<br><br>PRB1733072 | Global search doesn't automatically open a record when the user queries for a record number with the Enter key | Previously, when pasting a case or task number, the quick results would highlight the record and open it directly when the user pressed Enter. Now, if the user presses enter, a console error is thrown. The user needs to use the down arrow or the mouse to highlight the record and open it directly. | |
| Next Experience Unified Navigation<br><br>PRB1763887 | After upgrading to Washington DC, the 'Not Found' tab automatically opens in a workspace when the user selects a logo | The issue is not reproducible in Vancouver and Utah. | **1.** Log in to an instance with a workspace as the homepage.<br>**2.** Select a logo.<br>**3.** Check if the 'Not Found' tab is opened every time the logo is clicked. |
| Notification Preferences<br><br>PRB1610033 | When Next Experience is enabled, a dashboard stops displaying after closing the 'Notification Preferences' pop-up window | After closing a modal window from 'My Notification Preferences', the dashboard in the background changes to something else. The issue only occurs when the Next Experience UI is enabled. | **1.** Log in to a Tokyo instance.<br>**2.** Ensure that glide.ui.polaris.experience is set to true.<br>**3.** Type 'Dashboards' in the filter navigator.<br>**4.** Open any dashboard, for example, 'My Assets'.<br>**5.** After the dashboard is finished loading, type 'My Notification Preferences' in the filter navigator.<br>**6.** Open 'My Notification Preferences'.<br>**7.** After 4 seconds, close the 'My Notification Preferences' pop-up window.<br><br>Expected behavior: The 'My Assets' dashboard is displayed. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Actual behavior: The 'My Assets' dashboard isn't displayed. Some other page saying 'Manage your instance' is displayed instead. |
| Notification Preferences<br><br>PRB1701164 | The 'Notification Preferences' link on an email opens two tabs on the browser | | 1. Navigate to **System Logs** > **Emails**.<br>2. Open an existing email.<br>3. Select the 'Preview Email' related link.<br>4. Select **Notification Preferences**.<br><br>Expected behavior: The new tab opens, linking to the notification preferences.<br><br>Actual behavior: Two new tabs open, one with the home page and the other with the notification preferences. |
| Now Code Editor<br><br>PRB1426660<br><br>KB0856205 | UI scripts are served to the client unexpectedly to replace dollar-bracket syntax | As a result, the UI scripts served to the client don't match the record. | Refer to the listed KB article for details. |
| Now Code Editor<br><br>PRB1751768 | A valid script throws syntax/ parsing errors in the modern background scripts | A valid script displays the warning 'Parsing error' in background script, even though it runs fine. The background scripts editor isn't honoring the version of the scope. | |
| Performance Analytics API<br><br>PRB1715114 | The selected indicator breakdown filter element is not always applied to the Performance Analytics indicator data visualisation | | 1. Log in to any base instance.<br>2. Navigate to Platform Analytics (PA) Workspace.<br>3. Open a dashboard.<br><br>Two data visualization exist (1 PA indicator report and 1 simple table report) and one indicator breakdown filter.<br><br>4. Select the element shown on the pre-populated list of indicator breakdown filters. |

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|---|---|---|---|
| | | | It is applied to both the PA indicator report and the simple table report data visualization.<br>**5.** Select something that is not in the pre-populated list.<br>It is not applied to the PA indicator report, but is applied to the simple table report data visualization. |
| Performance Analytics<br>PRB1739397 | The breakdown limitation isn't respected for the 'Correlation' job, resulting in high memory consumption | The 'PA CalculateCorrelation' job causes memory issues and the node restarts. | |
| Platform Licensing<br>PRB1697425 | A report name is truncating for Integration Hub (IH) Pool licenses | Some of the report names are truncated because the **Title** field can contain a maximum of 100 characters. | Trigger a 'UA License Download' job with IH rolling contributed licenses. |
| Platform Licensing<br>PRB1746750<br>KB1639094 | Subscription Entitlements Service isn't accessible in a Java layer | This causes an error to be logged during the transaction. Transactions are incorrectly attributed as 'unlicensed'. | Refer to the listed KB article for details. |
| Platform Runtime<br>PRB1770154 | PDF generation from mobile shows invalid values in the 'Cost' column for incidentals | | **1.** As an admin user, navigate to **Field Service** > **Administration** > **Configuration** > **Add-ons**.<br>**2.** In the 'Signature Capture And PDF Order Summary' section, toggle all the switches to on.<br>**3.** Log in to the ServiceNow Agent application as an agent.<br>**4.** Navigate to **Settings** > **Offline mode**.<br>**5.** Download the cache and don't turn ON offline mode.<br>**6.** Navigate to 'My work' and select any task.<br>**7.** Navigate to **Related** > **Incidentals**. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | 8. Create an incident of the type 'Car' with a cost of $180.<br>9. Navigate to **Settings** > **Offline mode** and switch to offline mode.<br>10. Navigate to the same task and create another incident in offline mode of the type 'Rental'.<br>11. Switch back to online mode.<br>12. Navigate back to the same task and close complete the task.<br>13. Navigate to the work order for that task and make sure that the work order is 'Close complete'.<br>14. Select **Sign**, confirm, and add your signature.<br>15. Navigate to the activity stream. Notice that a PDF file has been generated.<br>16. Open the PDF file and look at 'Service Management Incidentals'<br><br>Observe that the 'Cost' column for the first incidental shows the value 'wo_incidentals80.00', but it should be $180. |
| Process Automation Designer (Family Channel)<br><br>PRB1728558 | Process Automation Designer can't select trigger for users with the 'pd_admin' role | A user with the pd_admin role is unable to select a trigger type. It says 'no results found'. If the admin role is assigned to the user, they are able to select trigger options. | |
| Release Management<br><br>PRB1745992 | Release management V2 users are not able to access certain tables | | |
| Request Management<br><br>PRB1734528<br><br>KB1642647 | There's an incorrect business duration calculation on sc_task when the system date format is | The behavior for DurationCalculator. calcScheduleDuration hasn't changed from Utah to Vancouver. | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | set to dd-MM-yyyy | | |
| Resource Exchange<br><br>PRB1735826 | There's an issue with the race conditions generateAutoKeyExchangeRequests and startKeyExchangeClone | The daily scheduled job (generateAutoKeyExchangeRequests) executes before the ExchangeRequest (startKeyExchangeClone). If this occurs, generateAutoKeyExchangeRequests erases and replaces all the cloned over template request messages, which are then consumed (erroneously) by startKeyExchangeClone. This causes automated key exchange to fail. The request message displays 'Error on Instance'. | 1. Prepare two Key Management Framework (KMF) Healthy instances.<br>2. Navigate to one of the instances.<br>3. Navigate to the 'Resource Exchange' table.<br>4. Navigate to sn_kmf_resource_exchange_request.<br>5. Remove the filter.<br>6. There should be a set of template request messages (Request Pending). If there's not, navigate to the background and execute generateAutoKeyExchangeRequests to generate the template request messages.<br>7. Copy all of the request messages in an XML file.<br>8. Navigate to the other instance.<br>9. Navigate to the 'Resource Exchange' table.<br>10. Navigate to sn_kmf_resource_exchange_request.<br>11. Remove the filter.<br>12. Delete all records in this table.<br>13. Import the XML file created from the source instance.<br><br>This state simulates what the state should be on a cloned target instance when startKeyExchangeClone runs.<br><br>14. Execute generateAutoKeyExchangeRequests.<br>15. Examine the 'Resource Exchange' table and verify the imported template messages from the source are gone.<br>16. Execute startKeyExchangeClone.<br>17. Re-examine the 'Resource Exchange' table.<br><br>The messages were processed with Status = 'Error on Local Instance'. |

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| Problem | Short description | Description | Steps to reproduce |
| --- | --- | --- | --- |
| Resource Management<br><br>PRB1738051 | Error when running the client script 'ShowInfoMsgIfResPlanWasCleared' ReferenceError: GlideURL is not defined | A client script throws an error in the browser console: 'Error while running client script "ShowInfoMsgIfResPlanWasCleared": ReferenceError: GlideURL is not defined when the user accesses the time card portal and tries opening the time card form.' | 1. Provision an instance with Resource Management and Timecard Portal installed.<br>2. Navigate to the Time Sheet portal.<br>3. Add a time card (From task or the 'other' tab).<br>4. Select the three dots.<br>5. Select **Open Form View**.<br><br>Observe the error message shown at the top of the form: 'There is a JavaScript error in your browser console'. |
| Resource Management<br><br>PRB1764189 | When users try to select an **Extend** UI action on a resource plan from the project workbench, the 'Extend resource plan' pop up appears empty | Test. | 1. Navigate to the Project module.<br>2. Open any project.<br>3. Under the related link, select the project workbench.<br>4. Under the 'Resource' tab, select any resource plan.<br>5. Select the **Extend** UI action.<br><br>A blank screen appears. |
| Restricted Caller Access (RCA)<br><br>PRB1741012<br><br>KB1635189 | The 'Prevent invalid source & target on RCA' business rule is causing duplicate records in the sys_restricted_caller_access table | The 'Prevent invalid source & target on RCA' business rule is causing the **Target** field to be set to NULL. This lets duplicate records be inserted into the sys_restricted_caller_access table. | Refer to the listed KB article for details. |
| Scheduled Jobs<br><br>PRB1754295 | Long running jobs during Scheduler V2 to V3 switchover are re-queued and run twice | Any jobs running when the instance upgrade is marked as fully completed and take longer than 5 minutes to complete end up being re-queued. | 1. Update 'glide.central_scheduler.enable' to false.<br>2. Create a job in sys_trigger with name the 'testjob' and script - gs.sleep(600000).<br>3. Update 'glide.central_scheduler.enable' to true.<br>4. Wait for 5 minutes.<br>5. Navigate to the localhost logs. |

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|---|---|---|---|
| | | | Expected behavior: testjob shouldn't be re-queued and not run twice.<br><br>Actual behavior: testjob is re-queued and run twice. |
| Schedule Optimization<br><br>PRB1777921 | The end-to-end Schedule Optimization flow is not working as expected due to an update in Predictive Intelligence | | |
| Script Includes<br><br>PRB1761513 | Hung semaphore thread on EmbeddedSlotMap.java | In Washington there has been a large increase in the number of jobs for hung semaphore threads. | |
| Seismic Framework<br><br>PRB1736853 | The 'Close' icon is missing in a popover component | The Service Worker overrides the cache buster value, which causes library-uxf to load twice. | **1.** Create a track instance.<br>**2.** Set up a proactive trigger.<br>**3.** Open the instance in incognito mode.<br><br>Observe that the 'Close' icon is missing. |
| Server-side scripts<br><br>PRB1703346<br><br>KB1637446 | Script Debugger doesn't work in module scripts | The debugger breaks correctly when the module script is edited, but fails to break when the script is rerun (cached). | Refer to the listed KB article for details. |
| Server-side scripts<br><br>PRB1769142 | No source handler for installation exits causes 'Error accessing descriptor for metaObject: package_private script include function IE : no thrown error' | Installation exits are treated as script include objects. When getting the descriptor, it searches sys_script_include instead of sys_installation_exit. Since it can't find the installation exit, the error is thrown. | |
| Server-side scripts | Transpiler doesn't respect the custom per- | Some threads in the transpiler don't respect the value of | |

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|---|---|---|---|
| PRB1786423 | thread memory limit, causing an error | the system property, com.glide.script.swc .memory_threshold_in_kb, and instead throw an exception when memory usage exceeds the default per-thread limit of 16MB. The error is logged repeatedly and prevents a portion (up to 1/4) of the server-side scripts executed on the node to fail. | |
| Service Catalog Portal Widgets<br><br>PRB1763735 | The attachment is missing on a task record after submitting the record producer, which was saved as draft | This issue is observed in Washington DC instances. | 1. Navigate to /sp and search 'Create incident'.<br>2. Complete the mandatory fields and attach a file.<br>3. Select **Save as draft**.<br>4. Navigate to the 'My Request' page and select the request which was saved as a draft.<br>5. Select **Submit**.<br>6. Select the 'Attachment tab.<br><br>Expected behavior: The attachment is shown.<br><br>Actual behavior: The attachment is missing. |
| Service Catalog<br><br>PRB1710169 | In Process Automation Designer (PAD), the UI Macro 'show_process' has an issue | An error displays. | 1. Visit any category item guide leveraging PAD (table 'sc_cat_item_guide').<br>2. Ensure that the **Sequencing Process** field has an entry.<br>3. Select the UI Macro 'Show Sequencing Process'.<br><br>A new page opens.<br><br>A 404 error message is displayed instead of the open record on PAD. The same error occurs for 'Generate sequence' as well. |
| Service Catalog | Order Guide sequencing is not populating Sequencing ID | | Refer to the listed KB article for details. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| PRB1732298<br><br>KB1641827 | n item cache in some nodes. | | |
| Service Catalog<br><br>PRB1736392 | Update Sets captures additional entries by 'system' | When updating a Catalog Client Scripts record in Vancouver, its parent record, 'Record Producer', gets added to the update set with an **Updated By** field made by the system user. There are no changes captured within this update by the system - it simply creates an extra entry. | 1. Provision a Vancouver instance<br>2. Create a new update set and make it the current update set.<br>3. Navigate to catalog_script_client.list and select any base instance record.<br>4. Make any small update (for example, add '//test' to the script).<br>5. Navigate to the new update set.<br><br>Expected behavior: Observe the entry made by the user (as expected, there is no system entry captured).<br><br>Actual behavior: Observe the entry made by the user and the entry captured by the system. |
| Service Catalog<br><br>PRB1751304 | Variable details aren't displaying after upgrading to the latest patch releases on the Agent Mobile app | Issue occurs on both iOS and Android. | |
| Service Catalog<br><br>PRB1763397<br><br>KB1644922 | ESC/SP Cart count isn't working for users with 'Accessibility enabled' set to true | When a user has the 'Accessibility enabled' option in their ESC portal profile enabled, then the count for the cart (in ESC/SP header) isn't visible. If a user turns off 'Accessibility enabled', then the count comes back. | Refer to the listed KB article for details. |
| Service Catalog<br><br>PRB1763535<br><br>KB1646316 | When a CRUD operation is triggered from a 'Record Producer' script in a non-global scope, business rules aren't executed due to an incorrect | Business rules that are supposed to run due to CRUD operations triggered by the 'Record Producer' script never run. This can affect multiple use cases where they don't rely on the Record Producer's natural flow to create records, but | Refer to the listed KB article for details. |

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| | 'current' reference | instead use the **script** field to create records in multiple tables. | |
| ServiceNow Security Center (Family Release)<br><br>PRB1711845 | The 'API calls to Security Incident Response should use accounts with user role sn_si' scope should be changed from 'Security Center' to 'Global' | From the investigations related to the 'API calls to Security Incident Response...' check, the findings generation logic of check is found to be setting the source record incorrectly. | |
| Service Portal<br><br>PRB1282090<br><br>KB0998082 | If the platform UI has 'show all text', **Journal** fields (comments and work notes) are cut off in the 'Ticket Conversations' widget | **Journal** field text that is hidden in the activity because of the glide.max_activity_size property isn't displayed in the portal and there's no way to display it like the normal UI. | 1. Add the system property glide.max_activity_size.<br>2. Set the type to 'Integer'.<br>3. Set the value to '1024'.<br>4. Navigate to any record in the normal platform.<br>5. Add a long amount of text as a comment.<br>6. Reload the form.<br>7. Confirm that the text is cut off and there's a blue link to 'show all text' that, when selected, all of the text displays.<br>8. Navigate to the same record in the 'Ticket Conversations' widget in the portal.<br><br>Expected behavior: All of the text should be displayed or have an option to show more.<br><br>Actual behavior: The text is cut off, and there's no way to expand it to display the additional text. |
| Service Portal<br><br>PRB1405409<br><br>KB0994576 | A Service Portal form widget loads unexpected UI scripts and includes them in the uploaded form data | A form widget loads UI scripts that are not added to the widget dependencies. This adds overhead time to widget loading. | Refer to the listed KB article for details. |

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| Service Portal<br><br>PRB1588397 | In the 'Form' widget, a form is submitted multiple times when a user clicks CTRL + S, 'Save' repeatedly, or performs a CTRL + S long press | This issue could result in 100s of updates in the case form, which has repercussions in real-time applications. | 1. Navigate to an instance.<br>2. Open any form (Case/INT) in Service Portal.<br>3. Add any comments.<br>4. Repeatedly click CTRL + S or CMD + S for Mac.<br><br>Duplicate comments are added to the form. |
| Service Portal<br><br>PRB1735271<br><br>KB1629628 | The portal search bar is missing after upgrading to Vancouver | The issue is intermittent. It doesn't occur to all users or all instances. | Refer to the listed KB article for details. |
| Service Portal<br><br>PRB1758218 | A field is hidden when a read-only check box is clicked | In a catalog item, check box variables are selectable even though they're read-only by default. If a read-only check box is set to 'True', a situation can occur where a field is hidden when the check box is clicked even though the check mark is invisible. | |
| Service Portal<br><br>PRB1758358 | 'Show' URL type fields/ variables aren't unlocked by default on a portal | 'Show' URL type fields/variables aren't unlocked by default on a portal even after the glide.ui.unlock_empty_url property's value is set to true. They display as locked. | |
| Service Portfolio Management<br><br>PRB1731498<br><br>KB1587599 | There's long loading times for Service Portal on a cold cache of catalog items | A large amount of data in Service Catalog is needed to reproduce the loading times. The initial load time takes 40+ seconds to render the categories and catalog items available to the user. It's a few seconds in subsequent loads with caching. | Refer to the listed KB article for details. |

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|---|---|---|---|
| Session Log<br><br>PRB1739637 | The script debugger doesn't work as expected after a Vancouver upgrade | | 1. Log in to the latest Vancouver version.<br>2. Create a custom script include or open any existing script include.<br>3. Set breakpoints in server side script include.<br>4. Open the script debugger.<br>5. Call the script include from "Scripts - Background".<br><br>The script runner stops on the first breakpoint, but isn't able to step through the code. |
| Session Management<br><br>PRB1730421 | org.apache.coyote.http11.upgrade.UpgradeProcessorInternal consumes high memory and causes memory contention on the node | One node has more Request or internal memory or semaphore exhaustion than any other nodes. Heapdump displays a large object: 'org.apache.coyote.http11.Http11Nio2Protocol'. | |
| Software Asset Management<br><br>PRB1455184 | Reconciliation fails with the following error, InternalError: String object would exceed maximum permitted size of 33554432' | When running reconciliation, due to a platform limitation of 32 MB for the string object, the reconciliation job fails. | |
| Software Asset Management<br><br>PRB1665612<br><br>KB1641524 | Purchased rights in alm_license are limited by an integer field type | A user can have a value that can only be contained by a long field type, causing issues due to the limitation. | Refer to the listed KB article for details. |
| Software Asset Management<br><br>PRB1722817 | 'SAM - Deduplication Worker' has a long running query | The logs show the query is slow. | |
| Software Asset Management | The 'Potential Savings' drill down on the Software Asset | Error messages are displayed when the user navigates to other pages. | Refer to the listed KB article for details. |

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|---|---|---|---|
| PRB1731302<br><br>KB1637220 | Management (SAM) landing page doesn't work as expected | | |
| Software Asset Management<br><br>PRB1741844<br><br>KB1637537 | Reconciliation in Software Asset Management doesn't work after upgrading to Washington DC | The **Publisher** field of the 'Run Reconciliation' UI page doesn't retrieve any value. | Refer to the listed KB article for details. |
| Software Asset Reconciliation<br><br>PRB1715795<br><br>KB1585469 | If on entitlements the software model has license_under_management = false, allocations shouldn't be processed | License metric results (LMR) aren't created for entitlements on software models that aren't under management ('license_under_management' = false). However, the code is processing allocations on these entitlements. This causes downstream issues attempting to create a 'rights used by' for the allocated device/user when an LMR doesn't exist. The error arises as a downstream effect. | 1. Create an allocation on a 'per device' entitlement.<br>2. Make the entitlement software model LUM = false.<br>3. Run recon.<br><br>The recon status is 'partially completed'. In the progress summary logs, there's the failure: 'TypeError: Cannot read property "null" from undefined'. There might be a record in 'samp_licenses_required_by' with a blank LMR and 'allocated not in use' > 0. |
| Syntax Editor<br><br>PRB1725418<br><br>KB1588249 | Auto-complete options are missing | Auto-complete isn't displaying all the completion options expected for g_form and other variables. | Refer to the listed KB article for details. |
| System Events<br><br>PRB1738452 | Glide.policy.events.debug isn't updating, causing the event queue to not process events | This issue pertains to the event queue's failure to process events as expected. Despite the measures taken to delete child entities and re-establish the parent entity, there's no observable decrease in the event queue. | |

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|---|---|---|---|
| System Update Sets<br><br>PRB1737199 | An error message appears between every two update sets | Once every two update set commits, the user sees the following error on the UI, which prevents the commit of a second update set for almost 30 seconds (even if the first update set is already committed): 'Update set preview and commit are unavailable because another operation is running: Add authentication checks to empty ACLs'. | |
| Table Administration and Data Management<br><br>PRB1563161 | Instant alter doesn't work if a table has columns with an old datetime format | This occurs when a column is created on an old engine version and the table hasn't been altered after a DB engine update | 1. Make sure an affected table has enough records to trigger an online alter (5k +)<br>2. Enable instant alter.<br>3. Perform an alter operation on an affected table (for example, add a new column).<br>4. Observe that alter is online and not instant.<br>5. Alter the table again.<br><br>Observe that the second alter is instant. |
| Table Administration and Data Management<br><br>PRB1703208 | An index with a combination of synchronized and non-synchronized fields causes syntax errors | | 1. Create a compound index with a combination of synchronized and non-synchronized fields on CMDB (for example: name, sys_class_path,managed_by).<br>2. Run a filter on cmdb list, include a condition on the field that exists on cmdb$par1 (make sure order is on 'name').<br><br>Observe the error 'Syntax Error or Access Rule Violation detected by database ((conn=797954) Key 'idx2' doesn't exist in table 'cmdb_par10')'. |
| UI Builder (Family Channel) | In UI Builder, sys_ux_macroponent records and newly created | | Refer to the listed KB article for details. |

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|---|---|---|---|
| PRB1627810<br><br>KB1561055 | list IDs might be saved as 'Select...' | | |
| UI Field Administration<br><br>PRB1695552 | For translated text reference fields, the reference pop-up list doesn't display a value when a right-to-left (RTL) language is used | | 1. Have any RTL language, like Arabic, plugin installed.<br>2. Create a table to be used as a reference table with at least the following fields:<br>○ Name: Display column, Type: Translated Text, Display: true<br>○ Name: Active, Type: True/False<br>○ Name: Type, Type: Choice, Choices: Type A, Type B<br>3. Create at least the following records in the new table:<br>○ Display column: 'Ref - Type A - Active 1', Type: Type A, Active: true<br>○ Display column: 'Ref - Type A - Inactive 1', Type: Type A, Active: false<br>4. Create a reference type of field on the incident table.<br>5. Make that field refer to the newly created table in step 1.<br>6. Configure the incident table form layout to show this field.<br>7. Change the session language to Arabic.<br>8. Open any incident.<br><br>Expected behavior: The type 'Ref' in the **Reference** field should display the 2 entries from the table created before.<br><br>Actual behavior: The type 'Ref' in the **Reference** field displays the 'Reference' list but the list has empty entries. |
| UI Field Administration<br><br>PRB1702033 | The **Time worked** field isn't honoring system property glide.ui.timer.started | The field type sn-record-time-worked-connected is impacted. | 1. Configure the incident form.<br>2. Add 'Time Worked' to the 'Workspace' view.<br>3. Set the sys property glide.ui.timer.started=false<br>4. Open an incident record in a Customer Service Management |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | or Service Operations Workspace workspace.<br>**5.** Navigate to the **time worked** field.<br><br>Expected behavior: The **timer** field should be paused and the **play** button should be displayed.<br><br>Actual behavior: The **timer** field is ticking and the **pause** button is displayed. |
| UI Field Administration<br><br>PRB1706249<br><br>KB1550638 | The **reference** field search results list blocks the field if Next Experience is turned off | The issue only happens if Next Experience is turned off. | Refer to the listed KB article for details. |
| UI Form Administration<br><br>PRB1665993 | g_aw.closeRecord() doesn't work for new records in a workspace | After creating a **Save and close** UI action, it isn't possible to close the current record tab for new records. | |
| UI Form Administration<br><br>PRB1706564 | UI policy with a **Date/time** field condition isn't invoked on the workspace when glide.sys.date_format is set to dd-MM-yyyy | When glide.sys.date_format is set to dd-MM-yyyy, the UI policy with a **Date/time** field condition does not work as expected on workspaces. It works as expected on UI16/Next Experience. The default date format yyyy-MM-dd works on both UI16/ Next Experience and workspaces. | |
| UI Form Administration<br><br>PRB1717921 | Raw HTML is displayed in the 'Show other active tasks' pop up | In the /problem.do form page, there is a button next to 'Service' called **Show other active tasks**. When selected, it displays a pop-up with raw HTML. | |
| UI Form Administration<br><br>PRB1734774 | The UI Builder 'now-record-common-attachments-connected' component doesn't work as expected on | The UI Builder attachments component (now-record-common-attachments-connected), when tied with a 'Glide Form' data resource, doesn't show | |

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|---|---|---|---|
| | new records for non-admin users and doesn't show the '+Add File' option | the '+Add File' option for non-admin users. | |
| UI Form Administration<br><br>PRB1746953 | In Washington DC, the value of a **reference** field is displayed as 'undefined' if it is changed to a blank (no value) using the OnChange client script | On Washington DC, the value of a **reference** field is displayed as 'undefined' if it is changed to a blank (no value) using OnChange client script, even though it is displayed as a blank (no value) in Vancouver. | |
| UI Form Administration<br><br>PRB1765581 | Attachment modal behavior issue when selecting a check box with a large number of attachments present | When selecting a check box with large number of attachments present, the modal is cut off and moves up as more attachments are added. The issue can be reproduced in UI16. | **1.** Login to the instance.<br>**2.** Turn off the Next Experience UI.<br>**3.** Open any incident or kb_knowledge.<br>**4.** Add around 15 attachments to the case.<br>**5.** Select the check box of the last attachment in the modal.<br><br>Expected behavior: The modal does not move when selecting the check boxes of attachment.<br><br>Actual behavior: With a large amount of attachments present, selecting the check box will move the modal up and cut the top off. This only works for the attachment in the lower part of scroll. |
| UI Form Administration<br><br>PRB1784983<br><br>KB1649352 | Duplicate UI scripts that have the same exact name prevent a workspace page from loading | Workspace pages fail to load if there are duplicate UI scripts with the same API name in the sys_ui_script table. This is caused by a functional change to how the workspace UI scripts are called. | Refer to the listed KB article for details. |
| Upgrade Monitor<br><br>PRB1717068 | Trying to 'Resolve Conflicts' for scripts coming from | Uncaught TypeError: 'Failed to execute 'observe' on 'MutationObserver': | Refer to the listed KB article for details. |

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|---|---|---|---|
| KB1585080 | the Upgrade Monitor doesn't work correctly | parameter 1 is not of type 'Node''. | |
| UX Framework<br><br>PRB1681503<br><br>KB1638974 | BucketStats errors appear in the logs from /xmlstats.do when the user opens a workspace | | Refer to the listed KB article for details. |
| UX Framework<br><br>PRB1724083 | Switching between tabs in the workspace results in the incorrect content being displayed | Switching between tabs in workspace results in the incorrect content being displayed (within the Record Tabs component). | 1. Open any incident record within the SOW workspace (or any other workspace with the older record page).<br>2. Switch between the workspace tabs.<br><br>Notice that the incorrect content is intermittently displayed within the tab. |
| UX Framework<br><br>PRB1733058 | The macroponent doesn't load intermittently when the parent app of an experience is empty | | |
| UX Framework<br><br>PRB1737007 | Closing multiple tabs quickly converts an existing Workspace tab to a ghost 'Details' tab that can't be closed | When the user closes tabs quickly, the runtime action handler attempts to process all incoming events at once. This causes the property to enter a failed state. | |
| UX Framework<br><br>PRB1758514<br><br>KB1641590 | An instance loads for a long time after upgrading to Washington due to glide.ui.polaris.theme.custom | After upgrading, instances don't load or load slowly, and have an empty or invalid value for glide.ui.polaris.theme.custom. | Refer to the listed KB article for details. |
| Virtual Agent | After selecting the item on a carousel, the link to | | |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| Web Client<br><br>PRB1746294 | the image is shown | | |
| Visual Task Boards<br><br>PRB1697799 | More tasks are visible in a list than in the Visual Task Board (VTB) | The owner of the VTB doesn't have access to all the records in incident table, and thus only see cards that they can see. However, the number of cards for the board member is more. | 1. Install the plugin Agile Development 2.0.<br>2. Create a group in sys_user_group.list with type set as 'Agile Team'.<br>3. Add two users with scrum* roles to the group.<br>4. Impersonate user 1.<br>5. Open the Agile Board.<br>6. Create a sprint for the group and set the sprint to current.<br>7. Check the Agile Board's properties.<br>8. Verify that the board owner is set to user 1.<br>9. Add stories to the current sprint.<br>10. Check the Agile Board that stories appear on it.<br>11. Turn off and remove all roles user 1.<br>12. Impersonate user 2.<br>13. Create a story.<br><br>In an Agile Board, this story doesn't appear.<br><br>If in a sprint form, the story does appear. |
| Web UX Runtime<br><br>PRB1770269 | Some buttons aren't translated | The buttons, **Close Tab**, **Close Other Tabs**, and **Close All Tabs** don't display their translations or MSG prefixes. | 1. Set up a testing environment with a language plugin installed (for example, com.snc.i18n.french).<br>2. Sign in as a System Administrator.<br>3. Enable i18n debug prefixes.<br>4. Navigate to **SOW** > **List** > **Changes** > **All**.<br>5. Select a record.<br>6. Change the language to French and refresh.<br>7. Select the three dots in the greyed out toolbar in the top right corner. |

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| Problem | Short description | Description | Steps to reproduce |
|---|---|---|---|
| | | | Observe that the strings **Close Tab**, **Close Other Tabs**, and **Close All Tabs** aren't translated. |

## All Other Fixes

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

## All other Xanadu fixes

The Xanadu release contains important problem fixes.

**Xanadu was released on August 01, 2024.**

- Build date: 07-27-2024_1019
- Build tag: glide-xanadu-07-02-2024__patch0-07-16-2024

**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 ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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

## All other fixes

| Problem category | Problem | Short description |
|---|---|---|
| Access Control | PRB1685081 | The business rule 'Check group member privilege' is present when it should have been removed |
| Access Control | PRB1592670 | The 'Session invalidator' job runs and invalidates an older session, causing instance unavailability |
| Access Control | PRB1717869 | The ACL 'asmt_assessable_record' [read] uses the ITIL role instead of the ITSM/ CMDB fine-grained roles or using a combined condition |
| Access Control | PRB1718132 | Conditions don't work on a read 'ui_page' type ACL rule |

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| Problem category | Problem | Short description |
|---|---|---|
| Access Control | PRB1718210 | snc_access_control generates many 'Session invalidator -<USER>' entries on the sys_trigger table |
| Access Control | PRB1728431 | sys_security_acl_role records are created after installing the 'Explicit roles' plugin that has empty sys_scope and sys_package fields |
| Access Control | PRB1735671 | A user can't view variables on reports with Business Stakeholder/ITSM roles |
| Access Control List (ACL) Rules | PRB1713026 | tableLevelACLAllow throws an error for a few tables on an instance |
| Access Control List (ACL) Rules | PRB1729095 | An ACL name is overwritten with an asterisk (*) on the load of an ACL form when glide.ui.choices.show_missing is false |
| Activity Stream | PRB1755658 | Downloading attachments from an activity pane in Agent Workspace kills the browsing tab in Chrome, Firefox, Edge |
| Activity Stream | PRB1748492 | The journal tile in now-activity-stream-connected doesn't pick up the correct language after language preference gets changed |
| Activity Stream | PRB1709271 | The user is unable to select email hyperlinks in the Activity Stream of Service Operations Workspace (SOW) |
| Activity Stream | PRB1743075 | After Washington DC upgrade, the work notes show extra line breaks |
| Activity Stream | PRB1736287 | If multiple templates are applied, the activity stream composer and form field fail to sync |
| Activity Stream | PRB1694567 | An error message appears in the logs when a task is created on configurable workspaces |

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| Problem category | Problem | Short description |
|---|---|---|
| Activity Stream | PRB1725845 | Text in the 'Comment' section clears on entering text in the required 'Work notes' section |
| Activity Stream | PRB1763824 | A space/line break is observed in UI15's activity stream for emails |
| Activity Stream | PRB1734763 | When @ mentioning someone, removing the first word results in a 400 error on workspace |
| Activity Stream | PRB1738631 | Posting plain text comments and work notes doesn't clear compose text on a case and task |
| Activity Stream | PRB1754987 | The background color of work notes is not yellow when the Next Experience UI is disabled |
| Activity Stream | PRB1697171 | Email details links are not read correctly by the screen reader |
| Activity Stream | PRB1722795 | glide.ui.html.editor. contextmenu=false doesn't work for HTML fields on an activity stream |
| Activity Stream | PRB1726314 | Scrolling should be fixed to not display all the Document Object Model (DOM) elements |
| Activity Stream | PRB1733485 | Emails created from an activity stream using 'Reply All' and 'Reply' don't work as expected on UI16 |
| Activity Stream | PRB1736171 | When a record is accessed in the workspace during activity stream processing , 'SEVERE *** ERROR *** Unparseable date:' displays |
| Activity Stream | PRB1739271 | Email content loses its formatting when long text is used within a table row in Vancouver |

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| Problem category | Problem | Short description |
|---|---|---|
| Activity Stream | PRB1757111 | The user preference for the side by side compose settings aren't saved when creating new records |
| Activity Stream | PRB1760804 | The user avatar is not visible for attachment activity entries on configurable workspaces |
| Activity Stream | PRB1733920 | User preference for the 'Compose' settings is not saved when creating records |
| Activity Stream | PRB1763981 | Activity Streams need a maximum length to guard against tables with excessive audit relations |
| Advanced Work Assignment | PRB1735889 | Avoid duplicate awa/work_item message accumulation on resubscribe |
| Advanced Work Assignment | PRB1735007 | AWA assigns multiple cases, exceeding the maximum Agent capacity |
| Advanced Work Assignment | PRB1745788 | isLiveAgentAvailable isn't working for domain-separated instances when the requestor and the agent are in different domains |
| Advanced Work Assignment | PRB1707250 | Slow query from the AWA work item repository 'getWorkItemsForAgent' |
| Advanced Work Assignment | PRB1702695 | A utilization condition interferes with queue routing decisions |
| Advanced Work Assignment | PRB1712555 | The Advanced Work Assignment (AWA) group queue's priority table is out of synchronization |
| Advanced Work Assignment | PRB1720565 | For the interactions that are closed with the state set as 'closed abandoned' due to a transfer fail, the state reason isn't populated |
| Advanced Work Assignment | PRB1727244 | Live updates that happen after saving a form but before snFormDataConnected retrieval completes aren't factored into the form after the save completes |

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| Problem category | Problem | Short description |
|---|---|---|
| Agent Assist | PRB1726805 | The cursor jumps around |
| Agent Assist | PRB1734162 | Agent Assist requires multiple attempts at hitting 'Enter' to search in Service Operation Workspace |
| Agent Assist | PRB1745339 | In Service Operations Workspace's Agent Assist, the 'flag' option is present even though 'disabled' suggesting is 'true' for the Knowledge Base |
| Agent Assist | PRB1769967 | Users are unable to add 'Only Knowledge' articles on Agent Assist |
| Agent Calendar [Legacy] | PRB1736903 | The Agent is not allowed to create a meeting |
| Agent Calendar [Legacy] | PRB1757720 | The business rule 'Restrict only one Primary Work schedule' prevents inserting 'Other' type agent work schedules for one user with a primary work schedule |
| Agent Chat | PRB1734421 | An agent's second chat window appears empty after the agent closes the first chat window |
| Agent Chat | PRB1753757 | The chatbot hover-over text is in the incorrect language |
| Agent Chat | PRB1762590 | Promoted topics text does not show in bold format after a Washington DC upgrade |
| Agent Chat | PRB1733013 | The summary card has a missing **i** icon on the chat panel |
| Agent Chat | PRB1736749 | Avatar initials and the agent-side chat window show inconsistent Initials depending on differences between the user ID and user name |
| Agent Chat | PRB1771911 | Agents who leave themselves available don't get signed out after closing the 'Workspace' tab |

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| Problem category | Problem | Short description |
|---|---|---|
| Agent Chat | PRB1752938 | When creating an interaction, a refresh browser pop-up window opens unless the user selects the **Cancel** button |
| Agile Development | PRB1742974 | A story with a 'Short description' between 35 and 42 characters causes an overlap of UI Actions and **Close Form** (X/Cross) button in Agile Board modal |
| AI Search | PRB1743942 | A search profile is updated by a non ais_admin |
| AI Search | PRB1732660 | The AI Search 'All' tab count does not match the number of returned results |
| AI Search | PRB1734185 | Exact match is skipped if a user hits 'Enter' very quickly |
| AI Search | PRB1772860 | Messages are sent over Asynchronous Message Bus (AMB), but the geniusResultsTemplates are null and errors when running genius results through Entity View Action Mapper (EVAM) |
| AI Search | PRB1687420 | There's an inaccurate click rank recorded when late binding security is applied in AI Search |
| AI Search | PRB1724666 | AI Search-enabled portal returns inactive catalog items for suggested results |
| AI Search | PRB1745648 | Some of the CSS variables for theming AI Search in Service Portal no longer work |
| AI Search | PRB1622116 | AI Search shows the catalog when the user doesn't have access with the subscriber plugin installed |
| AI Search | PRB1716502 | AI Search (AIS) failover replication recovery shouldn't reprocess multiple 'no block' AIS events for the same data source stats |

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| Problem category | Problem | Short description |
|---|---|---|
| AI Search | PRB1746727 | External Content Suggestions from Non-search based suggestions don't open a URL |
| AI Search | PRB1726781 | New translation is not indexed |
| AI Search | PRB1730043 | There's a discrepancy in card type between triggered and clicked Genius Results (GR) |
| AI Search | PRB1730209 | An entire article's body displays when hovering over an article in the search results on Employee Center |
| AI Search | PRB1734894 | An AI Search's 'Source Preview' link is incorrect for tables that don't have the 'sys_class_name' column |
| AI Search | PRB1686165 | Global search groups results appear in a different order intermittently |
| AI Search | PRB1699235 | AI Search Widget, when used in Portals, does not provide Windows High Contrast Mode Focus Indication |
| AI Search | PRB1699352 | When there are multiple categories in the Service Portal AI search list, screen readers don't announce the name of the category as the user navigates to a result under it |
| AI Search | PRB1712183 | Refreshing the page of global search results sends 2 search requests |
| AI Search | PRB1713687 | AI Search in Service Portal suggests items that aren't available to the user due to the user criteria |
| AI Search | PRB1714472 | A user can't create AI search field settings for fields with names of a length greater than 40 characters |
| AI Search | PRB1722030 | Facets are encoded incorrectly when there's multiple sources |

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| Problem category | Problem | Short description |
|---|---|---|
| AI Search | PRB1724955 | Updates to ais_genius_ result_configuration.request_ processor_script aren't applied when the update set is committed |
| AI Search | PRB1726532 | Search fails if the department's parent column is anything other than the same department |
| AI Search | PRB1726710 | Cascade update events are still created when an indexed source is set to false |
| AI Search | PRB1726721 | 'Recently viewed suggestions' display the **Description** field even though the model returns aisearch_teaser_title |
| AI Search | PRB1727056 | Domain-separated user criteria isn't honored by AisCatalogItemQuery |
| AI Search | PRB1727142 | The range facet isn't displaying for late-binding indexed sources |
| AI Search | PRB1728608 | An aria label for the **clear{}** button isn't translated |
| AI Search | PRB1729952 | ingestSingleRecord causes a record to be deleted, as the filter check on an indexed source is case-sensitive |
| AI Search | PRB1737451 | Upon upgrading, global search is missing when hash-map based upgrade optimizer is used |
| AI Search | PRB1737517 | AIS Init should reindex datasources asynchronously when AIS is already initialized |
| AI Search | PRB1747038 | Action payload mapping data in the UI is different than in the XML |
| AI Search | PRB1748854 | No results for any search terms are returned on global, search portal, and ESC |

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| Problem category | Problem | Short description |
|---|---|---|
| AI Search | PRB1748983 | Sorting a list doesn't work in Service Portal |
| AI Search | PRB1758639 | When using a screen reader, the focus indicator does not advance past the first entry when attempting to scroll through the list of recent searches |
| AI Search Assist | PRB1732784 | Attachments in the search results break the AI Search Assist widget's pagination (Up/Down arrows) |
| AI Search Assist | PRB1734491 | An external URL isn't displayed for a content item using AI Search Assist |
| AI Search Assist | PRB1765456 | How-To template articles do not render body content in the 'Create incident' contextual search in Employee Center |
| AI Search Glide | PRB1578586 | User criteria late binding and early binding contradict access when the category level is not available |
| AI Search Glide | PRB1594303 | Incremental updates aren't working for dot-walked reference fields |
| Analytics Hub | PRB1718540 | In Analytics Hub, there's an issue displaying a week's numbers in the French language |
| Analytics Hub | PRB1739877 | The pa_admin role cannot add a comment to the Analytics Hub |
| Analytics Hub | PRB1763326 | In Performance Analytics, the 'Cancel' (x) icon in the search isn't aligned correctly |
| Application Install Engine | PRB1768085 | Overriding glide.cache.hard_references can cause the dependency cache to be garbage collected when upgrading to Washington DC |
| Application Install Engine | PRB1695862 | sys_ui_view and sys_ui_form records are not deleted when the change is published to AppRepo from Source and the app is installed on the Target |

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| Problem category | Problem | Short description |
|---|---|---|
| Application Install Engine | PRB1716980 | UI form sections in app packages delete the default view instead of deleting the targeted view |
| Application Install Engine | PRB1723518 | A portal taxonomy record's **Active** field is set to false when users install EC Pro |
| Application Install Engine | PRB1735394 | When the App Operation Queue Health Monitor (scheduled job) is missing or inactive the Application Operation Queue doesn't execute |
| Application Install Engine | PRB1740567 | Installing a global application results in a skip to review for a record with no claim in the package, but a base claim exists on the instance |
| Application Install Engine | PRB1743934 | Activating plugins using the new application manager logs as 'system', whereas the old manager logs as the user who activated the plugin |
| Application Manager | PRB1719552 | AppClient displays a 'pending' state even when the application successfully installs |
| Application Manager | PRB1681825 | The user observes a '404 page not found' error after closing a pop-up from the repair modal |
| Application Manager | PRB1723206 | sn_appclient.apps_last_sync_time property changes are being tracked in update sets |
| Application Manager | PRB1728977 | Buttons on an application manager page don't show text with theme builder in Next experience |
| Application Manager | PRB1737218 | When using Application Manager to review application updates, an error occurs when trying to review the list of Customized Files for a customized application |
| Application Manager | PRB1736510 | An admin user isn't able to install a framework app when app updates of only framework apps are shipped from store |

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| Problem category | Problem | Short description |
|---|---|---|
| Application Manager | PRB1719299 | When installing an application with a large number of dependencies, the batch installer returns '414 URI too long' |
| Application Manager | PRB1722187 | Studio Git is switching branches and not automatically discarding ACL changes as expected based on the rights of the developer |
| Application Manager | PRB1734718 | The search results for already installed applications are incorrect |
| Application Manager | PRB1754629 | The 'Proceed to Update' option does not appear, even though there are app updates under some products |
| Application Manager | PRB1756440 | The 'Attachment' script include had accessibility changed from 'All Application Scopes' to 'This Application Scope Only' |
| Application Navigator | PRB1716876 | '*** ERROR *** NavigatorHistory No such column: ui_type' appears when the sys_ui_navigator_history table doesn't have the 'ui_type' column |
| Application Navigator | PRB1750960 | It is difficult for screen-reader and keyboard-only users to navigate a page when the 'All' menu is pinned |
| Application Portfolio Management | PRB1729500 | In the new Application Manager, the 'Install Details' pop-up can have the 'Demo Data' check box checked by default |
| Application Portfolio Management | PRB1715173 | Application Portfolio Management (APM) Performance Analytics issue |
| Application Portfolio Management | PRB1715689 | Application services associated with SDLC components are not shown in TPM lifecycles view |
| Application Portfolio Management | PRB1720559 | The sn_apm_generate_assessments page isn't adjusted to support the 'Dark' mode properly |

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| Problem category | Problem | Short description |
|---|---|---|
| Application Scoping | PRB1667466 | Business Logic Flaws in Application Scoping |
| Application Scoping | PRB1687716 | Users can edit metadata in private scopes since the sys_store_app license change |
| Appointment Booking | PRB1740485 | Availability API throws an error when selecting a calender icon from a walk-up record producer |
| Appointment Booking | PRB1756203 | Month and day are not translated in the appointment booking modal |
| Appointment Booking | PRB1758818 | Appointment tasks aren't assigned immediately after booking |
| Appointment Booking | PRB1773412 | When submitting a record producer with an appointment booking configuration, 'Appointment window is no longer available. Please select another appointment' displays |
| Approvals | PRB1729612 | There's a performance issue when querying a sc_req_item when the request is deleted for a **Stage** field |
| Archive Rules | PRB1762255 | Archived approvals aren't displaying because of a broken ACL |
| Archive Rules | PRB1732196 | The RefCopyJob doesn't complete if the table doesn't have records |
| Archive Rules | PRB1693969 | Glide.db.archiving .max_consumer_workers is not immediately honored when it decreases |
| Assessments | PRB1770524 | An ACL isn't functioning correctly because of a syntax issue |
| Assessments | PRB1733138 | When the assessment response in grouped and attestation is minimized the dependent fields are not displayed when it is expanded back |

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| Problem category | Problem | Short description |
|---|---|---|
| Assessments | PRB1748845 | Assessment is submitted with mandatory fields when submitted through Printer Friendly Version |
| Asset Management | PRB1723307 | SAM Foundation code is present in the 'Base Asset Management' business rule |
| Asset Management | PRB1757504 | Some thumbnail attachments for pc_hardware_cat_item get ZZ_YYZZ_YY prefix in attachment table |
| Asset Management | PRB1701884 | The original transfer order stays 'Work In Progress' even though 'Transfer Order Return' is initiated and completed |
| Asset Management | PRB1714849 | On Asset Workspace, the important actions count is incorrect in domain-separated instances that have domain visibilities |
| Asset Management | PRB1717913 | UI actions under the Asset Management application use the ITIL role instead of the ITSM fine-grained roles |
| Asset Management | PRB1738355 | The Vendor Management Workspace **Renew** button is not functional |
| Asset Management | PRB1742587 | CIs created without a manufacturer and model link to 'Unknown' models, but models with a manufacturer entered may get used, adding that to the model name |
| Asset Management | PRB1757082 | The **Requested For** field on a 'Reclaim Asset' catalog item is not set to required |
| Asynchronous Message Bus (AMB) | PRB1738465 | AMB cluster synchronizer can fail to start when it encounters an invalid channel name |
| ATG - Glide Interfaces | PRB1762735 | Italian stopwords are not removed from the 'Visualization' tab when training a workflow clustering definition |
| ATG - Glide Interfaces | PRB1735703 | Update 'Fix ITSM Predictor Results' fix script to make it more generic to set |

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| Problem category | Problem | Short description |
|---|---|---|
| | | finalOutputValue as per predictedOutput value type |
| Attachments to Records | PRB1733053 | The 'Remove' and 'Rename' options aren't available on an Employee Document Management (EDM) attachment |
| Attachments to Records | PRB1737426 | Unable to attach .ics file extension to records |
| Attachments to Records | PRB1739760 | Loading an XML attachment in an XMLDocument2 object via GlideScriptableInputStream does not work as expected |
| Attachments to Records | PRB1761911 | There's an issue with encryption when attachments are copied from a task to a requested item |
| Audit History | PRB1740373 | Deleting records on old sys_audit shards results in inserts into the current sys_audit tables and leads to disk growth |
| Authentication | PRB1718457 | The login component in UI builder doesn't redirect the user to Single Sign On |
| Authentication | PRB1742755 | Security Assertion Markup Language (SAML) single sign-on (SSO) log in fails for MultiSSOv1 during an upgrade to Washington DC |
| Authentication | PRB1713173 | There's a user mismatch error that occurs due to a camelcase difference between the user_name in sys_user and the received user_name in the OpenID Connect (OIDC) response claim |
| Authentication | PRB1726569 | glide.basicauth.update _last_login_time, which sets the last log in time of users, also updates sys_updated_on, sys_updated_by, and sys_mod_count |
| Authentication | PRB1732623 | IMAP access tokens are expiring during an upgrade |

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| Problem category | Problem | Short description |
|---|---|---|
| Authentication | PRB1751459 | Some messages displayed on the password change screen are not translated into Japanese |
| Authentication | PRB1756765 | The Now Login widget does not show the language picker |
| Automated Test Framework (ATF) | PRB1717536 | Setting a value in the select2 element fails on a Service Portal page |
| Automated Test Framework (ATF) | PRB1760564 | Missing test data in the parameterized test will fail the suite and leave it in a 'Running' state |
| Automated Test Framework (ATF) | PRB1761012 | When a child transaction is terminated by memory watcher, the root tracker remains running |
| Automated Test Framework (ATF) | PRB1729292 | An embedded list that's present in a form causes a test with 'Validate Related List Visibility' to fail |
| Automated Test Framework (ATF) | PRB1710308 | A large snapshot causes a test to succeed |
| Cache | PRB1709933 | Cache synchronization doesn't work on restarted nodes for catalogs that get updated after the node restart timestamp |
| Cache | PRB1709834 | The cached scriptable API still queries for inputs during decision table evaluation |
| Cache | PRB1724751 | sys_choice causes cache issues when the number element values are large |
| Cache | PRB1741630 | Role cache has stale entries in a scenario where one node caches a non-existing role and another node imports that role via XML |
| Cache | PRB1744271 | If attempting to populate a large map from the database takes longer than 5 seconds, another thread could enter and attempt to do the same thing, causing multiple threads |

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| Problem category | Problem | Short description |
|---|---|---|
| | | to create separate large hash maps and memory pressure |
| Case and Knowledge Management for HR Service Delivery | PRB1735647 | When a catalog item title is long, the 'Edit' icons aren't visible and a user must zoom out to see them |
| Case and Knowledge Management for HR Service Delivery | PRB1756562 | Unnecessary 'sys_scoped_admin_acl_inheritance' records on the non-sys_metadata table 'sys_attachment' |
| Case and Knowledge Management for HR Service Delivery | PRB1760617 | The 'Query' business rule should add a bypass for the system user |
| Case Management | PRB1725822 | 'Find Agents' shouldn't include non-ITIL assignment groups |
| Case Management | PRB1746238 | The **New** button from the 'Publication' related list should be removed |
| Case Management | PRB1750553 | The Account and Contact field data often disappears upon updating the case |
| Catalog Client Scripts | PRB1734165 | The g_user method is not working for a catalog item pop-up |
| Change Management | PRB1702068 | Identify a Dynamic CI group from common CIs added into the 'affected CIs' of the task |
| Change Management | PRB1727062 | The 'Conflict' calendar in Scheduling Assistance displays an error |
| Change Management | PRB1742266 | The 'Change - Unauthorized - Review' flow is missing |
| Change Management | PRB1746451 | The default value of glide.approval_engine.change_task is still |

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| | | 'Process Guides', which is deprecated and should not be used |
| Change Management | PRB1747938 | The Change Advisory Board (CAB) workbench blocks one hour for CAB meetings that are scheduled for less than one hour |
| Change Management | PRB1754593 | When com.snc.change_management.change_model.hide and com.snc.change_management.change_model.type_compatibility are true, the change request is redirected two levels when a change request is created |
| Change Management | PRB1756173 | Approving a change record via the CAB Workbench without providing a comment in the pop-up modal still creates an activity for comments in the sysapproval_approver record |
| Change Management | PRB1759338 | The calculated risk score updates the impact in the database during risk/impact evaluation, kicking off a new transaction and resulting in incorrect messaging |
| Change Management | PRB1768653 | When creating a change request, the 'State' of tabs is confusing to visually impaired users |
| Change Management | PRB1768655 | Change models' buttons are read out incorrectly when using JAWS |
| Change Management | PRB1772868 | If users use HTML syntax in 'Change Model' templates, users are unable to create a change request through change models |
| Change Management Collision Detector | PRB1718631 | The Conflict Status reverts back to 'Not Run' if the Assessment State is skipped |
| Client Scripts | PRB1745770 | 'showFieldMsg' of 'On change client script' disappears quickly on workspace |
| Client Scripts | PRB1724306 | The setvalue for a check box variable differs between the UI and the record after |

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| | | using the **Back** and **Forward** button in the browser |
| Client Scripts | PRB1759330 | The client script 'WS1 UEM Open new tab for assist' does not trigger |
| Client Scripts | PRB1714508 | g_form.submit() client-side code in workspace isn't allowing the 'promise' functionality using .then() in the code |
| Client Scripts | PRB1759667 | g_form.setReadOnly for 'link', 'script', and 'client_script' in the header and footer (sp_header_footer) doesn't work |
| Client Software Distribution | PRB1762221 | Client Software Distribution (CSD) 1.0 software revoke issue |
| Cloud Encryption | PRB1740559 | With quorum control on, if there is an error creating the Quorum Control Request record, throw the exception and prevent the dare_key_request from being stuck in processing state |
| Cloud Provisioning and Governance | PRB1633842 | After Cloud Provisioning and Governance (CPG) to 'Patterns Migration Cloud Discovery' still launches Cloud API (CAPI) orders, causing a performance impact |
| Cloud Provisioning and Governance | PRB1729820 | There's multiple performance issues with AWS Cloud Event processing |
| Cloud Provisioning and Governance | PRB1716781 | Exception handling is incorrect when provisioning takes a long time |
| Cloud Provisioning and Governance | PRB1540112 | When a user name has Japanese Strings, the tag value becomes garbled |
| Cloud Provisioning and Governance | PRB1707089 | The Data Center doesn't load due to a large number of records in the 'Storage Volume' related list being associated with the data center, causing the execution time to max out |

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| Cloud Provisioning and Governance | PRB1770243 | Discoveries triggered from Cloud.account via DiscoverNow don't trigger the infra patterns |
| CMDB CI Class Manager | PRB1730839 | When the scope of global ACL records is changed to 'Global Customization - Upgrade Plan', REST API throws a '403 Forbidden' error |
| CMDB CI Class Manager | PRB1669983 | The Basic Info page takes ~5 minutes to display in the first attempt and re-run takes ~35 seconds |
| CMDB Data Manager | PRB1717464 | The condition filter count, 'records match condition' link, and 'Preview' list in CMDB Data Manager may use an incorrect retirement definition |
| CMDB Data Manager | PRB1758088 | Archive tasks with CI counts above 1,000 may error out and not archive the full list |
| CMDB Data Manager | PRB1709874 | CMDBRetirementScriptableApi .getFullEncodedQuery API throws ArrayIndexOutOfBoundsException |
| CMDB Data Manager | PRB1729974 | Dependent CI deletion tasks don't have attachment for deleted CIs |
| CMDB Data Manager | PRB1668702 | The display name in cmdb_rel_type table is not the combination of the parent descriptor and child descriptor when the language is Japanese |
| CMDB Data Manager | PRB1693656 | The life cycle field and value calculated column does not respect children values in the CMDB hierarchy |
| CMDB Data Manager | PRB1727234 | The 'Dependent CI Deletion' policy doesn't accept customization of subflows |
| CMDB Data Manager | PRB1729909 | Users can't remove policy descriptions when editing a policy via CMDB Data Manager |

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| CMDB Identification and Reconciliation | PRB1732983 | Fields being compared for 'no-change' during an insert can cause payload values to not be set on those fields |
| CMDB Identification and Reconciliation | PRB1733575 | There's a broken default script coming from the cert_audit's table's default_value for a script field, which makes cert_audits unable to run |
| Code Signing | PRB1722766 | A database safe override property without a safe value is skipped during upgrade |
| COE Legacy Family Component | PRB1753063 | The Asia/Almaty timezone continues to display as UTC+6 since March 1st, 2024 on the calendar UX component |
| Communities | PRB1727794 | There's slowness when opening a topic consisting of many, around 2400, forums in communities |
| Communities | PRB1754041 | User community profiles are not removed when a user is deactivated |
| Communities | PRB1761664 | After cloning the community_create_event page, the DIV 'create-event-container' is hidden by default and does not appear |
| Communities | PRB1774977 | The 'Featured' tab in a community user profile displays text from other tabs |
| Community Service Portal | PRB1744322 | The short description of the Knowledge title is not displayed in the Community search result |
| Condition Builder | PRB1777164 | Change Advisory Board (CAB) workbench displays an extra backslash in the **Planned start date** field |
| Condition Builder | PRB1750793 | There's an incorrect label in the 'is one of' comparison type |
| Condition Builder | PRB1722622 | A filter in Workspace shows sys_id in place of the variable name |

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| Condition Builder | PRB1593149 | A dot-walking component sticks in a loading state when selecting variables |
| Condition Builder | PRB1611325 | A new condition builder is not working correctly for the **Other** date field type |
| Condition Builder | PRB1716021 | addEncodedQuery changes the URL query from 'Not like' to 'Does not contain' |
| Condition Builder | PRB1689206 | Users should be informed to press the right arrow to open a dot-walk expanded list |
| Condition Builder | PRB1690879 | The **Amount** field is wiped off in the condition builder in workspace view |
| Condition Builder | PRB1718166 | The filter for a configuration item pop-up search isn't working in Service Operations Workspace |
| Condition Builder | PRB1718773 | A permissions label that's associated with a radio button isn't announced by a screen reader |
| Condition Builder | PRB1738408 | Filter conditions 'is more than' and 'is less than' do not work as expected in the Platform Analytics Workspace |
| Configuration Management Database (CMDB) | PRB1538972 | CMDB Query Builder has high memory utilization with queries containing operator nodes |
| Configuration Management Database (CMDB) | PRB1751775 | Reduce the writes to the cmdb_datasource_last_update table |
| Configuration Management Database (CMDB) | PRB1748280 | Incorrect log message 'Stopped processing partial payloads.' even where there are no partial payloads to process |
| Configuration Management Database (CMDB) | PRB1666448 | Life Cycle API allows the creation of Duplicate Stages/Statuses |

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| Configuration Management Database (CMDB) | PRB1687147 | Custom life cycle mapping doesn't work as expected |
| Configuration Management Database (CMDB) | PRB1701048 | CMDBTASK creation sends duplicate notifications |
| Configuration Management Database (CMDB) | PRB1565197 | When the business rule 'Sync Ops Status for CMDB CI' is customized, the legacy fix script that created it completely ignores any updates |
| Configuration Management Database (CMDB) | PRB1673894 | CertificationProcessing uses too much memory and performs very slowly |
| Configuration Management Database (CMDB) | PRB1689097 | There's a color contrast failure for a selected item under the 'ciModel.do' page |
| Configuration Management Database (CMDB) | PRB1708243 | The default semaphore is impacted due to a large number of application service records in cmdb_ci_service_auto while running the job 'Calculate App Services Missing Data' |
| Configuration Management Database (CMDB) | PRB1708303 | The number of CIs in the 'svc_ci_assoc' table do not match the number of CIs in the result of the encoded query in the related Dynamic CI group's CMDB group |
| Configuration Management Database (CMDB) | PRB1709507 | The 'Sync Ops Status for CMDB CI' business rule isn't working as expected when the language is Japanese |
| Configuration Management Database (CMDB) | PRB1743081 | Unused index on the cmdb_datasource_last_update table |
| Configuration Management Database (CMDB) | PRB1754898 | Improve the health jobs scoring in domain separation |

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| Configuration Management Database (CMDB) | PRB1508482 | Partial payloads merge causes MULTIPLE_DEPENDENCIES error |
| Configuration Management Database (CMDB) | PRB1669388 | Only Istanbul or later instances should have 'Ready' and 'Retired' operational status values 5/6, but language packs add all the choices |
| Configuration Management Database (CMDB) | PRB1732485 | The data manager archival policy fails if trigger_type is anything other than 'Interval' |
| Configuration Management Database (CMDB) | PRB1734920 | Dark theme doesn't show the icons properly on CMDB CI Services |
| Configuration Management Database (CMDB) | PRB1741163 | The 'Sync Managed By Group from CI Class' script action is not batched |
| Configuration Management Database (CMDB) | PRB1688963 | Reverse Sync Choice duplicates |
| Configuration Management Database (CMDB) | PRB1709386 | The 'Relationship editor' page fires two identical pagination requests on each **Next** pagination click |
| Configuration Management Database (CMDB) | PRB1714712 | The 'Modify Relationship' pop-up in the 'Dependency' view is left-aligned in Utah and Vancouver, but is center-aligned in Tokyo |
| Configuration Management Database (CMDB) | PRB1719623 | The legacy CI relations' formatter doesn't link to the correct task lists when in 'tree' mode |
| Configuration Management Database (CMDB) | PRB1722001 | Reconciliation rules aren't letting users update an empty value in attributes |
| Configuration Management Database (CMDB) | PRB1722636 | The widget 'Cloud Requests Tabs' uses the ITIL role instead of the ITSM/CMDB |

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| | | fine-grained roles or using a combined condition |
| Configuration Management Database (CMDB) | PRB1725941 | The CMDB Workspace record page's 'CI timeline' component fails to load when there's too many audit history records |
| Configuration Management Database (CMDB) | PRB1730333 | On service recalculation, dependent application services are deleted |
| Configuration Management Database (CMDB) | PRB1730795 | Identification and Reconciliation Engine (IRE) simulator/the identifyCIEnhanced API returns a NO_IDENTIFIER_KEYS error in an insert scenario for a dependent item |
| Configuration Management Database (CMDB) | PRB1731438 | Multisource records should be cleaned up when multi-source for non-CMDB is turned off |
| Configuration Management Database (CMDB) | PRB1732243 | The 'Enforce 1-1 reverse mappings' business rule prevents reverse sync=true for different legacy fields, which should be allowed |
| Configuration Management Database (CMDB) | PRB1734586 | Hardware servers that aren't in an 'Application Service' report don't display servers that have a relationship to services that aren't classified as an 'Application' service |
| Configuration Management Database (CMDB) | PRB1735603 | Reconciliation definition mappings (cmdb_reconciliation_ definition_mapping) don't get added to an update set |
| Configuration Management Database (CMDB) | PRB1747749 | The custom batch size property for data managers does not work as expected |
| Configuration Management Database (CMDB) | PRB1749714 | After a CI is deleted in accordance with the delete policy, cmdb_ci_state_ management_task_to_ci still retains a reference to the deleted CI |

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| Configuration Management Database (CMDB) | PRB1749921 | When a CI is inserted, its life cycle values are set to the default value instead of being derived from legacy values |
| Configuration Management Database (CMDB) | PRB1750915 | Incorrect behavior in base instance client script 'Clear begin and end' |
| Configuration Management Database (CMDB) | PRB1754392 | Record.java queries items from sys_dictionary, which are available in the table descriptor cache |
| Configuration Management Database (CMDB) | PRB1754547 | The 'Sort by' list on the CMDB Query Builder page only sorts as descending |
| Configuration Management Database (CMDB) | PRB1757075 | While adding new life cycle mapping, the UI does not let the user select 'None' as a subfield value |
| Configuration Management Database (CMDB) | PRB1757510 | As per CSDM, CI relationships from business application to the application service should be 'Consumes::Consumed By', but when a user creates an application service in CSDM, it shows 'Consumed by :: Consumes' |
| Configuration Management Database (CMDB) | PRB1761907 | Domains should be validated before persisting into the cmdb_health_processor status table |
| Configuration Management Database (CMDB) | PRB1773826 | onBefore and onAfter scripts don't work when initialized from setRun() and when the data source is null |
| Configuration Management Database (CMDB) | PRB1736182 | Multi-source code updates records with the same sys_updated_on through multiple DB updates |
| Connect Chat | PRB1692098 | An influx of queries on live_group_member causes a high CPU load on a DB server |
| Contextual Search | PRB1747453 | The article navigation shows as 'HOME/ Null' in Washington DC |

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| Contextual Search | PRB1731850 | The 'Related Search' results header overlaps with the search results |
| Contextual Search | PRB1746563 | Login events are created for users when 'Search As' is initiated |
| Continual Improvement Management | PRB1718946 | The script include 'CIMUtil' uses the ITIL role instead of the ITSM/CMDB fine-grained roles or using a combined condition |
| Continual Improvement Management | PRB1753753 | Common Information Model (CIM) Indicators don't respect glide.system.locale |
| Contractor Management | PRB1729666 | Questionnaire image upload error for contractors on mobile app |
| Core Platform | PRB1707194 | xmlstats.do and/or PortScanGlideServiceStatusProvider hits port 80 on service endpoints beginning with https |
| Core Platform | PRB1425002 | Reference fields that are referencing a Date/Time field get converted to GMT when a record is saved |
| Core Platform | PRB1644827 | There's errors when committing an update set that creates a child table with a **Function** field |
| Core Platform | PRB1758692 | NativeRecordMutex should not consider domains during 'get' or 'release' |
| Core Platform | PRB1594189 | Decompiling JavaScript to pass compiled functions, as strings can lead to high memory churn |
| Core Platform | PRB1696571 | A node's scheduler changes to 'any' from 'specified' after node restart |
| Core Platform | PRB1704668 | A node log is missing the SessionID and txID in the localhost log, causing an incorrect date format |

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| Core Platform | PRB1705439 | Non-thread safe operation |
| Core Platform | PRB1763492 | The expression cache size increases to up to 1GB due to some scheduled jobs that are calling script includes with large sized JSON data to process |
| Core Platform | PRB1642006 | A list doesn't sort by rating properly when adding filter conditions for knowledge articles |
| Core Platform | PRB1718789 | The 'Show Log Entries' UI action isn't displaying the corresponding log |
| Core Platform | PRB1735417 | GlideJellyContext's parser cache (fParserStack) may retain a lot of states |
| Core Platform | PRB1741869 | Delegation clean-up should not have an end date if the delegation is already ended |
| Core Platform | PRB1744149 | The Security Assertion Markup Language (SAML) transform map has a gs.log statement |
| Core Platform | PRB1754999 | '_log_table' is included twice in the 'sys_outbound_http_log' message exported by Log Export Service |
| Core Platform | PRB1760524 | The IP normalization job fails if there are any blank values in the field being normalized |
| Crew Operations | PRB1758968 | Error when changing the crew leader 'Access to API 'setWorkflow' from scope 'sn_fsm_crew' has been refused due to the API's cross-scope access policy' |
| Crew Operations | PRB1763496 | Reassigning the crew leader to a different crew member results in a crew with 2 duplicated crew leaders in the Dispatcher Workspace |

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| Crew Operations for Dispatcher Workspace | PRB1764931 | When the user sets the **Needs crew** field to false and saves, duplicate WOT cards appear in the calendar of the Dispatcher Workspace |
| Critical Security Update Manager (Family Release) | PRB1733701 | The 'Enable 3DES Deprecation' link is broken in **Security Center** > **Critical Updates** |
| Currency Administration | PRB1746302 | When updating a record via GlideRecord, the reference amount updates are based on the latest currency rate even if the input/session amount has not changed |
| Customer Operations for Customer Service Management | PRB1749397 | Unexpected behavior while configuring the form layout for the customer_account table in the default view, but not for other views |
| Customer Operations for Customer Service Management | PRB1711621 | There's an issue with the 'Primary Contact' association in the 'sn_customerservice_m2m_asset_contact' table |
| Data Archiving | PRB1743164 | Record estimate times out upon selecting a recalculate estimate in the archive destroy rule |
| Database Indexes | PRB1694114 | Creating a unique index on sys_user(sys_id, active) can lead to data loss in sys_user table |
| Database Indexes | PRB1699808 | Allow the creation of indexes with online setting in an 'Enterprise edition' database |
| Database Persistence | PRB1732151 | Using TableDescriptor.isValid or GlideRecord.isValid to check if a string is a table fills up the Table Descriptor Cache with things that are not tables causing an Out of Memory (OOM) error |
| Database Persistence | PRB1760592 | Prepared queries are not formed correctly on Rotation Tables |

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| Database Persistence | PRB1714908 | GlideAggregate queries against table rotations generate incorrect results |
| Database Persistence | PRB1739880 | Ignore forcePrimaryKeyOrdering for 'TS' queries |
| Database Persistence | PRB1514936 | Union replacement isn't adding the table alias in the 'ORDER BY' value, causing the platform to not apply the union replacement |
| Database Persistence | PRB1643974 | A general data exception error detected by the database occurs when a report uses a 'more than' condition on the **Date** field |
| Database Persistence | PRB1749083 | On migration, an automatic activation of the 'Low connection' mode should be turned off |
| Database Persistence | PRB1757110 | On a Glide upgrade from Vancouver to Washington, there's an error |
| Database Persistence | PRB1670286 | A query does not direct the user to the gateway database for tables with long table names |
| Database Persistence | PRB1688148 | StorageColumnResetter causes table locking when deleting columns while it inserts null data |
| Database Persistence | PRB1736307 | GlideRecord methods jsFunction_updateMultiple and jsFunction_deleteMultiple should guard against query conditions with invalid field names |
| Database Persistence | PRB1742990 | Typo observed in the deleteDuplicates fix script |
| Database Persistence | PRB1747247 | Use DropTmpTablesJob to clean orphaned update staging tables |

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| Database Persistence - Data Access | PRB1763146 | If GlideFilter has a new query (NQ) to add multiple conditions, it generates different JavaScript from the same encoded query |
| Database Persistence - Data Access | PRB1647519 | Localhost logs do not print 'MySQL thread id' in local host logs |
| Database Persistence - Data Access | PRB1777345 | Out of memory (OOM) Error due to domain separation plugin installation |
| Database Persistence - Data Access | PRB1734995 | Nodes are restarted due to an out of memory error |
| Database Persistence - Data Access | PRB1730026 | '0' should be returned on a record addJoinQuery for an email to a case |
| Database Persistence - Data Access | PRB1744977 | Creating a function field through sys_dictionary incorrectly creates a storage alias metadata for the field |
| Database Persistence - Data Access | PRB1751743 | Parsing the FromItem type '[SubSelect]' isn't supported |
| Database Persistence - Data Access | PRB1766707 | Reference fields to child tables of third-party contract (TPC) hierarchies with names prefixed with 'ref_' produce an invalid SQL |
| Database Persistence - Data Access | PRB1781863 | If a column is stored in the CMDB partition, the RLQuery related list condition isn't working |
| Database Persistence - Data Management | PRB1723302 | ArchiveJob incorrectly updates record_estimate upon exception |
| Database Persistence - Data Management | PRB1737526 | The 'Update' UI action for the sys_dm_delete table does not work correctly if the user has set the Date Format (in the user table) to yyyy-MM-dd. |

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| Database Persistence - Data Management | PRB1713164 | In TableCleaner, if a rule is active during the restart, the rule is skipped for 2 days post the node restart |
| Database Persistence - Data Management | PRB1733299 | CloneDBAPI().getExcludeStatements fails at exclusion with an error: 'sys_term02.sys_class_name doesn't exist' |
| Database Persistence - Data Scale | PRB1734637 | A newly added node on an instance has '{}' added to the glide_build_tag and some of the node has a null/empty glide_build_tag |
| Database Persistence - Data Scale | PRB1718003 | UNION statement changes in Utah for Oracle instances impact execution times |
| Database Persistence - Data Scale | PRB1671297 | Review whether more tables need to be added to TableCheckpointExclusionList |
| Database Persistence - Data Scale | PRB1731352 | The likelihood of dropping critical messages needs to be reduced |
| Database Persistence - Data Scale | PRB1744444 | Do not retry timed out read replica queries on the primary database |
| Database Persistence - Data Scale | PRB1752213 | The replication lag throttler pauses at 4 hours 41 minutes when the longest lag detected was 11 minutes |
| Database Views | PRB1730383 | Records are missing in the database views with **Function** fields |
| Data Certification | PRB1742248 | The base instance email template 'certification.task.reminder.inserted' is not populating the cmdb_ci.URI_REF while sending the notification |
| Data Certification | PRB1735000 | closed_at of cert_task isn't updated when the record is closed a second time |
| Data Collection for Oracle Global | PRB1743059 | After downloading the Global License Advisory Services (GLAS) Data Collection |

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| Licensing and Advisory Services for Software Asset Management | | zip folder, users observe the Windows error 'Windows cannot open the folder and zip file is invalid' |
| Data Filtration | PRB1768454 | In Vancouver's data filteration, IP filter criteria provided in the subject condition isn't considered |
| Data Privacy (Classic) | PRB1759020 | Plugin 'sn_dp_store_app' adds a new field level ACL which prevents access to fields of table sys_filter |
| Data Privacy (Classic) | PRB1732467 | An incorrect message is shown when scheduling user-based jobs when a primary reference isn't set |
| Data Privacy (Classic) | PRB1772904 | When scheduling the 'Data privacy' job with input for a column more than the allowed character length of the column in sys_dictionary, the job errors out |
| Decision Table (Family) | PRB1758837 | An imported reference record is not honored after saving for some restricted roles |
| Declarative Actions | PRB1695335 | The **Configuration Item** field filter condition doesn't get applied to the pop-up modal |
| Declarative Actions | PRB1707531 | A list's grouped actions appear as secondary even when they're configured to be primary |
| Declarative Actions | PRB1754553 | Declarative actions throw a 'JSONObject['value'] not found ' error if the variable editor is added to the form |
| Declarative Actions | PRB1759017 | There's an error on some builds |
| Declarative Actions | PRB1767497 | Declarative actions aren't working with a random key in the payload definition |
| Declarative Actions | PRB1767859 | Server script list actions on Configurable Workspace are executed multiple times when the list has a filter |

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| Problem category | Problem | Short description |
|---|---|---|
| Demand Management | PRB1770378 | The UI action Submit Demand's name causes issues on Automated Test Framework (ATF) and the Platform API |
| Demand Management | PRB1732855 | The **Edit** button appears on the 'Idea details' page, but selecting it does not save the content |
| Demand Management | PRB1754035 | The 'Approved Start Date' background color does not change to white until the form is saved |
| Demand Management | PRB1768990 | Activity logs aren't captured when a demand task is created from a workspace |
| DevOps (Family) | PRB1769655 | The Performance Analytics job '[DevOps] Daily Data Collection' fails due to 'could not execute query' |
| Discovery | PRB1726066 | The vCenter Cloud probe is triggered every time the web server (http.https) is determined as open |
| Discovery | PRB1661511 | Metaspace runs out of memory during the transaction /PatternDesignerManager.do |
| Discovery | PRB1713075 | There are no entries in the itom_lu_discovery_mapping table |
| Discovery | PRB1712133 | Large Table Handling (LTH) warning in queryPrivAffinity in the business rule 'Insert Discovery Affinity & Cred Aliases' when cmdb.name is null |
| Discovery | PRB1702370 | Cloud Discovery is marked completed after the validate accounts pattern completes |
| Discovery | PRB1752501 | Different certificate checks between VMWareVCenterVMTagsProbe and VMWarevCenterVMsProbec / cVMWarevCenterDatastoresProbe |

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| Problem category | Problem | Short description |
|---|---|---|
| Discovery | PRB1636480 | When manually overriding the '_getCIs' in deletion scripts, related entries are not cleaned from non-stale CIs |
| Discovery | PRB1668660 | Some discovery pattern logs do not have statuses set if the status returns 'Mixed' |
| Discovery | PRB1714427 | In the existing functions for finding TCP connections, pfiles is not returning a lower number of TCP connections than the number of TCP connections opened in the server |
| Discovery | PRB1733245 | If a virtual machine (VM) is converted to a template in vCenter, then discovery creates a new cmdb_ci_vmware_template record and the old VM record isn't marked as retired |
| Discovery | PRB1736034 | Pattern log messages duplicated for multipage payload |
| Discovery | PRB1742222 | The 'Probe to Patterns' migration gets stuck for Windows due to excessive logging when there are many records in the network adapter table |
| Discovery | PRB1759521 | An exception in DiscoveryIDSensor can cause the 'started' count to be incorrect in discovery_status |
| Discovery | PRB1611015 | SMIStorageServer sensor does not remove or mark stale old storage volumes for storage servers |
| Discovery | PRB1635588 | Error 'Invalid UUID' when creating a new cloud operations schedule using uppercase UUID |
| Discovery | PRB1686698 | Cloud MID selection is not working as expected |
| Discovery | PRB1701762 | Invalid data is being populated in TCP Connections for Unix |

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|---|---|---|
| Discovery | PRB1706081 | When an Agent host is a member of a windows workgroup, FQDN parsing fails and the hostname includes the workgroup name |
| Discovery | PRB1715437 | There's a typo in the process classification 'Nginx' |
| Discovery | PRB1721760 | Non-host items from partial payloads are inserted into discovery_device_history |
| Discovery | PRB1729133 | The Solaris Application Dependency Mapping (ADM) probe executes part of a commented line as if it were a full command |
| Discovery | PRB1730011 | The snapshot-based delete strategy isn't working well with logical datacenter (LDC) batching |
| Discovery | PRB1731277 | If a user has the 'Discovery Admin' role with elevated privileges activated, the 'Cloud Discovery' page isn't loading |
| Discovery | PRB1732051 | FileBasedDiscoverySensor doesn't handle wildCardPaths properly |
| Discovery | PRB1734170 | When a CI has multiple IP addresses and when those IPs are part of different discovery schedules, then the discovery status triggered via the CI 'Discover now' UI related link gets stuck |
| Discovery | PRB1735766 | Application Dependency Mapping (ADM) creates a 'Depends on::Used by' relationship to remote address listening on a loopback interface |
| Discovery | PRB1739753 | Credentials-less discovery is not working for AWS Master / Member via MID profile scenario or accessor role scenario |
| Discovery | PRB1740533 | Too many retired VMs can cause a sensor error when processing VMware - vCenter Datacenters |

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|---|---|---|
| Discovery | PRB1743219 | True up Licensing App v3.4.0 |
| Discovery | PRB1755084 | SNMP OID records still have a broken reference to a deleted 'Generic Host' classifier |
| Discovery | PRB1759950 | The DiscoveryCloudConfig datacenter 'getter' function does not check if the region it receives IP data from is active, resulting in Shazzam touching IPs which were not intended |
| Discovery | PRB1761955 | Discovery doesn't recover on an SSH socket idle timeout when using Maverick SSH |
| Discovery | PRB1764379 | There's Windows Management Instrumentation (WMI) query failures in pattern debugger that carry over to subsequent WMI query steps, affecting debug usability |
| Discovery Probes and Sensors | PRB1760828 | The MID Server script include 'CimQuery' does not work as expected |
| Document Management | PRB1750158 | Workspace document viewer is unable to render PDFs with the content type application/pdf;charset=UTF-8 |
| Document Management Services | PRB1740264 | There's an incorrect default sys_service_endpoint URL and issues with handling error codes for failed requests properly |
| Document Management Services | PRB1637082 | HTML to PDF generation throws a 'PDFGenerationService: Index 1 out of bounds for length 1' error |
| Document Management Services | PRB1756312 | Related lists should not be exported when glide property is set to false |
| Document Management Services | PRB1678512 | Non-admin users are unable to generate a PDF from HTML |

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| Document Management Services | PRB1757005 | Workspace List's PDF export doesn't honor glide.pdf.max_rows when querying for records for export |
| Document Viewer | PRB1747952 | Document viewer is not showing the document name for jpg and png type files |
| Edge Encryption | PRB1729586 | There's a resource leak in EdgeLatencyAPI |
| Edge Encryption | PRB1730076 | A phantom error is logged from an inappropriate execution of an Edge rule |
| Edge Encryption | PRB1737568 | Edge encryption configurations aren't applied when creating a case within HR Agent's workspace |
| Edge Encryption | PRB1763202 | The long running business rule 'Calculate key status' is triggered multiple times and causes the edge proxy to stall from starting up |
| Email Notifications | PRB1732389 | Translated Notifications are sent in a delay |
| Email Notifications | PRB1726155 | There should be support for Gmail's one-click unsubscribe feature |
| Email Notifications | PRB1715483 | A pagination spinner at the end of a notification is always on |
| Email Notifications | PRB1723145 | In a workspace, selecting 'Reply All' on a received email sets only one of the recipients as 'To:' |
| Email Notifications | PRB1771175 | Post-Washington DC upgrade, an email template isn't applying the **Assigned** field when sending an email |
| Email Notifications | PRB1715280 | Duplicate email IDs are added after selecting 'Reply all' via the email client |
| Email Notifications | PRB1726824 | Email filters run repeatedly |

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| Email Notifications | PRB1730423 | If the value of a content-type is a quoted string, emails aren't recognized as e-signed |
| Email Notifications | PRB1732093 | There's a discrepancy in behavior when sending emails to users with turned off email notifications on devices between Service Operations Workspace (SOW) and the native workspace UI16 |
| Email Notifications | PRB1746013 | Email templates are not available for interview records for an HR case |
| Email Notifications | PRB1762409 | When the **Mandatory** field of a notification is checked, users still do not receive the notification |
| Embedded Help | PRB1742478 | The table in Embedded Help does not display properly in Firefox |
| Embedded Help | PRB1748376 | When changing the arguments to /sp in the Service Catalog module, a 400 error is thrown |
| Employee Document Management | PRB1764655 | The **Move attachment** button is not loading topic details in UI16 |
| Employee Experience Framework | PRB1719474 | The path separator of a topic path is missing in Hebrew translations after updating the topic name |
| Employee Service Center | PRB1738643 | Approving Knowledge Articles causes an error, 'Content cannot be associated to the same topic more than once.' |
| Employee Service Center | PRB1728117 | End impersonation does not work as expected on the portal when a user is impersonated from a user with elevated privileges |
| Employee Service Center | PRB1735683 | Knowledge articles favorites are displaying the incorrect version of an article |

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|---|---|---|
| Employee Taxonomy Framework | PRB1731660 | An error occurs when publishing a knowledge article associated with multiple topics |
| Employee Taxonomy Framework | PRB1726526 | The 'Connected Content' display value isn't updated when a Catalog Item name changes |
| Employee Taxonomy Framework | PRB1739682 | Unable to add more than two featured content items after changing the system property taxonomy.content. featured_content_limit to 10 |
| Employee Taxonomy Framework | PRB1755519 | Catalog items with no catalog mapping are not filtered by the taxonomy content configuration |
| Entity View Action Mapper (EVAM) | PRB1747238 | Now-data-row inner content overflows when the container has a padding or margin |
| Event Management | PRB1735920 | A test connection on pull connectors gives an undefined error |
| Event Management | PRB1740996 | Connectors without debug parameters fail and throw an error that 'isDebug' is not defined |
| Event Management | PRB1626676 | If a payload sent is empty or invalid, a request fails on getting events in the Event Management default rest, which API Add logs don't indicate |
| Event Management | PRB1674744 | Event rule regex designer does not support '\' character |
| Event Management | PRB1701487 | Conflict between base instance Subflow 'Create Incident' and base instance business rule 'Sync CI with Affected CIs' |
| Event Management | PRB1712416 | The re-opening of an 'Alert' group (primary alert) doesn't re-open the related incident in a domain separated instance |

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| Event Management | PRB1719307 | An unexpected sys_ui_related_list item is added when users install the Event Management plugin |
| Event Management | PRB1725183 | The 'Priority' tab on the em_alert table displays the priority to be '0' for certain alerts when glide.system.locale is 'nl.NL' |
| Event Management | PRB1732558 | The 'Insights Explorer' page is found empty after selecting the UI action 'Open in Insight Explorer' on certain alert anomalies |
| Event Management | PRB1732824 | The self health alert isn't created for all duplicate hashes |
| Event Management | PRB1733215 | If priority_group is part of the filter, Alert Management Rules (AMR) doesn't process for some alerts |
| Event Management | PRB1735071 | Memory protections are needed in the 'Connected Business Services' impact calculation |
| Event Management | PRB1739212 | Event binding failure for a node with double spaces |
| Event Management | PRB1745041 | The Service Operation Workspace 'Open alerts' list has inefficient conditions |
| Event Management | PRB1768322 | The short description isn't filled during the creation of virtual alerts for tag-based groups |
| Event Rules | PRB1688527 | The old 'Event Rules' form view should be blocked |
| File Signature Normalization | PRB1749282 | The 'Find Normalization Suggestions' job has an extremely long runtime |
| Finance Service Management (Legacy) | PRB1738329 | Base instance UI actions throw an error on domain override on the table 'itfm_budget_task' |

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|---|---|---|
| Financial Management | PRB1743328 | An expense line is not generated for all mapped applications |
| Fixed List Queries | PRB1721024 | Users are unable to create a record on a fixed query list |
| Flow Designer (Family Channel) | PRB1744936 | The Admin cannot deactivate a read-only flow |
| Flow Designer (Family Channel) | PRB1747210 | After upgrading to Washington DC, a new sys_hub_snapshot was not created for the 'Create Catalog Task' action |
| Flow Designer (Family Channel) | PRB1731825 | SetFlowVariables won't increment if its present loop with a timer is set after that flow logic |
| Flow Designer (Family Channel) | PRB1755867 | Saving flow stages is throwing an internal server error |
| Flow Designer (Family Channel) | PRB1713385 | Flow Designer action step icons are removed from sys_attachment after cloning |
| Flow Designer (Family Channel) | PRB1737097 | Error in logs 'com.glide.script.RhinoEcmaError: Cannot read property 'length' from null' |
| Flow Designer (Family Channel) | PRB1729404 | There's a warning for subflow, PAD, and DATA_STREAM_ACTION: 'Flow Element is of unknown category' |
| Flow Designer (Family Channel) | PRB1733023 | Flows don't work for catalog items using an 'if' condition with the user input field |
| Flow Designer (Family Channel) | PRB1738138 | A sys_trigger_runner_mapping record that's updated and combined with a flow deletion or activation isn't collected by an update set |
| Flow Designer (Family Channel) | PRB1738330 | The 'Make Decision' result of order IDs is not displayed with the real values, but rather with a truncated message |

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| Flow Designer (Family Channel) | PRB1750937 | Flows become read-only when feature access is enabled |
| Flow Designer (Family Channel) | PRB1757305 | Errors while trying to use the transform functions of flow designer as a delegated developer |
| Flow Designer (Family Channel) | PRB1757401 | Users are unable to get the flow preview when testing with a Flow Designer role |
| Flow Designer (Family Channel) | PRB1698998 | Exceptions other than ProcessAutomationException are not being handled |
| Flow Designer (Family Channel) | PRB1713552 | The user preference 'showDraftActions' causes an issue and should be removed |
| Flow Designer (Family Channel) | PRB1715010 | Repeat triggers aren't functioning as expected |
| Flow Designer (Family Channel) | PRB1723249 | The plugin 'com.glide.pad.core.runtime' causes excessive 'Process Automation Event Handler' jobs to be recreated |
| Flow Designer (Family Channel) | PRB1727712 | In the flow output, a name isn't auto-populated when users fill in the label |
| Flow Designer (Family Channel) | PRB1731548 | A level value isn't entered when a user tests the flow about MetricBase |
| Flow Designer (Family Channel) | PRB1733976 | In Flow Designer, users are unable to add REST API headers that have a '-' in it |
| Flow Designer (Family Channel) | PRB1734105 | Flow Designer generates warnings when opening |
| Flow Designer (Family Channel) | PRB1736329 | A subflow doesn't display completed steps on a nested 'For each' loop |
| Flow Designer (Family Channel) | PRB1736753 | Ghost (non-commented) GR records are unable pass to subflows |

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|---|---|---|
| Flow Designer (Family Channel) | PRB1742679 | For 'Save As JSON, the 'Submit Catalog Item Request' action with a catalog item with variables goes into the waiting state |
| Flow Designer (Family Channel) | PRB1744954 | Performance degradation in Dynamic Template when selecting a record on a glide list object |
| Flow Designer (Family Channel) | PRB1716852 | The 'Recompile' API uses an outdated snapshot to generate the latest snapshot |
| Flow Engine | PRB1751604 | When creating a change from the playbook 'Playbook for Changes' in CSM Workspace, an error occurs |
| Flow Engine | PRB1725467 | Flow operation view times out due to orphaned sys_flow_report_doc records |
| Flow Engine | PRB1763738 | A 'For-Each' loop under 'Else' terminates prematurely, causing a null point error |
| Flow Engine | PRB1758414 | If the trigger condition's field value is set from another subflow, a flow isn't triggered on the update of a record |
| Flow Engine | PRB1781775 | The FlowCallbackExecutor callback throws a null pointer exception |
| Flow Engine | PRB1747447 | Users observe an issue when async HTTP is called inside a child subflow |
| Form Controller | PRB1731381 | In an issue record page, 'Activity' and 'Setting' sections display as empty |
| Form Controller | PRB1761801 | A page is unresponsive when opening a list that is part of an activity stream in a legacy workspace |
| Form Designer | PRB1719316 | Form Designer can unexpectedly auto-create a label override (sys_documentation) for an extension table when duplicate labels exist |

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|---|---|---|
| Form Templates | PRB1760565 | The 'Undo changes' link on applying a template disappears when a user hovers over it |
| Form Templates | PRB1739995 | Reference Qualifier applies to template_value.reference in Workspace but not in Platform view |
| Form Templates | PRB1740403 | The **Number** field is populated to edit when creating and applying incident templates from the Service Operations Workspace |
| GlideRecord | PRB1714230 | When using dot walk fields, system logs SEVERE *** ERROR *** loadRow failure will be generated |
| GlideRecord | PRB1738303 | Unexpected behavior for **date/time** fields, every update is captured in audit without an old value and the new value is being updated to the same value as before |
| GlideRecord | PRB1732249 | Double escaping occurs and breaks a query when carets and forward slashes are both used |
| GlideRecord | PRB1736736 | GlideRecordSecure.update does not update values when a document ID is dependent on an invalid field |
| GlideRecord | PRB1762359 | GlideRecord get() with an invalid field name returns a record from the target table, even with glide.invalid_query.returns_no_rows enabled |
| Google Maps OOB integration | PRB1733649 | 'Map' pages aren't loading for Google Maps API Version 3.55 |
| GraphQL API | PRB1604366 | The user is unable to set their preference to dark theme for OSP agent (snc_external) |
| GraphQL API | PRB1745262 | AsyncSerialExecutionStrategy doesn't handle throwables correctly |

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| GRC Platform Plugins | PRB1748143 | Adding a related list action doesn't work on a Vancouver instance with new form controller changes |
| Guided Application Creator | PRB1664046 | Issue with '&' character in scope- Example 'Order management for Telecom, Media and Tech' |
| Guided Tours | PRB1748595 | Autolaunch tour doesn't start when the user refreshes the page after the tour is started |
| Guided Tours | PRB1722731 | A guided tour aria-label isn't translated for non-English languages, which causes an issue when using a screen reader |
| Guided Tours | PRB1726992 | Guided Tour steps on the Employee Center header are positioned slightly to the left of the configured location |
| Guided Tours | PRB1729295 | VoiceOver isn't announcing the label for 'Tours' menu items from the primary navigation menu |
| Guided Tours | PRB1737729 | Unable to save settings that the user does not want in the Planning Console Guided Tour |
| Hermes (Family) | PRB1770566 | Revoking IPKI certificates throws a JS error |
| Hermes (Family) | PRB1734239 | In a replication set with fully activated producer and consumer, not all records are replicated and seeding becomes stuck with a stack trace |
| Hermes (Family) | PRB1748050 | Hermes is installed but not configured |
| Hermes (Family) | PRB1755317 | Topic Inspector fails to load consumer group info when 'subscribe by pattern' is used in consumer client |
| Hierarchical Lists | PRB1603968 | Concatenated strings cause grammatical errors in Japanese |

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|---|---|---|
| Horizon Component Library | PRB1663860 | Typing in a long compose text field causes a scroll to the top |
| Horizon Component Library | PRB1733120 | The 'Customer activity' page loads slowly in a workspace |
| Horizon Component Library | PRB1727953 | A workspace page sticks when trying to move from 'Home' to 'List' on the landing page |
| Horizon Component Library | PRB1740271 | Service Operation Workspace navigation icon tabs do not have a visible focus indicator |
| Horizon Component Library | PRB1750876 | The UI Builder 'Date-time' component partially displays data in the system's preferred language, but not in the user's preferred language |
| Horizontal Portal Capabilities for Customer Service | PRB1745441 | Input comments are cleared when adding an attachment in the CSM ticket page |
| Horizontal Portal Capabilities for Customer Service | PRB1765258 | A list name can't be updated properly via the 'My list filters' widget when the data load time exceeds 1000 milliseconds under 'csm_my_lists' page |
| HR Service Delivery | PRB1772519 | After upgrading to Vancouver, COE Security has different behavior |
| HR Service Delivery | PRB1726178 | The selection box for HR PDF templates isn't working when on the 'Mark Signature Blocks' page |
| HR Service Delivery | PRB1726645 | When creating a new Evidence record the **Parent** field is set to 'Empty' and is not auto-populating |
| HR Service Delivery | PRB1734098 | The **rich_description** field destroys the table structure when submitting any item from the portal |

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| HR Service Delivery | PRB1710767 | The dynamic filter 'One of My Assignments' doesn't work with a Granular Delegation |
| HR Service Delivery | PRB1718216 | Playbook's activity order isn't working in Agent Workspace |
| HR Service Delivery | PRB1725924 | An HR Task Description is not populated after marking the HR Checklist task type as Completed |
| HR Service Delivery | PRB1733328 | The sn_hr_core.impersonateCheck property impacts scheduled reports |
| HR Service Delivery | PRB1739141 | The Summary Report UI action is using hardcoded pdfName and cannot overwrite it because ERDocTemplatesUtils is read-only |
| HR Service Delivery | PRB1744663 | Bulk Case Creation is stuck after updating a user segment more than twice |
| HR Service Delivery | PRB1748144 | Images pasted in Rich description of the HR Case during case creation appear as broken images to the user |
| HR Service Delivery | PRB1757704 | The **Topic Detail** and **Topic Category** fields are not auto populating after selecting HR service |
| HR Service Delivery | PRB1702511 | The **rich_description** field is truncated if the '^' sign or '=' sign is added to the field in HR scope |
| HR Service Delivery | PRB1704171 | There's a client-side issue on an HR task 'Form' page when selecting the HR task type |
| HR Service Delivery | PRB1707722 | In the 'Glance' view, the office location isn't updated when sn_hr_core_profile is created |
| HR Service Delivery | PRB1709857 | An error message not translated for the setAbortAction method in the business rule |

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| HR Service Delivery | PRB1714909 | There's an issue with the 'Resubmit Approvals' UI action |
| HR Service Delivery | PRB1722548 | A user with the sn_hr_core.manager role is unable to mark signatures in an HR PDF template |
| HR Service Delivery | PRB1728268 | Archiving HR records is removing the attachments, causing even admin users to not be able to see the attachment on archive HR records |
| HR Service Delivery | PRB1730983 | The **COE** field in HR Agent Workspace is highlighted in red even though it's been populated with a value |
| HR Service Delivery | PRB1734937 | Attachments aren't copied to an HR case from a chat |
| HR Service Delivery | PRB1735207 | Some script includes in Human Resources have a core scope without a caller restriction |
| HR Service Delivery | PRB1736121 | HR Employee Relations (ER) admins aren't able to add or update the **Collaborator** field on an HR ER case |
| HR Service Delivery | PRB1739949 | Employee Relations has broken UI action behaviors |
| HR Service Delivery | PRB1739950 | When creating an employee document in HR Agent Workspace, HR agents are presented all user profiles for a given name rather than just user profiles that have an associated HR profile |
| HR Service Delivery | PRB1739969 | The Employee Relations case table is not auto-populated on the evidence form |
| HR Service Delivery | PRB1741522 | The hr_Utils._cancelRequestedItems API may incorrectly update records with an empty parent |

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| HR Service Delivery | PRB1743184 | Once the attachment is uploaded for some documents, the document owner admin user is not able to view or download the uploaded document |
| HR Service Delivery | PRB1744431 | The 'Before Update' business rule addInfoMessage() appears twice in HR Agent Workspace |
| HR Service Delivery | PRB1744978 | Slowness when trying to open requests in a new tab in the portal |
| HR Service Delivery | PRB1753439 | Internal server error 500 on HR Agent Workspace when the user cannot view the **opened_at** field on HR cases |
| HR Service Delivery | PRB1755082 | Missing translation for error messages |
| HR Service Delivery | PRB1757799 | 'Suspend Reason' displays choices from children tables (other COEs) |
| HR Service Delivery | PRB1759013 | Data policy exception on the close notes field occurring in workspace |
| HR Service Delivery | PRB1781562 | Unable to update the 'interaction.state' ACL |
| HR Service Delivery Case Management | PRB1633415 | HR Case header details don't display or are empty when loaded |
| HR Service Delivery Case Management for Lifecycle Events | PRB1712418 | If it contains a list field with no set value, a response template displays as empty |
| HR Service Delivery Case Management for Lifecycle Events | PRB1732550 | NQ issue in the activity set trigger conditions, causing the conditions to fail |

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| Problem category | Problem | Short description |
|---|---|---|
| HR Service Delivery Case Management for Lifecycle Events | PRB1738109 | Bulk banner and functionality do not work as expected when the Delegation plugin is active |
| HTML Editor | PRB1727046 | If the glide.html.enable _media_sites system property has a line break, then all the HTML fields break |
| HTML Editor | PRB1728095 | The JAWS edit box list displays '{{textarea}} Edit undefined' as an **Edit** field item |
| Identification and Reconciliation API | PRB1761702 | If className and sys_class_name are different for a payload item, IRE should use the className value for both |
| Identity | PRB1722897 | Checking for a user by federated ID when the ID is null results in a large query that returns hundreds of thousands of rows |
| Identity | PRB1739422 | The 'Save' UI action on the form context menu no longer appears when the com.snc.integration.scim2.client plugin is installed |
| Identity | PRB1744985 | A time-limited user role assignment should be restricted for licensing compliance |
| Inbound Email Actions | PRB1720030 | The inbound actions 'Update Incident' and 'Update Incident (BP)' use the ITIL role instead of the ITSM/CMDB fine-grained roles |
| Incident Communications Management | PRB1751178 | Errors in logs for using 'instanceof' for ConferenceParticipantsTCM0 |
| Incident Communications Management | PRB1744121 | The **Compose** button isn't working on an incident communication task and workbench |
| Incident Management | PRB1670366 | 'Show other active tasks' and 'UI Macro Right click to open menu' are non-functional on an incident form |

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|---|---|---|
| Incident Management | PRB1775234 | Post-Washington DC upgrade, the **Proposed By** field isn't populated on major incidents |
| Innovation Management | PRB1692413 | The 'Idea' portal's search field doesn't have sufficient contrast against the background color |
| Install Base Management | PRB1764835 | When the Install Base plugin is not installed and Customer service plugin is installed, there is an error Unknown field install_base in table sn_customerservice_case |
| Install Base Management | PRB1731646 | A field referencing the sn_install_ base_sold_product table is slow to load due to the 'SoldProductFilter' script include |
| Install Base Management | PRB1746144 | 'isLoggedinUserValidConsumer' in the script include 'SoldProductAndInstallBaseFilterSNC' causes a significant volume of errors |
| Instance Data Replication (IDR) | PRB1679559 | IDR Diagnostics indicates malfunction when legacy components are working |
| Instance Data Replication (IDR) | PRB1684566 | IDR Replication is working properly, but IDR Diagnostics shows a malfunction in Root Chain Management |
| Instance Data Replication (IDR) | PRB1736093 | The **Track in Update Set** button doesn't add transformations to the update set |
| Instance Data Replication (IDR) | PRB1684672 | Replication sets are not easily recreated |
| Instance Data Replication (IDR) | PRB1721515 | In Instance Data Replication (IDR), reevaluate the replication of sys_ fields and 'Preserve Modified By' |
| Instance Data Replication (IDR) | PRB1725366 | There's a StackOverflowError initializing ScopedReplicationEntryInspector (IDRReplicationEntryInspector) |

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| Instance Data Replication (IDR) | PRB1745789 | Instance Data Replication (IDR) Record Transformer must be clear when it's in a draft state |
| Instance Data Replication (IDR) | PRB1754363 | Users are unable to add a filter to a partial seeding request with only the idr_admin role |
| Instance Scan | PRB1733963 | The **Run As** field shouldn't be present on Instance Scan 'Schedule' forms |
| Integration Authentication | PRB1742161 | A download request fails due to a possible credential error |
| Integration Authentication | PRB1766086 | The history policy rule isn't visible on the 'login_cpw' page in case of an advanced password policy |
| Integration Hub | PRB1681003 | The user observes an error due to MID-to-instance communication overload |
| Integration Hub | PRB1710047 | A REST step is appending charset=UTF-8 to the content type |
| Integration Hub | PRB1668651 | Retry Policies for Connection Timeout don't work over HTTPS |
| Integration Hub | PRB1690294 | Usages are being created with the Artifact Name = 'Unknown' |
| Integration Hub | PRB1720896 | JDBC connection throws the error 'Invalid connection parameter name allowLocalInfile' for DataBricks source |
| Integration Hub | PRB1730794 | The PowerShellUtils class throws a parsing error with strings containing a backslash |
| Integration Hub | PRB1682415 | The family plugin com.glide.hub .integrations.professional depends on a store application |
| Integration Hub | PRB1736348 | Mid plan saving can cause double gzipping |

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| Integration Hub | PRB1740218 | IntegrationHubStatsCollector can't be turned off |
| Integration Hub | PRB1744483 | The REST step 'Save As Attachment' is not working as expected |
| Integration Hub | PRB1757262 | Flow Designer fails with the error 'Size of the rows retrieved exceeded maximum payload' in the JDBC step |
| Integration Hub | PRB1764212 | Not able to fetch operation for specs that contain 'anyof' and 'Oneof' |
| Integration Hub - Import | PRB1710992 | The script to clean orphan rows from sys_import_set_row doesn't work for the generic version of the cleaner |
| Integration Hub Stream Connect | PRB1740633 | Partition groups get stuck with a 'LOCKED' owner |
| Interactive Filters | PRB1728220 | Choice list interactive filter widget controls have insufficient accessible names and the associated input has no visible label |
| Interactive Filters | PRB1728601 | A non-admin user isn't able to save the element of a breakdown source on a legacy dashboard |
| Interactive Filters | PRB1730182 | Choices defined for inherited choice fields don't display in Platform Analytics' dashboard filters |
| Internationalization Features | PRB1618316 | **day_of_week** field type options are no longer translated and required sys_translation records are no longer loaded on plugin activation |
| Journal Field Types | PRB1716022 | setJournalEntry isn't working correctly and displays the logged in user's name in the activity stream when a work note is updated from a background script |

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| JVM at Scale | PRB1734899 | There's significant memory consumed in a table descriptor cache from an online table alter |
| Key Management Framework (KMF) | PRB1716042 | Adhoc Key Exchange is successful with the incorrect status 'Error on Local Instance' on target |
| Key Management Framework (KMF) | PRB1735756 | Diagnostics indicate a certificate may not be valid or doesn't exist |
| Key Management Framework (KMF) | PRB1737448 | Business rule shows sys_updated_on in the year 2025, when the current year is 2024 |
| Key Management Framework (KMF) | PRB1692981 | Modules that have multiple active keys need to be deactivated |
| Knowledge Article Templates | PRB1762185 | The exact match shows the sys ID of the record as the title for the kb_template_how_to record (Zing search) |
| Knowledge Management | PRB1711281 | Changes to ts_query_kb acl after Vancouver |
| Knowledge Management | PRB1712553 | The UI page kb_translation_ language_picker doesn't show more than 14 languages |
| Knowledge Management | PRB1742967 | ViewAs articles are skipped as the manager doesn't have access |
| Knowledge Management | PRB1474932 | HTML field (tinyMCE) margin / border / padding / styling is not applied on the View article and / or the Service Portal KB view page |
| Knowledge Management | PRB1695323 | Issue with KB article which does not show bold text when published |
| Knowledge Management | PRB1719166 | User criteria isn't working as expected |

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| Knowledge Management | PRB1732162 | There's a 'File parsing error' message when importing document files with tables |
| Knowledge Management | PRB1749371 | Issues with enabling 'I18N: Knowledge Management Internationalization Plugin v2' |
| Knowledge Management | PRB1756423 | Knowledge feedback worknotes (kb_feedback) are not allowed for a knowledge_manager role when write access is allowed |
| Knowledge Management | PRB1711960 | If the text size is the same as the default font size, then no font size is applied to the text |
| Knowledge Management | PRB1715178 | When performing user diagnostic criteria in a domain-separation enabled instance, an impersonation causes the last login time to be updated |
| Knowledge Management | PRB1715184 | In knowledge keywords, the **New** button is missing |
| Knowledge Management | PRB1717344 | When the glide.ITIL.assign. number.on.insert property is set to true and an article is created in the Word add-in, the article is in a 'Draft' state |
| Knowledge Management | PRB1718153 | The text 'Most Viewed' and 'Most Useful' are defined as heading level 3 (h3) in the main content area |
| Knowledge Management | PRB1725593 | The 'Knowledge Field Facet' widget doesn't work as expected |
| Knowledge Management | PRB1731351 | There's a performance issue with the Knowledge API with 100 articles per batch |
| Knowledge Management | PRB1732303 | In Manager Hub, searching as an employee isn't displaying the expected results/ knowledge article |

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| Knowledge Management | PRB1738540 | Console errors are displayed when a user selects the comments box in a Knowledge Base page |
| Knowledge Management | PRB1742810 | Confusing handling of the comment toolbar |
| Knowledge Management | PRB1745009 | The 'Most Useful' and 'Most Viewed' Service Portal widgets show KB articles from other knowledge bases |
| Knowledge Management | PRB1753662 | Knowledge articles do not show the reference in the Virtual Agent |
| Knowledge Management | PRB1767594 | Users are unable to set the default sort order on the 'Knowledge Result Sort' widget |
| Knowledge Management | PRB1771819 | Knowledge clustering solutions are erroring out |
| Language and Translations | PRB1615848 | There are bugs in the Finnish translation after the Tokyo upgrade |
| Language and Translations | PRB1730863 | Portfolio Planning's workspace's **Currency** field abbreviation isn't working in non-English languages |
| Language and Translations | PRB1739340 | The Japanese translation for 'second' is incorrect |
| Language and Translations | PRB1759621 | The Japanese translation for 'on' is incorrect in the condition builder |
| Language and Translations | PRB1728997 | sys_choice of priority field has different separators |
| Language and Translations | PRB1657482 | Incorrect Japanese translation of 'Purchased' in the sys_documentation table |
| Language and Translations | PRB1727009 | The translation for the word 'Cancel' in French Canada (FQ) language has been changed from 'annuler' in Utah to 'interrompre' in Vancouver |

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| Language and Translations | PRB1747254 | The French translation of label text is incorrect for the sys_choice record for the change_task record state field value 1 |
| Language and Translations | PRB1675927 | The Dutch Translation for the **Short Description** field label is incorrect/ truncated since Tokyo |
| Language and Translations | PRB1682554 | The Japanese translation of Table='alm_asset' and Element='sys_created_on' in sys_documentation table is incorrect after installing the com.sn_samp_master plugin |
| Language and Translations | PRB1693537 | The German translation of 'Subject Person' is wrong and different from the rest of the platform when added to the 'At a glance' section of HR Agent Workspace |
| Language and Translations | PRB1701662 | Incorrect French Walk-Up Experience translation for the key 'calendar_day_wednesday_2char' |
| Language and Translations | PRB1701786 | The Spanish translation of state field is incorrect |
| Language and Translations | PRB1709514 | A date translation is incorrect |
| Language and Translations | PRB1731619 | The info message on a UI action isn't translated |
| Language and Translations | PRB1731846 | When using the Dutch language, there's a typo in Employee Center |
| Language and Translations | PRB1740163 | The German translation for 'users' is incorrectly set to 'gruppen' instead of 'benutzer' in the navigator under 'Benutzeradministration,' 'System Security,' and 'Organization' in Vancouver |
| Language and Translations | PRB1752932 | The Japanese translation of 'view' is incorrect |

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| Language and Translations | PRB1769645 | Japanese translation of Key='new tab {0}' in sys_ui_message table displays in French |
| LDAP integration | PRB1732031 | LDAP Listener doesn't transform the changes when multiple organizational unit definitions share the same relative distinguished name under the same LDAP server for the same target table |
| Legacy Agent Workspace | PRB1512256 | The **glide_list** field with choices and an empty reference table is not working |
| Legacy Agent Workspace | PRB1757927 | Email pages only display the value instead of displayValue for created_on information |
| Legacy Agent Workspace | PRB1686676 | A Related List record always shows 20 when the system property 'glide.ui.fetch.list.record .count.asynchronously' is set to true |
| Legacy Agent Workspace | PRB1740656 | User observes a 'Loading last reply...' while viewing an email in the activity stream |
| Legacy Agent Workspace | PRB1689053 | Form graphql request provides the incorrect value for **datetime** fields |
| Legacy Agent Workspace | PRB1719776 | A field isn't expanding all the way in a workspace |
| Legacy Agent Workspace | PRB1736226 | In Agent Workspace, the activity stream displays backend names instead of label names for custom fields |
| Legacy Agent Workspace | PRB1737483 | In Service Operations Workspace, email addresses added to the watch list when a non-email user is already on the list are updated to the previous user's name |
| Legacy Agent Workspace | PRB1739512 | The subject in the email client template truncates a space after using ',' |
| Legacy Agent Workspace | PRB1756344 | Text within multiline fields appears behind section headers in workspaces |

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| Legacy Agent Workspace | PRB1769340 | ServiceNow keyboard shortcuts are interfering with browser shortcuts in Washington DC in the Norwegian language |
| Legacy Workflow | PRB1736438 | Checking the workflow property updates sys_updated_xxx fields |
| License Usage | PRB1725703 | After upgrading to Vancouver, the Software Asset Management (SAM) Pro 'Software model' page (i) doesn't open |
| License Usage | PRB1717748 | In Software Asset Workspace, the 'Top 5 publishers true-up cost' widget locks the filter on the 'Publishers' view on the 'License usage' tab |
| Lifecycle Events | PRB1731097 | Skipped activity sets are cancelled when closing LE case |
| Lifecycle Events | PRB1726402 | An 'Employee' form isn't completed when the form is created in the Lifecycle Enterprise scope, even if it says it's been submitted |
| List Administration | PRB1737130 | Grouping by the 'Tags' column isn't working on the sc_req_item table |
| List Administration | PRB1771202 | 'Put line breaks in lists' is broken in the Washington DC release |
| List Administration | PRB1778664 | In a workspace list, an error is thrown even though there's no issue: 'rows removed from this list by security constraints' |
| List Administration | PRB1686235 | Pagination in a form can be broken for database view |
| List Administration | PRB1713911 | When the **DateTime** field is set as display = true, it doesn't reflect the user's time zone |
| List Administration | PRB1717255 | The **View All** button isn't displaying in Platform Analytics Workspace's dashboard |

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|---|---|---|
| List Administration | PRB1718119 | The Workspace 'OR all of these conditions must be met' condition in sys_ux_my_list causes the 'Show All' function to break after sorting the list |
| List Administration | PRB1722284 | Users are unable to hide the list actions using the 'Hide List Action' check box |
| List Administration | PRB1732838 | When selecting records across all pages, NRLC and 'Presentation List' display 0 records |
| List Administration | PRB1735047 | The filter icon shows '1' when there is no filter defined |
| List Administration | PRB1735472 | A related list doesn't function when the 'Applies To' table in the relationship record is in a database view |
| List Administration | PRB1661521 | A keyboard's focus moves outside the filter dialog when using the tab and shift-tab keys |
| List Administration | PRB1672117 | The screen reader (NVDA) doesn't announce the state as 'Expanded/ Collapsed' after invoking the column headers more options list |
| List Administration | PRB1685955 | During reordering of 'My Lists', the 'Lists' section displays as empty after selection |
| List Administration | PRB1710753 | Choices on a filter in a new added related list 'User Incidents' are not fully shown in the first loading |
| List Administration | PRB1716453 | The selection indicator of a selected pagination link doesn't meet the required contrast ratio |
| List Administration | PRB1723111 | A screen reader isn't announcing the table's information after applying a filter on the table |

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| List Administration | PRB1726472 | The URL is changed when the **Refresh list** button is selected in the list from Agent Workspace, and the list isn't displaying |
| List Administration | PRB1731560 | When performing **Workspace Lists** > **Filter** > **Restore Defaults**, the focus doesn't return to the **Filter** button |
| List Administration | PRB1732648 | Characters are missing when list editing the **Tags** field in a configurable workspace |
| List Administration | PRB1732961 | The 'List' view in a workspace isn't displaying correct content |
| List Administration | PRB1733901 | Navigate to/search a query on a **Number** field unexpectedly does a 'greater than' query after rollover when a new digit is needed |
| List Administration | PRB1735866 | Pagination for grouped lists in Workspace does not work correctly |
| List Administration | PRB1736123 | When list editing a reference field from a workspace/Software Operations Workspace (SOW), the pop-up modal is closed unexpectedly after applying a filter |
| List Administration | PRB1736837 | In workspace, when a dictionary record is inactive and has a **Dependent on** field, this field still shows in the in-line list edit |
| List Administration | PRB1743222 | Screen reader users aren't given any confirmation when a user selects a menu item form from the filter menu |
| List Administration | PRB1750095 | In a configurable workspace, when a choice field is added in the child table, the filter on the field of the list view does not show the choice field values |
| List Administration | PRB1751256 | When using 'Group by' with the UI in Hebrew, the names are aligned to the left and the arrows to the right |

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| List Administration | PRB1751324 | The 'Select All' check-box is not translated when using screen readers |
| List Administration | PRB1752118 | List layouts in sub-domains do not inherit the list layout from parent domains and create entries in the sys_ui_list table when opening a report |
| List Administration | PRB1767453 | The 'Group by' tags list view count is not accurate |
| List Administration | PRB1783350 | In Service Operations Workspace, header info isn't announced for the **Cell Filter** button when navigating in a list |
| List Administration | PRB1735539 | The presentation list Highlighted Value field and Tag field are not updated after inline editing needs a refresh |
| List Editor | PRB1719428 | Selecting a reference value on a list of drafts doesn't redirect the user and leads to an error |
| List Editor | PRB1720036 | The keyboard focus isn't staying on the pagination buttons after invoking them |
| List Filters | PRB1731003 | In List view in case of multiple filters applied, the calendar moves from its correct placement to a blank space and the filter button disappears |
| List Filters | PRB1716029 | The translation of dynamic filters in a configurable workspace isn't working |
| List Filters | PRB1730190 | **List - Close Filter** buttons don't specify which filter is cleared |
| Live Feed | PRB1655252 | An @-mention causes a user to switch domains |
| Localization Framework | PRB1750438 | Auto-translate and auto-publish does not work as expected in the XTM Translation spoke |

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| Localization Framework | PRB1755925 | Virtual Agent topics are not translated, even though the topic translation is present within the sys_translated_text table |
| Machine Learning APIs | PRB1763422 | One of the machine learning definitions 'Change Risk' solutions gives the error 'Error while training solution' when it is trained in upgraded environments |
| Major Incident Management | PRB1717798 | The script include 'MIMListActionsUtil' uses the ITIL role instead of the ITSM/CMDB fine-grained roles or using a combined condition |
| Major Incident Management | PRB1720379 | The object UI page 'workbench' uses the ITIL role instead of the ITSM/CMDB fine-grained roles or using a combined condition |
| Major Incident Management | PRB1726280 | Major Incident Workbench communication's required field '*' displays as grey instead of red |
| Major Incident Management | PRB1745580 | The 'getMIMWorkbenchUrl' email script redirects to the old workbench |
| Major Incident Management | PRB1768365 | **Post-incident Report (PIR)** fields aren't behaving properly when the 'Before Insert' business rule is applied on an incident table |
| Managed Documents | PRB1774735 | Focus isn't working as expected on dialog boxes in managed documents |
| Memory: Heap Space | PRB1751913 | PDF generation causes memory issues on multiple nodes of the instance |
| Metric Intelligence (Family) | PRB1742956 | On the 'Metrics view' configuration table, there's a business rule that prevents editing when there's no active series for those metric types |
| Metric Intelligence (Family) | PRB1728798 | In the 'Metrics' view configuration, users can't choose the CI type |

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| Metrics | PRB1712256 | The job 'Metric update events process' triggers the query with a hash that performs UNION ALL on all sys_audit shards |
| Microsoft Reconciliation | PRB1715614 | Allocated devices with non-licensable installs shouldn't cause StackOverflow exceptions |
| Microsoft Reconciliation | PRB1728883 | A product result for an install isn't stamped |
| MID Server | PRB1710037 | If the MID Server gives up waiting for the Upgrade process to start, but it does eventually start, binaries are deleted and the MID Server stays down |
| MID Server | PRB1759604 | ECCSender gets stuck in a loop sending size 0 files |
| MID Server | PRB1730670 | The error level of the message for an App Engine Studio (AES) failed decrypt should be lowered |
| MID Server | PRB1729573 | MID clears out encryption keys early during the shutdown process while probes are still running |
| MID Server | PRB1732428 | MID disconnects agents on a null pointer exception |
| MID Server | PRB1717409 | Discovery with Cyberark integration doesn't work when Amazon Web Services' (AWS) access key ID and password rotates |
| MID Server | PRB1725231 | MID server's TrustStore migration fails when the same certificate had been added twice, causing integration outages |
| MID Server | PRB1746470 | The Online Certificate Status Protocol (OCSP) revocation check is failed on endpoints, even after adding complete certificates in trust store/cacerts |

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| MID Server | PRB1757421 | If a file is locked in the first attempt and released in the next, backup can't be executed |
| MID Server | PRB1707413 | There are two parameters related to ACC-F on MID that require a restart in case of update |
| MID Server | PRB1710122 | AWS Credentialless discovery fails with the Pattern plugin v1.8 |
| MID Server | PRB1715027 | Updating the config.xml for CyberArk produces a red bar message since Utah |
| MID Server | PRB1728569 | MID server restarts during discoveries when 'mTLS' is configured |
| MID Server | PRB1743685 | There's a failure during key exchange, as SNCSSH doesn't support ED25519 |
| MID Server | PRB1749975 | Unable to install a MID Server using a group Managed Service Account (gMSA) with Windows installer |
| MID Server | PRB1750910 | Uploading two MID Server JAR Files with the same name causes an endless loop of file deletion and replacement, resulting in all MID Servers going offline on Windows |
| MID Server | PRB1757228 | In the MID Server, records are generated without a MID Server assigned |
| MID Server | PRB1758560 | Containerized MID Server does not come back up after being re-instantiated by Kubernetes |
| Mobile Platform | PRB1693840 | A parameterized screen with an input of type reference does not load the reference list |
| Mobile Platform | PRB1717693 | The 'Unassigned Incidents' list applet isn't loading in the Agent Mobile app |

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| Mobile Platform | PRB1728314 | In the 'Questionnaires' survey, the boolean type variable isn't working in Mobile |
| Mobile Platform | PRB1736727 | Mobile Agent app displays only the notifications and the 'Settings' tab if a custom value is set in the glide.sys.default.tz property |
| Mobile Platform | PRB1763577 | For mobile publishing, assetlinks.json files for ServiceNow instances should be supported |
| Mobile Platform | PRB1640755 | Filtering list screen records in offline mode doesn't find all relevant records |
| Mobile Platform | PRB1673307 | Improve screen dependency to add necessary input variable param map only |
| Mobile Platform | PRB1711983 | The 'Mobile Colors Default' UX style is created in the global scope and is thus editable |
| Mobile Platform | PRB1714394 | There's a walk-up appointment error when changing a slot on the Now Mobile app |
| Mobile Platform | PRB1716091 | An empty page ID occurs when the input form screen's 'Advanced' is off because each input is passed as its own page/ section without adding the ID to the page |
| Mobile Platform | PRB1721387 | An input form screen's list displays choices from child tables instead of just the records table, which is different from the platform's behavior |
| Mobile Platform | PRB1721417 | Users are unable to edit in the script editor on the sys_sg_write_ back_action_step table |
| Mobile Platform | PRB1733689 | A misconfigured sys_sg_screen_field causes the mobile app to not load |

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| Problem category | Problem | Short description |
|---|---|---|
| Mobile Platform | PRB1734915 | The 'SG Media' section text is truncated when its more than 255 characters due to the sys_translated character limit |
| Mobile Platform | PRB1737086 | Offline mode does not work on the Agent app due to misconfiguration of the **sys_sg_input** field, leading to a null pointer exception and inability to configure the offline payload |
| Mobile Platform | PRB1739817 | The GPS coordinates variable is always empty when used in a Mobile UI rule condition |
| Mobile Platform | PRB1739867 | The user can't flag a Knowledge Base article when on an iOS browser |
| Mobile Platform | PRB1742032 | The Mobile calendar shows the day of the PTO start date on the day before for both iOS and Android |
| Mobile Platform | PRB1742243 | For a reference field, the 'starts with' condition does not work as expected |
| Mobile Platform | PRB1744438 | Using the 'Image in Icon' section for an applet makes it appear distorted, even using the base instance recommended dimensions |
| Mobile Platform | PRB1747793 | The item list for a scripted data item or declarative data item with a parameter is not ordered |
| Mobile Platform | PRB1762289 | Mobile client script 'genAIUtils.ts' causes a mobile UI rules failure |
| Mobile Platform | PRB1774419 | There's a problem with the autofill multi-select input parameter |
| Multi-factor Authentication (MFA) | PRB1734747 | Users are unable to log in using FIDO when the multi-factor authentication 'Remember browser' feature is turned off |

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| Problem category | Problem | Short description |
|---|---|---|
| Multi-factor Authentication (MFA) | PRB1740829 | The 'Continue' button shown in / validate_multifactor_ auth_code.do is not translated |
| Multi-factor Authentication (MFA) | PRB1753034 | Authentication Bypass in Multi-factor Authentication (MFA) |
| Multi-factor Authentication (MFA) | PRB1755019 | When logging in again after a timeout occurs, the system redirects to the MFA setup page '/multi_factor_ auth_setup_page.do' |
| Next Experience Center Pill | PRB1731562 | The buttons from the 'Remove favorite' modal don't have accessible names |
| Next Experience History Menu | PRB1743762 | When navigating to the 'History' tab and opening it, all elements in the list are read out with all information as part of the element's name when using assistive technologies like JAWS |
| Next Experience Landing Page | PRB1744537 | Upon landing on '/now/nav/ui/home', all section headings except the main heading 'Review your work' are implemented as <h3>, although some of them are nested both visually and semantically |
| Next Experience UI16 Theming | PRB1743437 | In the de-duplication task remediation action window, the **Next** button does not honor Next Experience styling |
| Next Experience UI16 Theming | PRB1751904 | Journal list fields are not styled properly in the Next Experience UI |
| Next Experience Unified Navigation | PRB1720035 | The 'Cancel' pop-up isn't visible for long-running transactions |
| Next Experience Unified Navigation | PRB1755359 | Application Pill does not show the complete table name in a Washington DC release even when the screen is zoomed out |

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| Next Experience Unified Navigation | PRB1706807 | A customized company logo is not reflected on the Identity Center page when using UI16 |
| Next Experience Unified Navigation | PRB1743909 | There's a trailing space in sys_app_module records that cause a 500 error on Next Experience |
| Next Experience Unified Navigation | PRB1629109 | The global search results page is not language translated when using Next Experience |
| Next Experience Unified Navigation | PRB1712674 | Next Experience UI with 'Always show top navigation' on has an issue with custom URLs |
| Next Experience Unified Navigation | PRB1754311 | The 'No records to display' image is missing on Washington instances |
| Next Experience Unified Navigation | PRB1597183 | An unexpected module remains highlighted in the navigator after selecting |
| Next Experience Unified Navigation | PRB1709822 | Next Experience Dark theme causes the **Activities (filtered)** field text to be unreadable when the property 'glide.ui16.live_forms.enabled' is set to 'false' |
| Next Experience Unified Navigation | PRB1723742 | In Next Experience UI, the recipient field highlight is missing in the Vancouver release |
| Next Experience Unified Navigation | PRB1728207 | The Next Experience landing page load spams the system logs with an error |
| Next Experience Unified Navigation | PRB1740454 | Selecting the **Back** button from the search screen that reads 'Service operations Workspace' creates a new interaction or incident |
| Next Experience Unified Navigation | PRB1752326 | When 'te%t' entered into the Global search from Platform the relevant results returned, but selecting 'Go to list view' shows a blank page |

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|---|---|---|
| Next Experience Unified Navigation | PRB1754198 | After impersonating any user and hovering on the user's icon, there's no tooltip that displays the complete user name |
| Next Experience Unified Navigation | PRB1630109 | Remove the 'Configure Page' option from user's profile menu pop-up |
| Next Experience Unified Navigation | PRB1671182 | A user with the role 'sn_cmp.cloud_root_admin' is able to configure a business rule even with errors displayed on top of records |
| Next Experience Unified Navigation | PRB1709513 | The glide.ui.polaris. login.logo.height isn't working for the percentage value |
| Next Experience Unified Navigation | PRB1709841 | Editing multiple records in a list does not highlight the selected cells when using List v3 on Vancouver |
| Next Experience Unified Navigation | PRB1715543 | List markup in the header section is missing contents that are present in the navigation bar, such as 'All', 'Favorites', 'History', and so on |
| Next Experience Unified Navigation | PRB1715894 | In the top navigation, a separator is announced by the screen reader |
| Next Experience Unified Navigation | PRB1718433 | NVDA isn't announcing the header of the modal that appears after invoking the **Open Preview** button |
| Next Experience Unified Navigation | PRB1722728 | Notifications can be from different sources, but the same target is de-duped |
| Next Experience Unified Navigation | PRB1727925 | When using Next Experience, the context picker 'Globe' icon in the header isn't visible for a non-admin user with multiple encryption module access |
| Next Experience Unified Navigation | PRB1729720 | The URL parameter sysparm_notification is causing the system to open a new tab with the 'Notification preferences' page |

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|---|---|---|
| Next Experience Unified Navigation | PRB1732569 | If AI Search is enabled and the user lacks visibility to the 'Workspaces' menu, search contexts are missing |
| Next Experience Unified Navigation | PRB1736838 | The Next Experience domain picker search does not work as expected |
| Next Experience Unified Navigation | PRB1743329 | The 'Landing page approvals' widget displays the opened_by value instead of the requested_for value of the requested item |
| Next Experience Unified Navigation | PRB1743781 | Notification of the currently selected update set is not visible in an instance with the Next Experience UI enabled |
| Next Experience Unified Navigation | PRB1749880 | A workspace without the globalSearchDataConfigId sys_ux_page_property defined defaults to the original Unified Navigation configuration |
| Next Experience Unified Navigation | PRB1757088 | The cursor loses focus within the user notification preferences 'Add/Edit Schedule' when using the 'contains' condition |
| Next Experience Unified Navigation | PRB1758972 | The **Currency** field borders are cut off when they are made read-only via the client side |
| Next Experience Unified Navigation | PRB1761432 | In Next Experience, the list of domains is not populated in the domain picker |
| Next Experience Unified Navigation | PRB1762435 | Links to ServiceNow records direct to a blank record |
| Next Experience Unified Navigation | PRB1763207 | 'All', 'Favorites', and 'History' shouldn't utilize 'WAI-ARIA Live Region' |
| Next Experience Unified Navigation | PRB1768410 | Service Operations Workspace (SOW) tabs are less descriptive in Washington, with the workspace name missing |

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| Next Experience Unified Navigation | PRB1779558 | A domain with children whose entire hierarchy is turned off still appears in the domain picker |
| Normalization Data Services | PRB1714526 | The 'Make Canonical Company' business rule's default logging is excessive, fragmented, and not useful, except when debugging |
| Notification Preferences | PRB1723984 | My Notification Preferences opens a blank page |
| Notification Preferences | PRB1757886 | Issue when trying to send a push notification to users whose Firebase token has expired |
| Notification Preferences | PRB1721741 | In the advanced preferences of 'Notification Preferences', the translations of the categories aren't working |
| Notification Preferences | PRB1725599 | After logging into an instance, users receive a 'Bad Request 400' when attempting to access 'Notifications' under the 'Preferences' UI action |
| Notification Preferences | PRB1727713 | Mobile number validation isn't available on the 'Notification Preferences' component, which was previously possible in UI16 |
| Notification Preferences | PRB1730698 | Translated notification creation intermittently stops |
| Notification Preferences | PRB1731196 | Notification preference filters aren't honored after saving the form |
| Notification Preferences | PRB1747621 | The digest version of notifications will contain a watermark pointing to a specific record, but not always the watermark the digest email relates to |
| Notification Preferences | PRB1752158 | Users observe a 400 error in the Next Experience UI when trying to toggle notification preferences in French |

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| Notification Preferences | PRB1762798 | Users aren't able to toggle off SMS devices if the notification doesn't have an SMS alternate |
| Notify integration with Twilio Direct | PRB1738058 | The default created messaging service that is registered as a campaign by users is deleted on disconnect |
| Notify integration with Twilio Direct | PRB1768557 | A number already added to 'MSG Service' at Twilio isn't added on the ServiceNow side |
| Now Code Editor | PRB1715803 | A code editor doesn't display correct suggestions on an initial load |
| Now Experience Framework | PRB1738082 | The input field for the Field List field type does not respond or update in the Configurable Workspace UI |
| NowMQ | PRB1759010 | There is a redistribution of events to other nodes when one node is full |
| ServiceNow AI Platform Security | PRB1484329 | Loading a form with the roles field takes a very long time due to the many sys_user_roles on the instance |
| Now User Experience | PRB1712249 | An error message is not translated to the selected language |
| Now User Experience | PRB1725963 | When using UI16, the vertical scroll bar doesn't appear on the filter criteria section |
| Now User Experience | PRB1739774 | Headers in high contrast mode in Windows do not have a black background |
| Now User Experience | PRB1745233 | The 'Create Favorites' bookmark for KB articles works differently after turning on the Next Experience UI |
| Now User Experience | PRB1750313 | The race condition in PageTimingProcessor should not generate a 'SEVERE ***ERROR***' message in the log |

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| Now User Experience | PRB1753893 | The UI16 Magellan Navigator 'Favorites' list has nested interactive elements that are not read by screen readers |
| Now User Experience | PRB1769604 | com.glide.script. RhinoEcmaError exception in the 'Update multiple experience flag' business rule on the sys_properties table |
| On-Call Scheduling | PRB1747212 | The on-call workflow is intermittently cancelled at the Timer activity without any error |
| On-Call Scheduling | PRB1729558 | The canRead check on a table throws an error from a non-global scope |
| On-Call Scheduling | PRB1737415 | Records in table on_call_escalations are not updated accurately |
| On-Call Scheduling | PRB1712083 | The daily data job collection of 'Escalations' generates errors due to scripted breakdown mappings when processing non-task sources |
| On-Call Scheduling | PRB1728370 | The 'On-call Create/Edit Schedule' (wizard) page isn't rendering properly |
| On-Call Scheduling | PRB1749524 | Remove usage of notify.getPhoneNumbers() for every SMS request |
| On-Call Scheduling | PRB1712151 | The 'On-call' module isn't able to provide coverage for a shift on 11/5/23, when daylight savings happens |
| On-Call Scheduling | PRB1724115 | If a user presses '1' before the input prompt, input isn't captured for an assignment |
| On-Call Scheduling | PRB1725818 | Escalation acknowledgments fail via SMS |
| On-Call Scheduling | PRB1725934 | A client script displays an error on trigger rules |

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|---|---|---|
| On-Call Scheduling | PRB1729096 | Updating an escalation set to 'default' is failing |
| On-Call Scheduling | PRB1732504 | In On-Call Scheduling, the whole team primary escalation step does not work as expected with a single primary shift gap |
| On-Call Scheduling | PRB1735689 | There are on-call scheduling gaps but they display as covered in a roster |
| On-Call Scheduling | PRB1736907 | User on-call notification preferences that are created in a different domain are not honored during on-call escalation |
| On-Call Scheduling | PRB1744098 | Schedule reports show the start and end times incorrectly and show previously selected groups |
| On-Call Scheduling | PRB1765309 | User on-call preferences aren't honored as expected 30 minutes before the end time for the Asia/Kuala_Lumpur timezone |
| On-Call Scheduling | PRB1773982 | Users with rota_admin/rota_manager can't view an inactive user, so they can't use the 'Remove member' feature as documented |
| Oracle Reconciliation | PRB1759697 | Recon fails if an entitlement has active maintenance set as true |
| Orchestration | PRB1760522 | The JDBC probe doesn't work from Orchestration |
| Orchestration | PRB1718427 | The MID server property mid.property.jms.command .allowed_factory_names contains a misspelt value: 'topicConnectionFactry' |
| Outbound REST Web Service | PRB1698360 | The platform logs an incorrect message for an outbound connection when an OCSP check fails |
| Password Reset | PRB1727878 | If users enter an invalid user, Virtual Agent conversations with 'Unlock Account' or |

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| --- | --- | --- |
| | | 'Reset Password' template topics become stuck |
| Password Reset | PRB1728532 | On the 'Password Reset Overview' page, under 'Password Reset - Failed Verifications (last 7 days)' it only displays 'No data to display' |
| Password Reset | PRB1734426 | Password rules hints aren't displayed on the 'Reset Password' page when a password rule hint field is empty on the cred store |
| Performance Analytics | PRB1754203 | Migrated Report data visualizations do not migrate the 'Created by' info to the Owner |
| Performance Analytics | PRB1732426 | The com.snc.pa.dc.max_records property is overridden while collecting snapshots |
| Performance Analytics | PRB1493147 | X-Axis labels are not displayed with Week Number when a TimeSeries widget is applied with multiple breakdown elements |
| Performance Analytics | PRB1739870 | Issues with Platform Analytics Migration after Washington DC Upgrade |
| Performance Analytics | PRB1760487 | Performance Analytics (PA) score migration causes pa_snapshots to contain an odd subset of records |
| Performance Analytics | PRB1716114 | Performance Analytics and Reporting (PAR) dashboards are visible outside of a domain scope |
| Performance Analytics | PRB1759358 | The homepage deprecation tool API ignores homepages without a view |
| Performance Analytics | PRB1715188 | The dictionary's default value in the **Color** field in pa_dashboard isn't removed as expected on upgrade instances |
| Performance Analytics | PRB1721739 | In Performance Analytics, 'Admin console' dashboard tab records aren't loading |

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|---|---|---|
| Performance Analytics | PRB1725535 | Performance Analytics's **Indicators** field labels are invisible in dark mode |
| Performance Analytics | PRB1738638 | Duplication API expects a top layout to always be present, but sometimes it is not |
| Performance Analytics | PRB1744336 | Indicator scorecard visualization does not show data for previous scores when the indicator unit is 'time' |
| Performance Analytics | PRB1749825 | Dashboard-level group/role/user permissions aren't migrated during bulk migration |
| Performance Analytics | PRB1755501 | A scheduled export of the type 'Embed PNG' doesn't work |
| Performance Analytics | PRB1764014 | The Performance Analytics Task.Location breakdown has a potential script recursion that can cause timeouts |
| Performance Analytics | PRB1775894 | In HSQL Data Collector, there's an incorrect score value calculation for COUNT DISTINCT on the scripted indicator |
| Performance Analytics API | PRB1733050 | A single score component on the Agent Workspace homepage isn't changed correctly |
| Performance Analytics API | PRB1732023 | Changes in the color values for target_color_scheme record are not reflected in the scorecard API |
| Performance Analytics Dashboards | PRB1690620 | Interactive filters all checkbox is not functioning as expected |
| Performance Analytics Dashboards | PRB1722196 | Tabs aren't accessible through the keyboard |
| Performance Analytics Dashboards | PRB1730655 | Deleted filter values are persisted for a visualization in a dashboard |

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| Performance Analytics Dashboards | PRB1751347 | After turning off Next Experience on an instance, the home page is forced to display 'now/platform-analytics-workspace/dashboard-library' |
| Performance Analytics Dashboards | PRB1774493 | Saving a report as a PNG/JPEG on a dark theme makes the text appear light grey in the downloaded file |
| Performance Analytics Diagnostics | PRB1719297 | If any Performance Analytics (PA) scripts don't contain fields, the diagnostics encounter a 'com.glide.script .RhinoEcmaError: Cannot convert null to an object' exception |
| Performance Analytics Widgets | PRB1761413 | The 'pa-ui' component is not refreshed in client browsers when a new version of it is released |
| Performance Dashboards | PRB1747942 | Performance Dashboard graphs are blank (Garbage Collection Activity and Metaspace) |
| Platform Runtime | PRB1712454 | A colon in cache_nature_id breaks XMLStats and throws an error |
| Platform Runtime | PRB1764334 | Some files aren't consumed when some plugins are activated through automated plugin activation |
| Platform Runtime | PRB1742590 | A colon in the name for a sys_status record causes unparseable xmlstats.do |
| Platform Runtime | PRB1752341 | Thread yield on close timeout can delay node recovery |
| Portal App Shell | PRB1660512 | Exact Keyword search is not working from Chrome header by UI Builder |
| Predictive Intelligence | PRB1612544 | The 'Calculate Row Count' business rule triggers slow queries that could be offloaded to a secondary database |

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| Predictive Intelligence | PRB1629897 | The user is unable to train classification solution definitions that have a filter condition for keywords |
| Predictive Intelligence | PRB1646823 | For system clean-up phase one, instituting adoption of data retention policies |
| Predictive Intelligence | PRB1689172 | In Predictive Intelligence, there's a DxC_ML: Error 'no summary found for' when inserting clustering details |
| Predictive Intelligence | PRB1756981 | Server-side code should use GlideAgregate instead of GlideRecord.getRowCount() for sysevent_script_action |
| Predictive Intelligence for Case Management (CSM) | PRB1744081 | Using the CSMPredictionHelper extension point does not find the Customer Service Management (CSM) custom tables and solutions for predictions |
| Predictive Intelligence for Knowledge Management | PRB1783818 | The 'Related Article' widget isn't displaying knowledge articles from the 'Knowledge Similar Articles' solution |
| Proactive Analytics | PRB1769634 | Correlation analysis' sys_log error message displays the variable name instead of its value |
| Problem Management | PRB1716410 | The inbound email action 'Update Problem' uses the ITIL role instead of the ITSM/ CMDB fine-grained roles or using a combined condition |
| Problem Management | PRB1739264 | The field label for 'closed_at' of the problem and problem task is mismatch when a non-English language is selected |
| Problem Management | PRB1740981 | There's a localization issue for problem labels in Service Operations Workspace (SOW) |
| Problem Management | PRB1746566 | A problem.fixes event is triggered when a change request created from an incident is canceled |

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| Process Automation Designer (Family Channel) | PRB1731083 | There's a false error when previewing a remote update set |
| Process Automation Designer (Family Channel) | PRB1751565 | An existing record with a playbook displays a configuration error post-upgrade |
| Process Mining | PRB1724052 | A scheduled task mining fails for transitions with contextual conditions with the predicate 'is one of' |
| Process Mining | PRB1733621 | Creating a new or changing existing custom 'start stop' conditions doesn't set the project as dirty |
| Process Mining | PRB1740197 | If ExecutionTracker times out while the actual schedule task completes, the user is not able to create a schedule task for the same condition and does not see results even though results exists |
| Process Mining | PRB1745642 | Checking licensing for subprod/open instances |
| Process Mining | PRB1745780 | Finding rule validations can potentially cause timeouts |
| Procurement | PRB1692608 | A special character in the POL short description prevents Asset orders from moving to the 'Received' state |
| Procurement | PRB1756804 | There's an issue with transfer order line stage processing in the 'Push Status to Asset/Consumable' business rule due to the 'Transfer order Line SM core' workflow |
| Project Management | PRB1581610 | In Project Workspace, the planned end date isn't updated accordingly |
| Project Management | PRB1758365 | The **Hide/Show**, **Manage**, and **New** buttons on the resource plan related list have issues |

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| Project Management | PRB1642449 | Error while fetching data on program workbench |
| Project Management | PRB1711601 | Fields in fm_expense_line |
| Project Management | PRB1711834 | In project planning console, it is not possible to copy a project with an empty Start date |
| Project Management | PRB1727258 | No content is loaded after selecting the **Edit** button in related list for projects |
| Project Management | PRB1753033 | Projects closed via the planning console or Project Workspace from sub-tasks do not update the **closed_at** and **close_by** fields |
| Project Management | PRB1711296 | Users are not allowed to create a Project Task for an Agile Phase record via the classic UI but can in Project Workspace |
| Project Management | PRB1714424 | A business stakeholder isn't able to see risk, issue, decision, action, or request changes (RIDAC) in a project status report |
| Project Management | PRB1715240 | In Next Experience, selecting the 'Program Workbench' link after changing the related list filter causes a 404 error |
| Project Management | PRB1715879 | An ACL condition has the script check on 'is_labor_cost_plan' despite a user not having the dictionary in the instance |
| Project Management | PRB1722933 | 'Undefined' displays on a custom column via the Planning Console |
| Project Management | PRB1724020 | CSMProjectDomainSeparationUtils is missing a global qualifier for JSUtil |
| Project Management | PRB1724938 | When users have a column-level ACL, the classic Project Workspace doesn't load |

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| Project Management | PRB1725974 | 'Program Planned End Date' calculates incorrectly when users close the child project task |
| Project Management | PRB1727831 | Modifying the value of 'Entered benefit' in 'Monetary Benefit Plan Breakdowns' creates a duplicate audit |
| Project Management | PRB1728048 | Project Workspace isn't displaying risk records in the 'Risk, Issue, Decision, Action, or Request Change (RIDAC)' view |
| Project Management | PRB1729864 | Changing project tasks' start dates throws an error: 'The task start date cannot be earlier than the predecessor's end date' |
| Project Management | PRB1731897 | When a subtask with a duration is created under a parent task milestone record, the 'Key milestone' is still unticked on the parent task record |
| Project Management | PRB1732061 | A missing semicolon in the 'InvstFunding RequestClientBase' UI script causes an issue |
| Project Management | PRB1732300 | The **entered_currency** field of a **Cost plan breakdown** record is set to empty |
| Project Management | PRB1732469 | The program tab does not display correctly from the 'Agile Planning and Tracking' link on a project |
| Project Management | PRB1732568 | PDF formatting issue with displaying long paragraphs in portrait mode for project status reports |
| Project Management | PRB1735526 | There's a spelling error in the Project Workspace 'Configuration' column |
| Project Management | PRB1739943 | The 'Move Project' UI action is not working as expected |
| Project Management | PRB1746714 | Projects are reopened when stories are unrelated to a closed project |

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| Project Management | PRB1749505 | Cannot modify pm_project_task under the Employee Service Center portal, and the **Save** button does not respond due to the base instance onSubmit client script 'Complete Agile phase' |
| Project Management | PRB1749859 | Schedule entries for a project's schedule may contribute to incorrect calculation of dates from durations |
| Project Management | PRB1750798 | Access is not provided to the sn_ppm_read role on teamspace tables |
| Project Management | PRB1752174 | The 'PercentCompleteRollupHandler' takes time to execute due to dot-walking on the field in function call |
| Project Management | PRB1755315 | The 'Actual Duration' project behaves unexpectedly when the 'Allow dates outside schedule' checkbox is selected |
| Project Management | PRB1755801 | Users are added to the backlog by a UI action and are added multiple times to the 'Visible to' list |
| Project Management | PRB1761595 | 'Save as new template' failed in creating a template |
| Project Management | PRB1768915 | Migrating 'Demand' UI actions |
| Project Portfolio Management | PRB1591115 | Loading a subproject in a project form is taking more than 2 minutes |
| Record Watcher | PRB1742660 | The record watcher clean-up query takes up to 15% of total DB time according to 'Slow Queries' |
| Related Lists | PRB1716667 | In Next Experience, a hierarchical list aligns UI actions to the right for child records |
| Related Lists | PRB1748522 | The related list **Edit** button on 'Contract - Contact' shows only sys IDs instead of usernames |

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| Problem category | Problem | Short description |
|---|---|---|
| Release Management | PRB1777399 | The 'release_v2_admin' role doesn't contain the 'release_v2_user' role |
| Remote Process Synchronization (Family Release) | PRB1734587 | The Remote Process Sync 'Update Correlation State' action updates the state to an invalid value |
| Renewal Calendar | PRB1714202 | 'Jump to section navigator' doesn't work on a form component that's inside a roadmap component |
| Renewal Calendar | PRB1748516 | Unnecessary filter for active = true on the list view for entitlements and contracts in the renewals calendar |
| Reporting | PRB1736998 | Tooltip text doesn't disappear even after drilling down the report in the dashboard |
| Reporting | PRB1743283 | Inconsistent trend results observed between the report data label and the report results when the first day of the week property is amended |
| Reporting | PRB1762400 | When translated to French, reports of the type 'Time Series' generate an error |
| Reporting | PRB1554166 | When a list report is grouped by a **Choice** field and when opening the group in a list view, extra filters are added |
| Reporting | PRB1730161 | Data table grid columns aren't mirrored in Hebrew and Arabic PDF files |
| Reporting | PRB1733795 | Users can't open or create reports when the system property glide.ui.escape_text is false or removed |
| Reporting | PRB1742675 | The word 'empty' is not translated in the data visualization in a configurable workspace |
| Request Management | PRB1734807 | The **New** button on a catalog task in a requested item form's related list is always visible |

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| Problem category | Problem | Short description |
|---|---|---|
| Resource Management | PRB1741778 | An error displays when syncing RA's |
| Resource Management | PRB1724290 | The end date on a resource plan isn't populated correctly from the 'Form' view |
| Resource Management | PRB1730205 | If an operational resource plan is updated post-allocation, the 'task' and 'top_task' resource allocation daily records are set to 'undefined' |
| Resource Management | PRB1733111 | There's incorrect monthly actual data in the resource_aggregate_monthly table as compared with the hours on the expense line breakdowns |
| Resource Management | PRB1736328 | When using a different language than English, 'Resource' reports display a unit in the description that's not expected |
| Resource Management | PRB1738670 | If a resource plan is allocated immediately after being confirmed, the availability does not update correctly on resource_aggregate_weekly |
| Resource Management | PRB1739888 | 'FTE' is calculated differently in allocation workbench because the user timezone is not respected when computing allocation details through the allocation workbench |
| Resource Management | PRB1744509 | Time Cards are incorrectly associated with project-related resource plans |
| Resource Management | PRB1757925 | Doing a 'Show Matching' operation on the **Created by** field for resource plans via the related list causes an 'Invalid Resource Plan ID' error message when trying to move the state to 'Complete' with the 'Action on selected rows...' option |
| Resource Management | PRB1759244 | RMUtil.getTaskSub TreeRootDataFromRP uses getDate() instead of getLocalDate() |
| REST API Explorer | PRB1744904 | A user with the rest_api_explorer role isn't able to access REST API Explorer |

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|---|---|---|
| REST APIs | PRB1753606 | An extra query is issued for table API requests resolving reference fields for inserts and updates, causing a transaction timeout |
| RESTMessageV2 API | PRB1734419 | Cloud Provisioning and Governance (CPG) catalogs are triggered multiple times when triggered from **Business Rule** > **REST Message** |
| Restricted Caller Access (RCA) | PRB1746226 | Restricted Caller Access (RCA) should be checked even when the script include is already included |
| Robust Transform Engine (RTE) | PRB1725594 | There's a Robust Transform Engine (RTE) index out of bound exception when a collection's first object doesn't have a complete schema structure |
| Rollback and Recovery | PRB1755024 | Delete operations with 'Rollback' enabled trigger a mass DELETE FROM sys_rollback_sequence and causes replication lag |
| Rollback and Recovery | PRB1543140 | ATF tests don't roll back records if logged-in users' domains don't match the selection in the domain picker |
| Rollback and Recovery | PRB1742336 | Duplicate 'Clean Expired Rollback Contexts' sys_trigger records are created when an instance is provisioned |
| Rollback and Recovery | PRB1731832 | When deleting CMDB (cmdb_ci) records using GlideMultipleDelete in a background script, it doesn't successfully restore data from fields specific to CMDB child tables |
| Rollback Contexts | PRB1706257 | A rollback with a large number of records triggers a large delete query causing replication lag |
| Schedule Calendar | PRB1776450 | When the user updates the system property (glide.sys.date_format) to dd-MMM-yyyy, the month isn't displayied correctly in the schedule calendar |

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|---|---|---|
| Scheduled Jobs | PRB1723650 | Scheduled jobs are stuck in a running state due to connection issues or node restarts and should be reset |
| Scheduled Jobs | PRB1709703 | Post-clone, multiple text index jobs are executed even though there's should only be one of these per instance running at a time |
| Scheduled Jobs | PRB1729518 | The 'Restrict non-admin on Run-As field' business rule on a sys_auto error message isn't visible to the user |
| Scheduled Jobs | PRB1734625 | Business Calendars with a floating timezone are not taking into account DST |
| Scheduled Jobs | PRB1708724 | The 'Archive' job schedules 1 'Re-Archiver' job every hour, so if one job runs long, it causes scheduler contention |
| Scheduled Jobs | PRB1771051 | Jobs are executed twice during a rescheduler restart |
| Scheduled Jobs | PRB1782901 | High cardinality of the 'Job classification' column can prevent scheduled jobs from being processed due to a StackOverflowError in SchedulerThread |
| Schedules | PRB1717977 | The on-call calendar doesn't display correctly when a shift starts from 8:30:00 to 08:29:59 the next day |
| Schedules | PRB1724036 | In System Scheduler, the 'Show Schedule' page is completely hardcoded |
| Schedules | PRB1746190 | Schedule entries (cmn_schedule_span) that are not marked as 'ALL DAY' change time zones in read-only mode |
| Schedules | PRB1758236 | The node restarts when inputting a particular date in the **To** and **Repeat until** fields |

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| Script Includes | PRB1731369 | Setting a default value for a reference field fails when invoking a script include |
| Secondary Database Management | PRB1754273 | There's gateway password decryption failures due to a premature attempt to use Key Management Framework (KMF) |
| Seismic Framework | PRB1751888 | Cache busting doesn't occur on pages routed through the UxPageProcessor |
| Seismic Framework | PRB1752772 | The instance redirects to /welcome.do or /session_timeout.do before authenticating via SSO when the user selects any instance-specific link |
| Seismic Framework | PRB1783295 | There's an empty Service Operations Workspace incident form after upgrading from Vancouver to Washington |
| Server-side scripts | PRB1777353 | There's an issue compiling a script using a map iterator in a 'for' loop |
| Server-side scripts | PRB1714731 | After a Vancouver upgrade from Utah, GlideRecord.getElement().getDisplayValue() doesn't honor the user locale preferences |
| Server-side scripts | PRB1754391 | Scope.isIVSScope() is incorrectly marking internal Servicenow scopes as ISV scopes |
| Server-side scripts | PRB1653850 | A script debugger throws an error when referencing the 'this' object |
| Server-side scripts | PRB1692959 | Number.prototype.toLocaleString fails, as it treats the first argument as the base |
| Server-side scripts | PRB1715580 | GlideRecord API improperly passes an integer addOrCondition() value as a decimal |
| Server-side scripts | PRB1717170 | Installing a third party dependency in a module and requiring it in a script results in a JVM crash |

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|---|---|---|
| Server-side scripts | PRB1730509 | In Firefox, after running a background script, the browser's **Back** button doesn't return to the script page |
| Server-side scripts | PRB1737150 | Related list conditions in JavaScriptGenerator require an encoded query or it generates a null pointer exception |
| Service Catalog | PRB1737649 | There's a noticed performance impact with the scheduled job 'Set VA Supported Flag' |
| Service Catalog | PRB1752131 | External users are not able to add an attachment on a catalog item macroponent |
| Service Catalog | PRB1729616 | Upon submitting a Service Catalog order, the 'Thank you, your request has been submitted' is not read out by screen readers |
| Service Catalog | PRB1736019 | Updates to field translations made with the **Edit Translations** button on the Catalog Item screen are not displayed on Service Portal |
| Service Catalog | PRB1743369 | Stale recurring frequency stored in the cache |
| Service Catalog | PRB1658678 | Catalog item images on Portal are not displayed on domain-separated instances |
| Service Catalog | PRB1720343 | The user criteria cache isn't consistent across all nodes on catalog items with subscriptions |
| Service Catalog | PRB1734166 | Localization framework publishes translations in the global scope although the artifact record is created in a different scope |
| Service Catalog | PRB1751251 | Attachments are disappearing when attached to the service catalog forms |

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| Service Catalog | PRB1757001 | Not possible to customize 'Ticket Action' widgets |
| Service Catalog | PRB1515076 | In the portal, the currency symbol in the reference field list is not displayed |
| Service Catalog | PRB1671988 | Screen reader doesn't announce the label name of the combo box 'Title size' |
| Service Catalog | PRB1710997 | sc_category items with child nodes incorrectly report their list placement |
| Service Catalog | PRB1720309 | Request summary content isn't marked up programmatically |
| Service Catalog | PRB1720615 | The visual text of a link isn't associated with a component programmatically |
| Service Catalog | PRB1726998 | The 'Close' icon on the categories selector in 'Manage HR Catalog' doesn't work |
| Service Catalog | PRB1733864 | A copy request isn't copying a request for an 'in' variable |
| Service Catalog | PRB1735197 | Some Service Catalog variable's field translations aren't copied |
| Service Catalog | PRB1735254 | Variables in variable sets can't be updated by an open catalog item from a wish list |
| Service Catalog | PRB1736674 | A check box's read only and visibility settings are incorrect via Service Script |
| Service Catalog | PRB1737431 | The related list sys_ui_related_sc_cat_item_producer_null is overwritten during an upgrade |
| Service Catalog | PRB1744529 | Multiple versions are created/displayed when importing XML |

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| Service Catalog | PRB1749981 | Demo data removal script delets 'sc_catalog' Service Catalog with its categories |
| Service Catalog | PRB1752628 | 'Copy Attachment' isn't working for Record Producer in an order guide |
| Service Catalog | PRB1755418 | The condition script is not evaluated in the execution plan |
| Service Catalog | PRB1758469 | The translation of the name of the catalog elements to the Service Portal does not work as expected |
| Service Catalog API | PRB1782677 | UI Policies using the 'OR' clause not working in NowAssist in VA |
| Service Catalog Builder | PRB1742298 | Catalog build does not support READ field ACLs |
| Service Catalog Builder | PRB1748023 | Warning messages observed in the Washington DC release for invalid control characters (^M) in XML |
| Service Catalog Builder | PRB1760494 | The Catalog Builder fulfillment step list isn't working as expected |
| Service Catalog Builder | PRB1761456 | When logged in as a Catalog Builder editor, the fulfillment step throws a security rule-related error |
| Service Catalog Portal Widgets | PRB1764839 | The **Date** field isn't set using sc_item_variable_assignment in an order guide rule |
| Service Catalog Portal Widgets | PRB1609965 | The parent case field on a case task list view on the Customer Service management (CSM) portal is empty, even when it's displayed on the form view |
| Service Catalog Portal Widgets | PRB1746017 | A standard ticket screen bounces when submitting the catalog item 'Register a Business Application' when there are many approvers |

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| Service Catalog Portal Widgets | PRB1746815 | Files added in the attachment type variable are not retained after selecting 'Add to wishlist' |
| Service Catalog Portal Widgets | PRB1758896 | The 'My Requests' widget (cloned version) cannot be updated |
| Service Catalog Portal Widgets | PRB1715031 | In the Customer Service Management (CSM) portal, the TinyMCE HTML editor system font doesn't translate in Portuguese |
| Service Catalog Portal Widgets | PRB1734447 | Multi-row variable set row icons are displayed underneath each other instead of next to each other on a Service Portal catalog item |
| Service Catalog Portal Widgets | PRB1740257 | A cross-scope error is seen on an HR table, causing the Virtual Agent case details card to show empty fields |
| Service Catalog Portal Widgets | PRB1744103 | Dynamic Translation does not appear in Employee Center for 'Approval History' in the activity stream |
| Service Catalog Portal Widgets | PRB1744236 | The tab title on the portal page sc_cat_item does not fetch the item name as expected for customer_contact |
| Service Catalog Portal Widgets | PRB1745077 | The CSM Standard Ticket Configuration widget does not render the HTML code style |
| Service Catalog Portal Widgets | PRB1745173 | File attachments are missing when submitting a request from a draft |
| Service Catalog Variables | PRB1720613 | Decimal places for a price are displayed unexpectedly in select box variables even when the currency is a zero-decimal |
| Service Creator | PRB1733343 | There are long-running 'Init Service Designer Form' jobs on the standby nodes of an instance |

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| Service Creator | PRB1715639 | The **Description** field disappears when creating Service Designer |
| Service Level Management | PRB1728854 | Setting the property com.snc.sla.condition_class.caching.enabled to false prevents the SLA Engine from attaching SLAs |
| Service Level Management | PRB1734205 | 'SLA Repair' and 'SLA Timeline' using HistoryWalker give undesired results when audit data has a split transaction |
| Service Management Virtual Agent Topic Blocks | PRB1712119 | The vaVars._topic_sorry_msg (va script block)/com.glide.cs.no _topic _ sorry_message property isn't translated in Virtual Agent (VA) chats |
| Service Mapping | PRB1717472 | The Application Service Wizard increments the **Number** field on a new record multiple times during creation |
| Service Mapping | PRB1725024 | Excessive and unnecessary logging of 'Executing Update Entry Point Candidates BR' causes usability and performance issues for the syslog table |
| Service Mapping | PRB1688161 | Service-mapping workspace doesn't show ML powered candidates due to a bad record of the sm_admin role in the sys_ux_applicability record |
| Service Mapping | PRB1734706 | The scheduled job 'Service Mapping - Traffic Process to Process' introduces long runs when updating the p2p_extension table |
| Service Mapping | PRB1723151 | The 'Application Service Manual Ep Cleanup' job triggers unnecessary recomputations |
| Service Mapping | PRB1734462 | The 'Create Pattern from Generic Application' action sticks on loading when running a generic application process command is missing or empty |

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| Service Mapping | PRB1536950 | The MID Server crashes with an Out of Memory (OOM) error when handling a large number of file systems |
| Service Mapping | PRB1705211 | Uploading indicators tabs based on a large database view takes a long time |
| Service Mapping | PRB1733108 | Adding a check whether endpoint_id=='null' as a string is part of the null check condition |
| Service Mapping | PRB1736183 | Recalculating the 'Service' UI action for tag-based services that are executed in the foreground can cause a timeout for large services |
| Service Mapping | PRB1738279 | There's a memory leak in the 'Service Mapping Recomputation' job due to the ServiceImplementationCache not clearing |
| Service Mapping | PRB1738372 | Change info logging in SAProcessTopologyClassifier to 'debug' |
| Service Mapping | PRB1748880 | When creating an inclusion discovery task, it is created with discovery_status = null |
| Service Mapping | PRB1751897 | The network path is calculated even if the target node is marked as a boundary |
| Service Model Foundation | PRB1768842 | Contributors should be able to comment and assign the case tasks that are visible to them |
| ServiceNow Studio (Legacy) | PRB1741989 | A user who has access to a protected script cannot find the content inside the script via the code search feature in ServiceNow Studio |
| Service Portal | PRB1719006 | If it's set via the onChange catalog client script, a read-only HTML variable isn't visible |
| Service Portal | PRB1745184 | 'Service catalog' in breadcrumb is not translated consistently |

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| Service Portal | PRB1725506 | Attachments are not displayed in the ServicePortal Activity stream |
| Service Portal | PRB1732434 | After the Vancouver upgrade, an attachment base instance pop-up is not similar to what is on PDI |
| Service Portal | PRB1733037 | Changes are not saved on form reload when the network is slow |
| Service Portal | PRB1715252 | Color alone is used to distinguish a link |
| Service Portal | PRB1733620 | A logged in user can't see their profile in their organization chart on the profile page |
| Service Portal | PRB1743912 | A base instance Search Page widget cannot be saved, and **Server Script** field yields error |
| Service Portal | PRB1746097 | Null pointer exception observed when accessing $sp.do |
| Service Portal | PRB1754534 | Incorrect favicon appears in Google searches |
| Service Portal | PRB1758275 | Service Portal Related List Attachment doesn't work and redirects to a blank page |
| Service Portal | PRB1635895 | A widget with a query doesn't work post session time-out if it's directed from the header menu item right after login |
| Service Portal | PRB1669934 | Related documents widget does not allow upload when there is **Date/Time** Field on the pop-up |
| Service Portal | PRB1685905 | When browsing KB Categories with a screen reader, the Article Badge counts are not announced |
| Service Portal | PRB1688882 | Service Portal Date Picker has the improper markup role='application' |

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| Service Portal | PRB1696903 | The focus indicator doesn't reside on the correct item and the knowledge article count is not announced |
| Service Portal | PRB1699792 | Date picker (sn-date-picker) doesn't automatically close when selectbox is selected in Service Portal causing an overlap issue when the browser window is resized |
| Service Portal | PRB1714454 | A user can't select a date in the calendar picker on the Mobile App and on the Mobile Service Portal |
| Service Portal | PRB1719087 | Catalog item annotations don't expand when at a certain length |
| Service Portal | PRB1723919 | The 'Approval' widget displays incorrect information |
| Service Portal | PRB1732351 | Tracking an impersonated user should be allowed according to UCM Decision |
| Service Portal | PRB1732644 | In a Knowledge Base filter on the 'Mobile' view, the focus doesn't return to the **Filter** button when a user selects 'done' |
| Service Portal | PRB1733272 | On Service Portal's list collector, variables are still visible after exiting the page |
| Service Portal | PRB1737463 | The 'Back to Top' link does not work as expected in the Knowledge Base articles in the Knowledge Base portal and Employee Service Center |
| Service Portal | PRB1738182 | Long_label doesn't work on /csm |
| Service Portal | PRB1743178 | The advanced view rule does not work on Service Portal after creating a record or transition |
| Service Portal | PRB1743596 | The select box is missing the required accessibility attribute in Service Portal |

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| Service Portal | PRB1745256 | On CSM Portal, users can see related lists that do not exist in the backend |
| Service Portal | PRB1747389 | Certain text in the Employee Service Center for the Faceted Search widget are not translated |
| Service Portal | PRB1748379 | Selecting a list selection causes a pop-up to be displayed in the top left of the frame |
| Service Portal | PRB1748592 | Users are unable to reach the reference field after calling the clearValue() method |
| Service Portal | PRB1751266 | When reviewing skipped records for Washington DC, a spelling error is observed in the code related to a function |
| Service Portal | PRB1755061 | In Service Portal, when list collector variables are read-only, they are skipped by keyboard navigation |
| Service Portal | PRB1757924 | After attaching files to a catalog item in the portal, if the attachments are renamed, the extension is removed |
| Service Portal | PRB1760641 | The portal catalog item offers attachment encryption options even though attachment encryption has been turned off in 'Encrypted Field Configurations' |
| Service Portal | PRB1761633 | The portal console log gives an icon pre-load error |
| Service Portal | PRB1763318 | Knowledge article anchor tags do not jump to the specific element (#id) of the page by selecting the icon link widget or carousel widget |
| Service Portal | PRB1767137 | 'Insert' and 'Stay' on a sp_portal record prevents updates to the **Logo** field on a newly created record |
| Service Portal | PRB1763054 | The date/time picker does not translate to Arabic |

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| Service Portal | PRB1711713 | Comboboxes are described as unavailable |
| Service Portal | PRB1770510 | In Safari browsers, there is a UI scroll issue on the 'Track all your tickets' page |
| Service Portal Announcements | PRB1762268 | The announcement for the **More** button has no function when using a zoom factor of at least 400x |
| Service Portal Core Widgets | PRB1702851 | On a Portal page with more than two data table widgets, the user is unable to edit/ add a filter condition on the second widget of the page |
| Service Portal Core Widgets | PRB1734641 | On the 'Organization Chart' widget, changes on instance options are causing the widget to crash |
| Service Portal Core Widgets | PRB1737559 | Is_multi_text = false does not work as expected in Service Portal |
| Service Portal Core Widgets | PRB1744433 | The activity stream always displays the first activity stream entry of records created by 'system' in English and is not translated |
| Service Portal Core Widgets | PRB1757571 | On a data table from an instance definition, users are unable to filter the list when a field is blank due to an ACL |
| Service Portfolio Management | PRB1739773 | Duplicate availability calculations occurring |
| Service Portfolio Management | PRB1767688 | There's incorrect lifecycle mappings for business service and technical service |
| Service Portfolio Management | PRB1731037 | The 'Handle Performance Score' business rule aborts a transaction and causes 'Publish Service Approval subflow' to error |
| Service Portfolio Management | PRB1734440 | A service offering update is blocked when changing the parent |

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| Service Portfolio Management | PRB1736011 | When retiring a service, the service offerings aren't retired automatically |
| Service Portfolio Management | PRB1750190 | The document ID does not handle the table extension transparently |
| Service Portfolio Management | PRB1756415 | Issue with referencing fields after switching from the legacy structure to the standard portfolio structure |
| Service Portfolio Management | PRB1777498 | If a parent is of a different value, an offering shouldn't be marked as 'duplicate of' |
| Session Management | PRB1741142 | An uncaught exception causes stale records in the 'Active Transactions (All Nodes)' table |
| Session Management | PRB1757612 | An uncaught null pointer exception causes stale records in the 'Active transactions (all nodes)' table |
| Session Management | PRB1714960 | The Frequent list_history.do error appears to extend user sessions |
| Sidebar (Family Release) | PRB1719184 | current.member_type isn't evaluated as expected in the business rule script on the first insert into the sys_cs_collab_member table |
| Sidebar (Family Release) | PRB1719893 | In the workspace 'Discuss Sidebar' chat, the size of the chat text entry window is smaller after an upgrade to Vancouver |
| Sidebar (Family Release) | PRB1755062 | Translation errors in the Sidebar omni-experience standard feature set plugin and incorrect time format for 'now-message-timestamp' |
| Sidebar (Family Release) | PRB1770062 | An updated KB record doesn't reflect on a record card from a sidebar discussion |
| Sidebar (Family Release) | PRB1764002 | Screen Readers (NVDA and JAWS) announce both the 'Select Emoji' label and tooltip 'Insert Emoji' when focused |

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| Problem category | Problem | Short description |
|---|---|---|
| Skills Management Dashboard | PRB1742662 | In the Skills Management Dashboard, a 'Request failed with status code 401' error is visible |
| SOAP Web Service | PRB1748918 | The serialization of XMLNode in the SOAP response uses a string representation instead of XML elements |
| Software Asset Data Import | PRB1672814 | SAM Pro - Issue on Software Entitlement Import with the **Lease Contract** field |
| Software Asset Management | PRB1638689 | The business rule 'Bookkeeping for dedup on delete' does not check the normalization status of installs |
| Software Asset Management | PRB1773110 | SAMCoreCompanyUtil(sams) uses the **use_when_reporting** field introduced in Software Asset Management - Professional (SAMP) |
| Software Asset Management | PRB1605569 | Microsoft License Statement (MLS) imports result in entitlement import errors for most per-core product definitions even when the rights per license is specified |
| Software Asset Management | PRB1748866 | The sys_object_source table grows indefinitely with invalid records as records are deleted from the cmdb_sam_sw_install table |
| Software Asset Management | PRB1754090 | When assigned_to is changed on CI it doesn't update in software installations when assigned_to changes are empty |
| Software Asset Management | PRB1756212 | Discovery models normalized using pattern rules do not get updated when a new package rule is shipped |
| Software Asset Management | PRB1666851 | The condition field doesn't recognize 'custom' field choices in the 'Software Install Condition' from the Software Model form |

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|---|---|---|
| Software Asset Management | PRB1745015 | Issues with 'CancelExistingWorkflow' in 'sn_samp.SAMPReclamationUtil' querying the field type 'Document ID' |
| Software Asset Management | PRB1746299 | The **Run As** field is not empty in the 'Proactively fix core company reference' scheduled job |
| Software Asset Management Content Service | PRB1705952 | Default values on the sam_sw_product_lifecycle table are not set for source, lifecycle_type, risk, and active fields |
| Software Asset Management Content Service | PRB1718826 | Users are unable to opt in to the Software Asset Management content service |
| Software Asset Management Publisher Pack for SAP | PRB1762414 | Users observe the error 'Script: SAPImportWorker: Connection name CUQ failed with error [com.ctc.wstx.exc .WstxLazyException]' |
| Software Asset Management Workspace | PRB1719783 | samp_sw_client_access_installed_device doesn't have required ACLs |
| Software Asset Management Workspace | PRB1731963 | License usage doesn't display publisher cards for recon results when the 'Publisher' filter is applied |
| Software Asset Management Workspace | PRB1732877 | There's a new button on the 'list-report' page in Software Asset Management Workspace |
| Software Asset Management Workspace | PRB1761023 | The Oracle DB options 'Unlicensed options' list view filter is misconfigured and displays no results |
| Software Asset Management Workspace | PRB1768651 | The Oracle DB 'Unlicensed options' list view filter is incorrect when accessed from the product result |
| Software Asset Normalization | PRB1663147 | 'SAM - Normalize discovery models using machine learning' job fails for unavailable |

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|---|---|---|
| | | or mismatched content, even though the other models normalized properly |
| Software Asset Reclamation | PRB1747941 | The 'SAM - Apply latest content changes' job fails when the reclamation candidate's description is empty |
| Software Asset Reclamation | PRB1748558 | The 'SAM - Identify Blacklisted Software' job sets all the deny-listed or closed complete candidates to 'Awaiting revocation' |
| Software Asset Reconciliation | PRB1732207 | After an upgrade to Utah or later, Delete SampRecord from Source Control caused a workday recon failure for an existing user |
| Software Asset Reconciliation | PRB1743395 | The suite engine fails during suite processing in reconciliation |
| Software Asset Reconciliation | PRB1751750 | Read replica lag on install table caused by Reconciliation |
| Software Asset Reconciliation | PRB1724665 | There's an out of memory issue when generating a Windows SQL Infra report for Microsoft |
| Software Asset Reconciliation | PRB1734593 | Microsoft recon fails when combos differ for virtual machines |
| Software Asset Reconciliation | PRB1734615 | SuiteEngine performance improvement |
| Software Asset Reconciliation | PRB1765646 | Visual Studio installs are inferred to Visual Studio 2022 due to missing suite components |
| Software Asset Reconciliation | PRB1762816 | Stamp Cloud provider and cloud host type columns only for delta records on install table |
| Software Asset Success Portal | PRB1712038 | Remove filters from the 'Health check' widget in Success Portal |
| Software Discovery | PRB1749963 | The sa_pattern_prepost_script 'Sync Installed Software' creates software installs |

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|---|---|---|
| | | records via discovery, even when the glide.discovery.software_sccm_managed system property is true |
| Software Entitlements | PRB1715780 | Allocations on maintenance entitlement |
| Software Entitlements | PRB1728056 | MLS bulk Import creates more records than needed for a suite |
| Software Entitlements | PRB1704061 | CSM fields are displayed by default in the base instance Software Asset Workspace view for contracts |
| Software License Compliance Checker | PRB1691508 | Display only Software Asset Management (SAM) Pro or SAM Enterprise in IT Asset Management licensing resource counts |
| Software Lifecycles | PRB1722917 | Filters in the 'Lifecycle report' table aren't properly applied and no records are populated in a workspace |
| Software Lifecycles | PRB1739133 | The 'End of Life products' widget in Software Asset Overview dashboard has an incorrect filter |
| Source Control Engine | PRB1741485 | Changes to various records aren't available for the 'Compare with committed' operation when committing changes |
| Source Control Engine | PRB1772875 | Operation latch wasn't released after importing an application through Source Control |
| Standard Change Catalog | PRB1702225 | Operator selection in the condition builder is not displayed for the 'List Collector' variable when there is a 'custom with label' type variable next to it |
| Standard Change Catalog | PRB1740549 | In Next Experience, the introduction of a variable formatter to a standard change proposal results in editable change request values in 'Closed' and distorted change request values' styling |

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| Subscription Management | PRB1694629 | Users without BCM roles are shown in 'ua_app_usage' that they accessed tables |
| Survey Management | PRB1724829 | If the user is using a different time format, incorrect dates are saved when a survey is submitted |
| Survey Management | PRB1724844 | Survey Designer creates copies of a survey |
| Survey Management | PRB1737733 | Inactive metrics are still visible in the native UI, but not in the portal |
| Survey Management | PRB1750502 | The Outlook actionable messages checkbox in Quiz Designer does not work as expected |
| Survey Management | PRB1761114 | There's inconsistency between the native UI and portal/mobile in the **percent_answered** field in the 'Assessment instance' table |
| Survey Management | PRB1781172 | Selecting the 'Next' button on the Survey Deprecated widget doesn't progress to the next question |
| Syntax Editor | PRB1717790 | With the new scripting tools in Vancouver, syntax editor macros aren't loading correctly all the time |
| Syntax Editor | PRB1622389 | There is no way to format an XML field in Script Editor |
| Syntax Editor | PRB1680139 | Word wrap does not work in script editor |
| Syntax Editor | PRB1711483 | Typedefs for known parameters aren't loaded in an editor |
| System Archiving | PRB1660184 | Filter out a restored record when creating an archive chunk |

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| System Archiving | PRB1751060 | Job Consumer runs for days in all environments (Chunks are marked incorrectly with error state) |
| System Archiving | PRB1590786 | Creation of a new archive rule on larger tables times out before completion |
| System Archiving | PRB1711734 | ACL inheritance on archived tables isn't working as expected |
| System Events | PRB1773866 | Event XMLstats Endpoint errors out due to an incorrect structure |
| System Export Sets | PRB1729204 | When a null point error is thrown in an export set execution, an export's set state and logs aren't reflected in the export history |
| System Import Sets | PRB1727212 | Data Loader and some other fields are removed from the form section in sys_data_source |
| System Import Sets | PRB1694394 | ImportSetCleaner Script include performs gs.print to syslog excessively |
| System Import Sets | PRB1754292 | The import job transformer is stuck in the 'Running' state when the node restarts |
| System Import Sets | PRB1736383 | A data stream action field doesn't populate in the Data Source page |
| System Update Sets | PRB1717629 | sys_documentation records are not deleted when the change is published to AppRepo from the source and the app is installed on the target |
| System Update Sets | PRB1764439 | An update set preview is canceled when there are duplicate names within the hierarchy and the instance uses a Postgres database |
| System Update Sets | PRB1752200 | Form sections defined in a domain do not coalesce when deployed via update set |

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| System Web Services | PRB1515820 | Table API adds 'api=api' to queries which causes issues when a table has a column named 'api' |
| Table Administration and Data Management | PRB1650626 | **Data Management** > **Update with Preview** doesn't work on journal fields |
| Table Administration and Data Management | PRB1755862 | There should be a default ordering by sys_id on all metadata tables and a few non-metadata tables |
| Table Administration and Data Management | PRB1513819 | Utterances' text is not formatted when tokenized languages are exported |
| Table Administration and Data Management | PRB1655722 | The 'Updated' date on LDAP Scheduled Imports updates to today when using 'Execute Now' for the first time after Tokyo upgrade |
| Table Administration and Data Management | PRB1719787 | The condition checker for the **Table** field is set to empty when the maximum length of the table is more than 40 characters |
| Table Administration and Data Management | PRB1725932 | Users can assign delegates or users to inactive users even though the fields' reference qualifier condition is set to 'active=true^EQ' |
| Table Cleaner | PRB1706024 | When read replicas are configured and there is replication lag, a table cleaner can 'spin' for long periods of time trying to delete non-existent records |
| Table Cleaner | PRB1722902 | TableCleaner isn't deleting sys_audit and the **sys_journal_field** for the 'TPH' table when the options are enabled |
| Technology Reference Model | PRB1737818 | When users fetch the product models from the application service, the software product does not appear even if there are technical debts |

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| Territory Planning | PRB1732080 | There are issues with adding matching attributes in the geography type in workspace |
| Time Card Management | PRB1711394 | Using Time Sheet Portal on FireFox prevents users from selecting the 'dropdown' menu for the resource plan field |
| Time Card Management | PRB1724449 | A recalled time card uses the wrong exchange rates |
| Time Card Management | PRB1746965 | Users are unable to update the 'Time Card Grid' widget |
| Time Card Management | PRB1676673 | The previous month button on the calendar pop-up is not labeled |
| Time Card Management | PRB1677471 | Days of the week are announced by assistive technology as 'Sun', 'Mon', etc. |
| Time Card Management | PRB1708797 | A warning isn't displayed when a time card is recalled |
| Time Card Management | PRB1731868 | An update in 'Planned hours' on a resource allocation updates the actual cost in 'Project currency' |
| Time Card Management | PRB1737941 | JAWS does note read out task card fields in the Time Sheet Portal |
| Time Card Management | PRB1759941 | Time Sheet Portal tasks show all tasks when using priority sorting |
| Transaction Management | PRB1674646 | API Response is 200, however the API call doesn't reach the application node |
| Transformer API | PRB1733790 | TransformerStats grow unbounded, causing heap memory pressure |
| Transformer API | PRB1722879 | ComplexObjectCollection serializes empty arrays with an empty element |

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|---|---|---|
| Transformer API | PRB1712812 | The JSON parser drops negative numbers in arrays |
| Transformer API | PRB1759136 | The Integration Hub DataStream Action Rest API pagination for XML Response does not work as expected |
| UI Actions | PRB1696768 | Workspace View rules are not applied when form is reloaded with g_form.reload() in UI action |
| UI Actions | PRB1667469 | An override is created automatically when the user opens a UI Action |
| UI Actions | PRB1667945 | action.setredirect isn't working on a Workspace list |
| UI Actions | PRB1765220 | In Next Experience, the **Remove** button in an attachment dialog no longer has a border |
| UI Builder | PRB1734100 | Group assigned roles aren't honored by UI Builder |
| UI Builder (Family Channel) | PRB1737069 | Agent Assist in a configurable workspace does not have scroll bars for knowledge articles containing tables in the article body |
| UI Builder (Family Channel) | PRB1711393 | In Utah and Vancouver, the same theme styling appears differently for dashboard tabs than in Tokyo |
| UI Builder (Family Channel) | PRB1717633 | **Expand**, **collapse**, and **Show all** buttons in the table aren't accessible through the keyboard |
| UI Builder (Family Channel) | PRB1732414 | Pages load slowly with 150+ elements |
| UI Field Administration | PRB1695153 | The date and time picker are not displayed in forms where the user has set the preference for date format as dd.MM.yyyy |

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|---|---|---|
| UI Field Administration | PRB1763085 | Differences in autocomplete sorting for reference fields in Workspace vs Platform view |
| UI Field Administration | PRB1737805 | @ mention doesn't work in Workspace with RTE off |
| UI Field Administration | PRB1683899 | The user can't add an image to a mandatory field of type 'Image' or 'Attachment' |
| UI Field Administration | PRB1742370 | Resizing the modal of 'Assignment group' will collapse the layout |
| UI Field Administration | PRB1710200 | The 'Total time' and 'Time worked' history is not displayed correctly upon updating 'Time Worked' |
| UI Field Administration | PRB1727082 | In the article type 'Wiki', an <h2> header is not visible in edit/preview mode |
| UI Field Administration | PRB1731070 | The **Time worked** field doesn't work properly in Workspaces when two users are working on the same Task simultaneously, and one user saves the Task |
| UI Field Administration | PRB1674332 | Screen readers won't narrate any information when the focus moves to link content |
| UI Field Administration | PRB1739850 | In Workspace (both legacy and configurable), the tree picker for a reference look-up field shows an empty modal when glide.invalid_ query.returns_no_rows is set to true |
| UI Field Administration | PRB1752376 | When viewing a KB article in Edit view, selecting any of the tabs at the bottom jumps to the KB content instead of staying down at the tabs |
| UI Field Administration | PRB1756977 | 'Index 1 out of bounds for length 1' error in Workspace |

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| UI Field Administration | PRB1596670 | Invalid input isn't announced by assistive technologies |
| UI Field Administration | PRB1648730 | The mandatory asterisk appears for a field that is set as read-only via the ACL |
| UI Field Administration | PRB1698505 | The **Phone number** type field saves inconsistently in Platform but not in Workspace |
| UI Field Administration | PRB1699158 | Section heading is announcing additional items being concatenated with Screenreader (NVDA) |
| UI Field Administration | PRB1711497 | A reference variable's 'preview' window size in the 'Variables' editor is smaller than the other reference field's 'preview' window sizes in the 'Requested Item' form |
| UI Field Administration | PRB1714549 | The value of the **Short Description** field doesn't display when the value starts with '@' and contains '/' |
| UI Field Administration | PRB1715716 | A live update doesn't work as expected on a list field when the field is set to read-only via the dictionary entry override |
| UI Field Administration | PRB1717782 | e164 phone numbers on any table fail to save correctly when 'Other/Unknown' is selected |
| UI Field Administration | PRB1718953 | Reference field type-ahead transactions aren't cancelable in Customer Service Management (CSM)/Field Service Management (FSM) configurable workspaces |
| UI Field Administration | PRB1721196 | The field label of a wiki type field is displayed with a grey background color |
| UI Field Administration | PRB1731626 | In Vancouver, a script include isn't called for the reference dictionary entry if the choice list specification is 'Dropdown' set with 'None' |

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| UI Field Administration | PRB1731871 | When updating the **Phone Number (E164)** field, the prefix (country code) unexpectedly loses focus and scrolls to the next form section in a configurable workspace |
| UI Field Administration | PRB1734859 | @Mentions don't let users search for users with '(' as a special character in their name |
| UI Field Administration | PRB1734907 | The **Phone Number (E164)** field type is broken for non-admin users |
| UI Field Administration | PRB1736621 | While closing the problem to the 'Risk Accepted' state, the field name **Risk Accepted Reason** label is misaligned |
| UI Field Administration | PRB1737421 | Unable to select a date before 1970 from the calendar popover in UI16 |
| UI Field Administration | PRB1737453 | The **Life Cycle Stage** and **Life Cycle Status** fields do not accept values when entered in a language other than English |
| UI Field Administration | PRB1737778 | The Currency2 field value completes itself with the value 'true' |
| UI Field Administration | PRB1740210 | The list collector 'None' placeholder is recognized as an option when the language is switched to German |
| UI Field Administration | PRB1742055 | Double-clicking on the date picker in the **Date/Time** field selects an invalid date |
| UI Field Administration | PRB1742230 | Long field labels are truncated/hidden in UI16 |
| UI Field Administration | PRB1750483 | When viewing user records as a non-admin ITIL user in Service Operations Workspace, the phone number and mobile phone number fields prefix the phone number with an extra 1 |

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| UI Field Administration | PRB1756737 | @mentions are not selected when users tab-press, but they are selected through arrow buttons |
| UI Field Administration | PRB1758221 | 'Index x out of bounds for length x' error and users are unable to save or update a record when a **Glide_List** field is modified with a value lacking a display value |
| UI Form Administration | PRB1642153 | Dependent choices do not work as expected in Agent Workspace when using a Client Script to set and clear options |
| UI Form Administration | PRB1734435 | The cursor jumps around when trying to rename an attachment name while attaching it to a record in workspace |
| UI Form Administration | PRB1745712 | Different behavior ACL evaluation template Workspaces/UI16 forms (native) in relation to the current object |
| UI Form Administration | PRB1757057 | The **Applies to** field doesn't display any values in Workspace |
| UI Form Administration | PRB1721247 | In CSM/FSM Workspace, the 'After' business rule doesn't insert records when the field is hidden |
| UI Form Administration | PRB1735528 | Form onChange doesn't work properly in Workspace |
| UI Form Administration | PRB1742034 | The 'Copy Permalink' pop-up (Copied to Clipboard) is not translated when selected within the Knowledge Article that is opened from the Knowledge home |
| UI Form Administration | PRB1746742 | The **Entity View Action Mapper (EVAM)** table field list doesn't populate for tables extending 'Variable' |
| UI Form Administration | PRB1753812 | The length of the 'Handled events' column on the 'sys_ux_macroponent' table needs to be increased to avoid truncation of data on Oracle DB |

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|---|---|---|
| UI Form Administration | PRB1774006 | In a workspace, the 'onLoad' UI policy isn't working on a save |
| UI Form Administration | PRB1670764 | When a pop-up modal is closed, the page loads twice in a configurable workspace if the instance is domain separated |
| UI Form Administration | PRB1686691 | New Form layouts are dynamically created by opening a record |
| UI Form Administration | PRB1700565 | Resolve UI Action does not save the **Time Worked** field value |
| UI Form Administration | PRB1703974 | Special handling notes with a large amount of text cause overflow beyond the modal container |
| UI Form Administration | PRB1717532 | Using a base instance variable formatter on a custom table (not extended from a Task) does not open the form in Workspace |
| UI Form Administration | PRB1718533 | The g_user.getClientData() API doesn't work properly on Workspace |
| UI Form Administration | PRB1723383 | A missing empty table check is causing an undefined page route on 'Create article' |
| UI Form Administration | PRB1730199 | 'Reload form' in workspace doesn't load special handling notes (SHN) |
| UI Form Administration | PRB1754719 | Failure to load Planning Items with a custom Scoring Framework where the attribute name contains '/' |
| UI Form Administration | PRB1708619 | There's an advanced reference qualifier issue in the Playbook experience |
| UI Form Administration | PRB1708645 | If a user enters 'NULL' in a string field and saves it, the field is empty even if it's a required field |
| UI Form Administration | PRB1708689 | setError() doesn't work in configurable workspaces |

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|---|---|---|
| UI Form Administration | PRB1711630 | user.view events are created unexpectedly for the 'DB' view and go into an error state |
| UI Form Administration | PRB1712024 | The focus on the first field on a form isn't working as expected |
| UI Form Administration | PRB1718196 | The read-only 'Time worked' value isn't displayed correctly after a live update |
| UI Form Administration | PRB1720326 | Attributes that begin with 'aria-' aren't valid ARIA attributes |
| UI Form Administration | PRB1721805 | There's an unexpected update to a read-only HTML field |
| UI Form Administration | PRB1727325 | Tooltips aren't hoverable and can't be dismissed using the keyboard |
| UI Form Administration | PRB1727883 | A required dot-walk reference field causes an issue in Agent Workspace |
| UI Form Administration | PRB1728214 | Modifying an annotation on a 'Extension table' form can break the annotation for the 'Parent table' form |
| UI Form Administration | PRB1731022 | The dictionary entry of the **Attributes** field is incorrect for the 'Rate Model' attribute |
| UI Form Administration | PRB1731624 | The error messages when uploading deny-listed attachments aren't translated to the session language |
| UI Form Administration | PRB1732230 | The UI Builder form's configuration panel's 'View' parameter is overridden by the Form Controller 'View' parameter |
| UI Form Administration | PRB1734086 | A required **Date** field can be submitted in the incorrect format with no validation error |
| UI Form Administration | PRB1738564 | A ribbon component displays the page title as 'Contact' |

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| UI Form Administration | PRB1744130 | G_form.clearvalue does not set the radio button value to its initial value |
| UI Form Administration | PRB1746695 | The read-only URL field in a form allows focus and an inaccurate read out of the URL |
| UI Form Administration | PRB1751109 | The focus on the 'Save changes' box is different when selecting the **Back** button and the **Open record** button on a preview window |
| UI Form Administration | PRB1754500 | Table column headers are implemented incorrectly |
| UI Form Administration | PRB1769443 | Event handling doesn't work on a 'UI action selected' event on an action bar component |
| UI Form Administration | PRB1773340 | A field hint no longer displays for a boolean field when a field label URL is configured |
| UI Policies | PRB1714781 | Selecting the **Add/Remove Multiple** button in a glide_list type field lets users save the record with an empty value for a required field |
| UI Policies | PRB1728303 | When adding an attachment for the **File Attachment** type field through the form level, required field values are wiped due to a UI policy which isn't related to the file attachment |
| Unified Filter | PRB1733858 | Users aren't able to apply a value of a string field on a runtime filter |
| Universal Request | PRB1728269 | Archiving universal records is removing the attachments, causing admin users to not be able to see the attachment on archive universal records |
| Universal Request | PRB1733855 | In the 'Universal request' ACL, there's a typo in the script |

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| Upgrade Center | PRB1708147 | Selecting 'Save Merge' when resolving a skipped record doesn't save the changes |
| Upgrade Center | PRB1733935 | The progress bar on upgrade monitor page doesn't refresh |
| Upgrade Center | PRB1734654 | Records in an upgrade preview display as 'Predicted Update' or 'Insert', but in the builder instance display as 'Skipped' |
| Upgrade Center | PRB1750401 | Frequent warnings during an upgrade |
| Upgrade Center | PRB1770432 | Whitelists that contain a list of elements that can be edited on a merge form don't include CSS variables and quick start configurations |
| Usage Analytics | PRB1741917 | GCFCollector code throws many errors due to incorrect parsing of transaction sources |
| Usage Analytics | PRB1764167 | When users upgrade from a pre-Vancouver release to the Vancouver release, User Consent Migration encounters a null pointer exception (NPE) in some scenarios |
| User Criteria for Service Catalog | PRB1766975 | Default roles such as snc_internal and snc_external aren't honored properly for user criteria in portals, when roles are relegated in a session with the 'Zero Trust Access' feature |
| User Criteria for Service Catalog | PRB1771899 | Using an email address denies access to a catalog item on a portal |
| User Role Inheritance API | PRB1692615 | Marking inherits to false for a sys_group_has_role may temporarily leave sys_user_has_role records with an inheritance count of 0 |
| UX Framework | PRB1736722 | A portion of the pom file for glide-ux-builder/pom.xml no longer exists when moved, and is causing a partial upgrade issue |

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| Problem category | Problem | Short description |
|---|---|---|
| UX Framework | PRB1745673 | The 'New HR Case' tab is not closed once users selects the Cancel and discard option in HR Agent Workspace |
| UX Framework | PRB1713439 | Associating records in Service Operations Workspace isn't working as expected |
| UX Framework | PRB1735486 | Activity logs provide intermittently incorrect information |
| UX Framework | PRB1732332 | When a user opens a service map from the 'Service' dashboard, the page turns into 'Service details' |
| UX Framework | PRB1736030 | 'Audiences' on a landing page does not work as expected |
| UX Framework | PRB1652455 | In a configurable workspace, a dirty form message is encountered on a form due to its modal, even when the modal is already closed |
| UX Framework | PRB1688293 | On the CSM Workspace 'Interaction' page, there's a mismatch between the selected tab and the tab content that's displayed |
| UX Framework | PRB1718386 | The template tab misaligns in the side panel when 'Show the sidebar' is disabled in CSM Workspace |
| UX Framework | PRB1720924 | On Service Operations Workspace's Agent Assist, the resource list title and contextual search resets after navigating to another contextual sidebar component |
| UX Framework | PRB1604829 | sys_ux_page_registry.title isn't translatable |
| UX Framework | PRB1662699 | The nav menu is missing the available green checkmark icon when the page loads if the agent has not checked all service channels in configurable workspace |
| UX Framework | PRB1678831 | UIB Login component doesn't allow for switch to SSO properly |

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| Problem category | Problem | Short description |
|---|---|---|
| UX Framework | PRB1695799 | Failed 4xx/5xx HTTP requests display an obtrusive modal in Vancouver |
| UX Framework | PRB1697508 | Isolate the UIScript query from Form GQL and cache the response |
| UX Framework | PRB1697766 | Leave the site pop-up when trying to download an attachment in workspace |
| UX Framework | PRB1714039 | The **Back** button in iFrame doesn't work when opened in a configurable workspace |
| UX Framework | PRB1718453 | Users are unable to create domain-specific UX page properties in a domain-separated instance |
| UX Framework | PRB1719613 | The CONTENT_UPDATED event isn't updating the URL parameters from the second time |
| UX Framework | PRB1720621 | sn-canvas-toolbar is hidden after resizing in Asset Workspace |
| UX Framework | PRB1721676 | A screen reader isn't announcing the selected state of the tab controls with the role of 'Menu items' |
| UX Framework | PRB1722451 | The UX add-on 'Event Mapping' is cached, but shouldn't be |
| UX Framework | PRB1724469 | Screen macroponents are created without data 'nowAppProps' |
| UX Framework | PRB1727218 | There's a layout issue in Software Operations Workspace |
| UX Framework | PRB1727277 | Aria-hidden elements are focusable and contain focusable elements |
| UX Framework | PRB1727683 | The **Home** and **Cart** buttons lack accessible names |

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| Problem category | Problem | Short description |
|---|---|---|
| UX Framework | PRB1732250 | Sidebar tabs are cut/hidden when the browser width shrinks, or when a user zooms in |
| UX Framework | PRB1733426 | In the Hebrew version of an instance, the **Currency** field on the 'Payroll' table isn't accepting a number even if it's a real number |
| UX Framework | PRB1742312 | The test step to open a new form gives the error 'GraphQL API - GlideGraphQL: documents list does not contain valid document records: com.glide.graph' |
| UX Framework | PRB1747422 | The inactive tab label is not able to switch to the correct language after the user changes the language |
| UX Framework | PRB1749701 | 'Cannot deserialize value of type Lcom.glide.ux.runtime.model.v_1_0_0.MacroponentProperty' warning when creating a user session or navigating to the workspace |
| UX Framework | PRB1752849 | The 'Close Dialog' modal isn't translated |
| UX Framework | PRB1757522 | The cache does not watch the changes made on the **extension_point** field of the sys_ux_app_route table |
| UX Framework | PRB1760476 | In Agent Workspace for HR Case Management, highlighted value colors are faded in the form header |
| UX Framework | PRB1762333 | Selecting 'Open issues' from a risk assessment's reference information causes an internal server error (500) |
| UX Framework | PRB1778611 | In the 'Customer Success' workspace, adding a comment or a work note to a case causes a hidden contextual side panel to unhide itself |
| UX Framework | PRB1776899 | Keyboard shortcuts aren't working in Service Operation Workspace |

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| Problem category | Problem | Short description |
|---|---|---|
| UX Framework | PRB1773935 | Workflow Studio displays an empty page when opening in a private Firefox browser |
| UX-Metrics | PRB1717321 | Data for Total UI Time and Interruption aren't populated (neither in list nor form layout) on the Client Interaction |
| Vendor Management Workspace (Family) | PRB1733000 | The status should be 'positive' in VendorInsightsUtil .getKPIGroupThreshold() |
| Vendor Management Workspace (Family) | PRB1736751 | Activities on some vendors run every night and fill up the log tab |
| Virtual Agent | PRB1586394 | In a Virtual Agent topic, getDisplayValue does not work for the reference input when the count is more than 10 |
| Virtual Agent | PRB1748942 | A reference question with a single choice erroneously shows the question type in the label |
| Virtual Agent | PRB1645117 | The 'Conversation Task' table name is incorrect |
| Virtual Agent | PRB1732454 | The LiveAgent_interaction_id variable is not populated when a conversation is initiated via contextual action |
| Virtual Agent | PRB1741509 | ActiveTopicTypesCache consumes a lot of memory |
| Virtual Agent | PRB1720318 | A Virtual Agent topic with a text response node that contains a rich text message with a text link generates a mismatched token when an ATF test step is executed, causing a test step failure |
| Virtual Agent | PRB1753464 | An initial search text is encoded in Agent Chat and the conversation context |

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|---|---|---|
| Virtual Agent | PRB1723142 | ServiceNow Accessibility Topics to be compliant with WCAG 2.1 Level A |
| Virtual Agent | PRB1731428 | Loading dots for Live Agent are static and don't jump when waiting for the agent to pick up chat |
| Virtual Agent | PRB1732726 | RuntimeUtils fetches conversations with tasks |
| Virtual Agent | PRB1745771 | Users that do not have a consumer account do not receive a pop-up or indicator that a notification has arrived |
| Virtual Agent | PRB1748960 | Sys_one_extend_ builder_capability records are mistakenly deleted during upgrade |
| Virtual Agent | PRB1765722 | The Virtual Agent table bot response card isn't displaying all data properly after upgrading to Washington/Vancouver |
| Virtual Agent | PRB1770638 | Agent chat is unable to render a chat when json cards are in a Virtual Agent conversation |
| Virtual Agent | PRB1720128 | LinkUnfurlingMessageResponse messages aren't marked as processed |
| Virtual Agent | PRB1726791 | Web Client can send multiple contextual action requests |
| Virtual Agent | PRB1730730 | The multi-link output has a link header followed by description text, but the description text is truncated to a single line and only hovering over it displays the full content |
| Virtual Agent | PRB1731157 | The VAAISearchHelperUtah. calculateResultsTo DisplayWithContext() method is missing in Vancouver |
| Virtual Agent | PRB1731831 | In Virtual Agent, users are unable to translate the node name of a topic step |

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|---|---|---|
| Virtual Agent | PRB1733286 | An utterance isn't translated after going through language detection |
| Virtual Agent | PRB1735922 | Virtual Agent 'Lite' topics are editable |
| Virtual Agent | PRB1740562 | The 'Disconnected Chat Timeout' scheduled job should run as system, not admin |
| Virtual Agent | PRB1741127 | Console warning logs caused by Virtual Agent not sending UI preferences to Next Experience Design System (NDS) |
| Virtual Agent | PRB1742734 | The Agent Chat pop-up card uses an incorrect version of the KB article when using the copied permalink |
| Virtual Agent | PRB1745704 | On-change handlers are always running, even if the changed variable does not exist in the conditions |
| Virtual Agent | PRB1746854 | The chat is ended abruptly while initiating the autopilot topic during a live agent conversation through Virtual Agent Designer |
| Virtual Agent | PRB1746867 | Virtual Agent's (VA) 'Abandoned chat' scheduled job short-circuits if it is unable to fault a conversation |
| Virtual Agent | PRB1747075 | The greeting message passed in 'vaSystem.send TopicPickerControl (greetingMessage)' is present in the transcript of a chat initiated from the portal but not in the chat initiated from the team |
| Virtual Agent | PRB1757702 | Conversations with empty device types are not faulted |
| Virtual Agent | PRB1760141 | Users are unable to enable 'Make this input secure' on topic block |

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|---|---|---|
| Virtual Agent | PRB1760676 | Actionable notifications for 'LLM' mode with an LLM topic in action are received in non-LLM mode as well |
| Virtual Agent | PRB1762623 | When multiple topic blocks are called, the topic block does not return to the parent topic |
| Virtual Agent | PRB1766440 | The Virtual Agent conversation fails when a topic block that contains an apostrophe in the name is called |
| Virtual Agent | PRB1767655 | The feature name in sys_gen_ai_usage_log is shown as 'Case Summarization' |
| Virtual Agent | PRB1767767 | Chat summarization displays an empty agent message screen when transferring to a live agent |
| Virtual Agent | PRB1770948 | In Virtual Agent, an action utility doesn't display all the relevant flow actions |
| Virtual Agent | PRB1770961 | A transcript/internal transcript displays 'Unable to generate transcript' when the request catalog item inline-seismic topic block is used in Live Agent's auto-pilot |
| Virtual Agent | PRB1777529 | Selecting 'Continue this topic' doesn't resume the topic but closes the conversation |
| Virtual Agent | PRB1781543 | Survey returns an incorrect value in Virtual Agent |
| Virtual Agent Actionable Notifications | PRB1766713 | If the previous notification conversation didn't have the global_requester _session_language context variable, notifications aren't triggered |
| Virtual Agent Designer | PRB1732898 | The 'Properties' page is loading slowly in Virtual Agent Designer |
| Virtual Agent Designer | PRB1761215 | Highest-scored intent isn't picked up by the Virtual Agent (VA) |

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|---|---|---|
| Virtual Agent Designer | PRB1677132 | The base instance topic 'Open IT Ticket 2.0 (Template)' doesn't work when it is being cloned |
| Virtual Agent Designer | PRB1731958 | Users shouldn't need to turn on the 'NAP' panel to create large language models (LLM) topics |
| Virtual Agent Designer | PRB1750902 | Virtual Agent directs to an error topic after receiving a response with Array.Object from Flow Designer |
| Virtual Agent Designer | PRB1751801 | The topic node name with special characters does not appear in 'Task Context,' causing non-availability of the topic node for funnel creation on the Virtual Agent Dashboard |
| Virtual Agent Designer | PRB1758646 | An LLM dynamic choice node needs to access the variable's value through getValue() |
| Virtual Agent Designer | PRB1761780 | The 'Saved test' badge in the test window is cut off |
| Virtual Agent Designer | PRB1762445 | Virtual Agent uses variable names in the conversation instead of node names |
| Virtual Agent Designer | PRB1766448 | Carousel cards with translations don't display on Virtual Agent |
| Virtual Agent Designer | PRB1773483 | A warning message displays 'Now Assist in Virtual Agent' instead of 'Now Assist in Virtual Agent Designer' |
| Virtual Agent for Service Portal | PRB1714291 | A Virtual Agent screen reader is unable to announce the full response coming from the virtual agent |
| Virtual Agent third-party integrations | PRB1762476 | The Virtual Agent/Microsoft Teams connection is unable to find records and options when an interaction is started |

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|---|---|---|
| Virtual Agent Web Client | PRB1743948 | VA Web client shows a blank screen when multiple tabs are open |
| Virtual Agent Web Client | PRB1772481 | Reducing the browser width <600 makes the web-client full-screen |
| Virtual Agent Web Client | PRB1744826 | The **End Conversation** button is not disabled after the user selects it |
| Virtual Agent Web Client | PRB1745475 | The Virtual Agent **Close** icon is cut off when using on mobile |
| Virtual Agent Web Client | PRB1761699 | When the user begins typing in the chat of Engagement Messenger on an iOS device, the page automatically zooms in |
| Virtual Agent Web Client | PRB1762856 | The Virtual Agent 'Show 10 More' UI control isn't responding to Automated Test Framework (ATF)'s custom UI 'Click on Component' |
| Visual Task Boards | PRB1763654 | Setting glide.vtb.card_select_due_date.dst_convert to false doesn't prevent an extra hour from unexpectedly adding |
| Visual Task Boards | PRB1632630 | HTML special characters are not shown correctly |
| Visual Task Boards | PRB1747150 | Visual Task Boards (VTB) have no limits on attachments, which can lead to slow loading, memory issues, and semaphore exhaustion with excessive attachments |
| Visual Task Boards | PRB1729596 | An activity stream is stuck when opening a card from a virtual task board (VTB) |
| Visual Task Boards | PRB1739939 | Visual Task Board (VTB) cards display an inaccurate number of tasks |
| Visual Task Boards | PRB1744873 | The **Conditions** type field does not honor the operators 'does not have' and 'excluding' for a Tags field on the form view |

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| Problem category | Problem | Short description |
|---|---|---|
| | | even when these options are available in the condition builder v2 |
| Walk-Up Experience | PRB1722390 | In a scheduled job, the interaction state change for a walk-up is executed, but the script remains in the sysauto_script table |
| Walk-Up Experience | PRB1737053 | In Walk-up Experience, the walk-up appointment state is updated twice |
| Walk-Up Experience | PRB1738315 | Walkup experience fields are loading slowly in the Now Mobile app |
| Walk-Up Experience | PRB1761510 | The carousel is broken on the Onsite 'Queue' page |
| Walk-Up Experience | PRB1769107 | The **Schedule appointment** button isn't available when right-clicking then pasting for the **Reason description** field |
| Walk-up Experience Appointment Booking | PRB1746504 | The function logError is not allowed in scope sn_walkup, with gs.error() used instead |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1737763 | Accessibility section of settings menu - Screen reader is not announcing the correct Name for 'Info button'. It is announced as 'section' |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1716138 | List mark-up is used incorrectly |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1724967 | In Virtual Agent, focus is lost when selecting a choice |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1748991 | The JAWS reader does not announce the title and text within dialog content, other than the interactive elements like 'Close,' 'Cancel,' and 'Remove' |

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| Problem category | Problem | Short description |
|---|---|---|
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1759881 | The user interface for sidebar discussions and discussion chats are not fully accessible |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1759886 | The chat-bubble-icon has its own tab index even though it cannot be interacted with, leading to the user not being able to open the discussion chat using only the Tab key |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1759888 | The user interface for Sidebar discussion and discussion chat is not fully accessible |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1759889 | The user interface for a sidebar discussion and discussion chat isn't handicapped accessible |
| Web Content Accessibility Guidelines (WCAG) Conformance | PRB1763812 | The user interface for a sidebar discussion and discussion chat is not fully accessible |
| Web UX Runtime | PRB1739325 | A user with elevated privileges can't edit glide.ui.restore.previous.session.tabs |
| Workflow Contexts | PRB1725402 | The Workflow Scratchpad Encryption plugin does not work properly after migration in a Vancouver upgrade |
| Work Order Management | PRB1747917 | The travel line indicator for 'Closed Complete' tasks and 'Incomplete' tasks aren't visible on Dispatcher Workspace (DWS) |
| Work Order Management | PRB1719047 | Users are unable to suspend HR cases after upgrading to Vancouver |
| Work Order Management | PRB1739619 | When a user attempts to update the **Assignment Group** and **Assigned to** fields, they are cleared out |

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| Problem category | Problem | Short description |
|---|---|---|
| Work Order Management | PRB1761006 | The Field Service Management (FSM) Configurable Workspace plugin adds functions and function instances to the FSM application |
| Work Order Management | PRB1768728 | Users are unable to publish existing work order document templates after editing |
| Work Order Management | PRB1744192 | Some of the 'Closed Complete' or 'Incomplete' tasks with expected_travel_start are out of range of endDate |
| Work Order Management | PRB1754204 | 'Copy Task Template...' fails when too many tasks are added on the work order template |
| Work Order Management | PRB1759426 | The Field Service Management plugin takes a long time to install when the sys_user table is large |
| Work Order Management | PRB1762739 | Field Service Management (FSM) work task flows aren't in English |
| Work Order Management | PRB1765374 | The 'Remove' business rule restricts agent schedule users on creation |
| Work Order Management | PRB1769179 | There is an error message for community users on the community_profile page when the user timezone is updated |
| Work Order Management | PRB1770620 | Work order tasks that are created from work plans don't have with the correct window end date |
| Work Order Management | PRB1776096 | A bundle created by bundling work order tasks have the same short description of 'Bundle_' |
| Zing Text Indexing and Search Engine | PRB1762854 | The Global Search display message is broken in Core UI |
| Zing Text Indexing and Search Engine | PRB1628953 | For the global search in Agent Workspace, the column label's translation ignores special characters and upper cases |

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| Problem category | Problem | Short description |
|---|---|---|
| Zing Text Indexing and Search Engine | PRB1655206 | After selecting 'View all knowledge matches' from the global search results, the search group conditions are not honored in the knowledge.do results |
| Zing Text Indexing and Search Engine | PRB1677355 | Text Index Group Configuration |
| Zing Text Indexing and Search Engine | PRB1724173 | Text indexing on a PDF attachment causes an out of memory error |
| Zing Text Indexing and Search Engine | PRB1731509 | Add the capability to turn off the zing binary operator 'AND/OR/NOT' |

## 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 17.5 and up | Safari 17.5 and up | Safari 17.5 and up | Safari 17.5 and up |
| Tablet Mobile | Not supported | Not supported | 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 |
| Phone Mobile* | Not supported | Not supported | Not supported | Latest version of iOS and Safari<br><br>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 Xanadu 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

Key features in the Xanadu Release include:

**Next Experience and Configurable Workspace Improvements**

- Leverage upgraded components in Configurable Workspaces and Next Experience to strengthen WCAG 2.1 Level AA conformance and provide a more inclusive experience for all users.
- Accelerate usability of the Platform for those who experience low vision or use Assistive Technology (AT) through increased zoom capabilities, implementing Reflow (400% zoom), improving the contrast of text and images, adding alternative text to images, and refining the labeling of controls.
- Accessibility enhancements to the following Configurable Workspaces:
  - Workforce Optimization for Customer Service
  - Field Service Management Dispatcher Workspace
  - Workforce Optimization for Field Service Workspace
  - Agent Workspace for HR Case Management
  - Service Operations Workspace for IT Service Management
  - IT Service Management Digital Portfolio Management
  - Workforce Optimization for IT Service Management
  - IT Service Management DevOps Change Velocity

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**New features and other improvements**

- **Document Services** - Accessibility support for document conversion from DOCX to PDF. New PDF accessibility tags define the document's structure and provide a logical reading order, making it easier for users to navigate, understand, and interact with converted PDF documents.
- **TinyMCE Upgrade** - Upgrades to TinyMCE from v5 to v6.8.2, providing improved formatting options and editing, as well as extended functions for users to format their content.
- Resolved potential limitations that could hinder AT users from accessing content, navigating applications, or using certain features. These improvements are aimed at helping users who rely on a keyboard or other AT devices.

### 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.

Upgrading to a new ServiceNow release

| ServiceNow upgrades | Pre- and post-upgrade tasks | Upgrade planning checklist |
|---|---|---|
|  |  |  |
| Learn high-level information about upgrades, such as duration, rollback options, and testing. | Identify any tasks to complete before and after the upgrade for your applications and features. | Use the end to end checklist to plan and track the activities for your upgrade. |

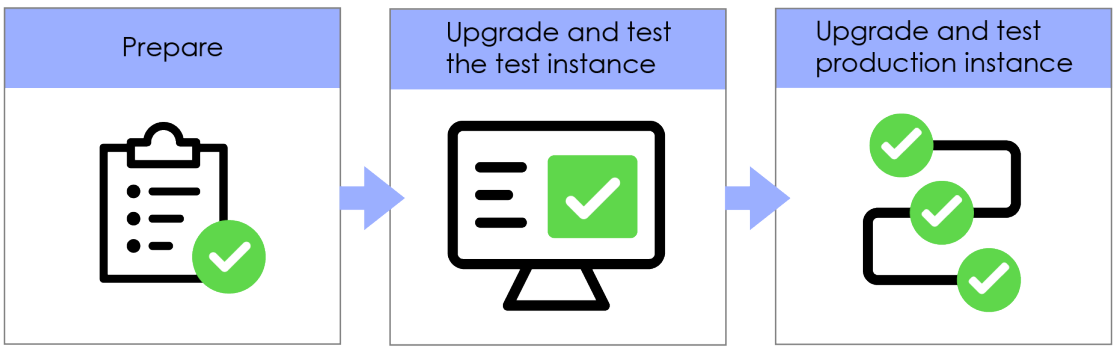
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| Upgrade tools and resources | Upgrades and the ServiceNow® Store |
| --- | --- |
| Learn about ServiceNow products, tools, and resources that can improve your upgrade experience. | Learn about how upgrades are applied to ServiceNow® Store applications. |

## 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 Xanadu 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 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 Xanadu 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,

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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 Xanadu

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 Xanadu. 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.

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<br>• Includes all available fixes to existing functionality<br>• Is production-oriented; quality and stability are of the highest priority throughout the lifecycle |

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| Type | Scope |
| --- | --- |
| Patch | • Supports existing functionality with a collection of problem fixes<br>• Generally does not include new features |
| Hotfix | • Supports existing functionality with a specific problem fix for a feature release<br>• May or may not include any previous fixes for a given release<br>• 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, Xanadu patch-to-patch and Xanadu 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:

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. |

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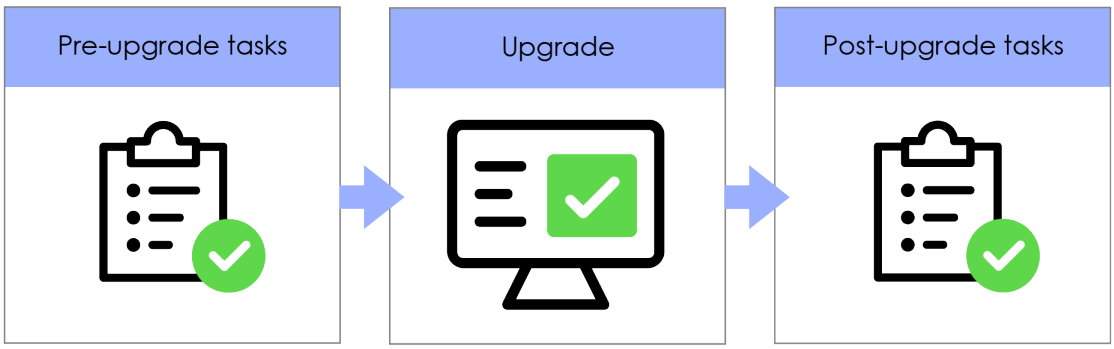
| Instance | Type of testing required |
| --- | --- |
| Test | • Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances.<br>• You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests.<br>• For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances. |
| Production | Conduct UAT.<br>**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 Xanadu, review these pre- and post-upgrade tasks and complete the tasks as needed.

### Upgrade and migration tasks

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

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| Product | Release notes | Family |
|---|---|---|
| AI Control Tower | Not applicable. | Australia |
| AI Desktop Actions | Upgrade the currently installed *AI Desktop Actions* Software Installers (MSIs) by downloading and installing the newer version of the application. Make sure to close the current execution and close the desktop app before staring the installation for upgrade. For more information, see Download installer. | Australia |
| Application Manager | *Application Manager* is active by default on instances on the *Australia* release. Upgrade your instance to *Australia* patch 4 or later to use the latest features. For information about upgrading your *ServiceNow AI Platform* instance, see Prepare your upgrade. | Australia |
| Application Vulnerability Response | • If you are currently using *Application Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management (USEM)*, install a version below v30.x of *Application Vulnerability Response* and for upgrades to supported third-party integration applications.<br>• For information about the new features of *Vulnerability Response*, see the Vulnerability Response release notes.<br>• For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base. | Australia |
| Asset Audit Response | The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. | Australia |

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| Product | Release notes | Family |
|---|---|---|
| Care Team Operations for Biomed | The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.<br><br>If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role. | Australia |
| Care Team Operations for Environmental Services | If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role. | Australia |
| Care Team Operations for Facilities | If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role. | Australia |
| Care Team Operations for Healthcare IT | The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.<br><br>If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role. | Australia |
| Cloud Cost Management 10.0 | The *Cloud Cost Management* platform support is available beginning with the *Xanadu* release. For instructions on upgrading *Cloud Cost Management* to *Australia*, see Upgrade Cloud Cost Management. | Australia |
| Configuration Compliance | If you are currently using *Configuration Compliance*, and you do not intend to upgrade to *Unified Security* | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | *Exposure Management* (USEM), install a version below v30.x of *Configuration Compliance* and for upgrades to supported third-party integration applications.<br><br>The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with *Wiz* integrations, after updating to version 1.1, you must backdate any of your existing *Wiz* primary integrations by three days and run them. Please review more information about the *Wiz* integration at SecOps articles on the Security Operations Community.<br><br>For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | |
| Configuration Management Database (CMDB) | Due to changes in the Configuration Item [cmdb_ci] table, if you're upgrading to *Australia*, you might experience an increased upgrade time. To learn more about this change and reducing its impact, see the Increased Australia Upgrade Time due to cmdb_ci composite index addition [KB2588894] article in the *Now Support Knowledge Base*.<br><br>If you're upgrading from *Xanadu* or *Yokohama* directly to the *Australia* release, you must run the *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles* scheduled job to correctly configure some user roles, such as *CMDB* Admin and *CMDB* Editor. For more information about this scheduled job and its use, see the CMDB Zurich release notes.<br><br>The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. | Australia |

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| Product | Release notes | Family |
|---|---|---|
| Container Vulnerability Response | Enhancements to *Container Vulnerability Response* permit you to see enriched container vulnerability data on data imports from your third-party scanners. After you upgrade, you must perform a full import to view the features on discovered container image, container image finding, and container vulnerable item records that are described in the following New in the *Australia* release section.<br><br>If you're currently using *Container Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management* (*USEM*), install a version below v30.x of *Container Vulnerability Response* and for upgrades to supported third-party integration applications.<br><br>For more information about the released versions of the *Container Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | Australia |
| Core Business Suite | • The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.<br><br>• The *ServiceNow AI Platform* now brings you a new AI experience with three licensing tiers available:<br>○ Foundation: AI basics to deliver insights<br>○ Advanced: AI to boost productivity across relevant use cases<br>○ Prime: Act autonomously with all AI assets, and create your own<br>For more information, see ServiceNow product tiers. | Australia |

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| Product | Release notes | Family |
|---|---|---|
| Customer Engagement Sequences | If you configured sequences with the Schedule call activity on a release before *Zurich*, the activity is now labeled **Schedule call - Deprecated** in the activity picker in *Workflow Studio*. Existing sequences continue to work, but the Call icon doesn't appear on the **Callback number** field on the Sequence Steps page during runtime. To enable the click-to-call capability, update the *Customer Engagement Sequences* application to use the new Schedule call activity. | Australia |
| Dispute Rules Content Pack for Mastercard | The *Australia* release adds 14 new data fields to the Authorization and Financial Transaction tables to support the new eligibility rules. The `transactionAmountLocal` field already exists in the Financial Transaction table but is being extended to the Financial Transaction Authorization table in this release. No other pre-existing fields are affected. After upgrading, confirm that the new fields are available and populated on your instance. For a full list of new fields, see New in this release. | Australia |
| Employee Center Pro | The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. | Australia |
| Employee Center | The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. | Australia |
| Flows, Subflows, and Actions | An earlier version of the save as you go feature was released and withdrawn from the *Washington DC* release. If you're upgrading from the *Washington DC* release, you might have manually turned off the save as you go features by | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | setting a system property. To restore the save as you go features, see Restore save as you go functionality.<br><br>The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new “read_only_option” field with granular control levels, including “strict_read_only” and “client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. | |
| Generative AI Controller | *Generative AI Controller* is installed or updated when you install or update a *Now Assist* application. If you have issues installing or updating applications, see this knowledge article or open a support case. | Australia |
| Hardware Asset Management | • To enhance security and manage admin access precisely, the granular admin roles are now installed. These roles replace broad admin checks by assigning specific privileges based on user tasks, rather than granting full admin access:<br>◦ sn_hamp.ham_system_admin: Provides access to *HAM* licensing, *HAM* Guided Setup, *HAM* application properties and system properties, and a few tables.<br>◦ sn_hamp.ham_asn_admin: Provides access to the Advanced Shipment Notification (ASN) feature.<br>◦ asset_integration_admin: Provides access to Standard hardware Zero touch request and carrier integration features, and shipment tables.<br>◦ asset_system_admin: Provides access to asset job log, content audit, transfer order, expense management, and model management.<br>◦ asset_task_admin: Provides access to asset tasks.<br>◦ procurement_system_admin: Provides access to procurement module, tables, and tasks.<br>◦ contract_system_admin: Provides access to contract module, tables, and tasks.<br>◦ asset_licensing_admin: Provides access to the ITAM licensing module.<br>◦ asset_recommendation_admin: Provides access to recommendation actions.<br>• The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow* | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | *AI Platform*®. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. | |
| Healthcare Operations Core | The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.<br><br>If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role. | Australia |
| Healthcare and Life Sciences Service Management Core | The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options.<br><br>If you have the feature administrator role you can now complete tasks that were initially reserved for users with the broader administrator role. | Australia |
| Impact | The *Impact Store Application* configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application. | Australia |
| Instance Data Replication | Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table that are created before the upgrade are automatically truncated. | |
| Key Management | • In pre-*Zurich* releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the *Australia* release in preparation for a full deprecation of GlideEncrypter/3DES in the future:<br>  ○ New *Australia* instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.<br>  ○ if you're upgrading your *Australia* instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework.<br>  ○ Learn more about 3DES deprecation in KB1704481. | Australia |
| MID Server | For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 21.0.7.<br><br>If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE:<br>• If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.<br>• If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version.<br><br>All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades.<br><br>Only one *Windows MID Server* service is permitted according to the executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information.<br><br>For more information about *MID Server* upgrades, see the following topics: | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade.<br>• Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually. | |
| Now Assist for Configuration Management Database (CMDB) | To enable Now Assist to provide detailed descriptions of CIs and classes, you must activate the 'External Content Connectors' plugin, install the 'ServiceNow Product Documentation' connector, and then crawl the product documentation. For configuration instructions, see Configure the CI form contextual help skill. | Australia |
| Now Assist for Creator | *Australia* early availability (March)<br>• To upgrade the *Build Agent* application, upgrade the *Now Assist for Creator* application (sn_now_creator), which includes the *Build Agent* Pro plugin (sn_build_agent_pro). To upgrade the *Build Agent* (Trial) app, upgrade the sn_build_agent plugin. | Australia |
| Now Assist for Employee Center Pro | Now Assist for Employee Center Pro only provides employee or requester conversations and might require other Now Assist products to deliver AI agents or other related features. | Australia |
| Now Assist for IT Service Management (ITSM) | To use the Knowledge Article Advanced Editor page in the generate a knowledge article skill, you must activate the knowledge content recommendation skill. Follow these steps to activate the skill.<br>**1.** Go to **Admin** > **Now Assist admin**.<br>**2.** Select **Now Assist Skills**.<br>**3.** Select **Platform**.<br>**4.** Select **Knowledge**.<br>**5.** Make sure the knowledge content recommendation skill is active.<br><br>The incident assist agentic workflow is active by default and includes all the capabilities of the [DEPRECATED] incident assist skill, with enhancements. When you upgrade to Australia Patch 1, if you have the [DEPRECATED] incident assist skill activated, consider deactivating it to avoid redundancy. For more information, see Incident assist skill.<br><br>Starting with the Australia Patch 2, the Incident assist skill has been deprecated, moved to the **Archive** section, and is no longer available for use. | Australia |

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| Product | Release notes | Family |
|---|---|---|
| Now Assist in Virtual Agent | | Australia |
| Now Assist | If you customized actions on the user interface or other items that are associated with *Now Assist* skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected.<br><br>If you run into issues when you're upgrading a *Now Assist* product, see the Issues and mitigation for *Now Assist* (generative AI) Applications and Plugin updates [KB1637452] article in the *Now Support Knowledge Base*. Log in to view the article.<br><br>The *Australia* release introduces enhanced protections for read-only fields across the *ServiceNow AI Platform*. These changes include a new read_only_option field with granular control levels, including strict_read_onlyand client_script_modifiable. The changes occur in the back end and maintain backward-compatible behavior. This update helps strengthen instance security while preserving flexibility. If you have custom client scripts that modify read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to the KB2718122 article in the *Now Support Knowledge Base* to identify affected fields and adjust the settings.<br><br>The existing access control lists (ACLs) have been updated to replace the admin role with purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API is replaced with the `hasRole()` API for authorization purposes. Additionally, all references to the admin role in the code have been substituted with the granular roles for authorization use cases. For more information, see https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html. | Australia |
| Operational Resilience | Beginning with *Operational Resilience* release 22.0.x, the following scheduled jobs are deactivated for new installations by default:<br>• *Calculate red flags for CSDM and dependencies*<br>• *Update CSDM and other dependencies*<br><br>For existing installations, these jobs retain their current active or inactive state. | Australia |
| Performance Analyzer | Starting with the *Zurich* release, Performance Analyzer is available on your instance automatically. For access | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | to Performance Analyzer for earlier instances, install Performance Analyzer from the *ServiceNow® Store*. | |
| Platform Analytics experience | After upgrading, only admins can create *Core UI* analytics objects: reports, *Performance Analytics* widgets, responsive dashboards, and interactive filters. Other users can still view and edit *Core UI* objects but can create only *Platform Analytics* objects, such as data visualizations.<br><br>When upgrading, the published status on all *Core UI* reports changes to **false**, making them unpublished.<br><br>After upgrading, the *Analytics Hub* isn't available. Links to the *Analytics Hub* are redirected to *KPI Details*. | Australia |
| Playbook | After you upgrade to *Australia*, update the *Workflow Studio* application in the *ServiceNow Store*. | Australia |
| Product Catalog Management and Pricing Management | *Pricing Management* v16.0.0 provides a default pricing plan that includes changes to support pricing strategies introduced in this release. If you have been using a custom pricing plan from an earlier release, after upgrading to *Pricing Management* v16.0.0, the default pricing plan is in a Retired state. Determine whether you want to publish the default pricing plan for use or customize it. | Australia |
| Public Sector Digital Services | After the upgrade, certain public sector menus and menu items in *CSM Configurable 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**. | Australia |
| RPA Hub | Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications:<br>• *RPA Desktop Design Studio*<br>• *Attended Robot*<br>• *Unattended Robot*<br>• *Unattended Robot* Login Agent<br><br>For more information, see Download the RPA applications from RPA Hub. | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Australia*.<br><br>Based on the number of records in the application file table, you may experience a delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Australia*.<br><br>Before upgrading *RPA Hub* to *Australia*, you must set the value of the `glide.rollback.blacklist.TableParentChange.change` system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.<br><br>After you upgrade to *Australia*, the bot process definitions change to the new structure, which is the bot process configuration.<br><br>Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Australia* without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the *Now Support Knowledge Base*. | |
| ReleaseOps | If you have customized the *ReleaseOps* sample playbooks, the runbook task playbook activity will not automatically populate when you upgrade to *Australia*. | Australia |
| SQL API | *ServiceNow* provided customers with a free SOAP-based ODBC client. If you have an active *RaptorDB Professional* entitlement, you can migrate to the REST-based *SQL API* client by completing the required configuration on both the server and client sides. For more information, see Configure. | Australia |
| Service Exchange (formerly Service Bridge) | **Important:**<br>Do not upgrade your *ServiceNow*® instance to the *Australia* release if you rely on *Service Exchange*. A known RPS issue prevents *Service Exchange* from functioning correctly. Proceed with the upgrade only after *Australia* Patch 1 becomes available. | Australia |

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| Product | Release notes | Family |
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| | • *Service Exchange* version 2.x.x, which was first released with the *Xanadu* release, doesn't support migration of *Service Exchange* (Legacy) versions.<br><br>*Service Exchange* (Legacy) version: Before you upgrade to the *Australia* release, consult the Service Exchange for Providers (Legacy) - Migration Utility [KB1499823] article in the *Now Support* Knowledge Base to find out how to migrate your configuration data.<br><br>• *Service Exchange* version 1.x.x: When upgrading, consult the Upgrade Guide - Service Exchange for Providers and Consumers application (v2.x.x release) [KB1700387] article in the *Now Support* Knowledge Base to find out how to migrate your *Service Exchange* applications.<br><br>• *Service Exchange* version 2.x.x: New entitlements that require the latest compatibility version cannot be activated until both consumers and providers upgrade to *Service Exchange* version 2.x.x. New entitlements configured with a lower compatibility version can be activated. Older active entitlements continue to work but new ones can't be activated.<br><br>• When using *Service Exchange* for Providers and *Service Exchange* for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility. If the versions diverge, a scan check will report version mismatches and the Health Dashboard will show a version mismatch issue. After upgrading, run and validate the post-upgrade scan suite to identify and resolve any post-upgrade issues.<br><br>• If you have upgraded to *Service Exchange* version 2.0.55 before upgrading the platform to the *Australia* release and your instance has *Sales Customer Relationship Management* plug-in version 1.0.4 installed, the new Deny ACLs aren't installed. After upgrading to the *Australia* release, select Repair to reinstall the *Service Exchange* application to ensure Deny ACLs are installed.<br><br>• When you install the *Service Exchange* application, the *Service Exchange* Global script include is automatically installed or updated on the following platform versions:<br>◦ *Yokohama*<br>◦ *Zurich*<br>◦ *Australia* | |
| ServiceNow AI Platform core feature | The dynamic schema application framework was revised in the *Zurich* release. If you implemented dynamic schema in the *Xanadu* or *Yokohama* releases, the application is | Australia |

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| Product | Release notes | Family |
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| | automatically migrated to a new framework as part of the upgrade to releases starting with the *Zurich* release. For details on the migration and steps you might need to perform, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the *Now Support Knowledge Base*.<br><br>The *Australia* release introduces enhanced protections for read#only fields across the *ServiceNow AI Platform*®. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur in the back end and maintain backward#compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. Refer to KB2718122 for additional technical details on how to identify affected fields and adjust their settings. For more information about granular read-only security options, see Configuring read-only security options. | |
| ServiceNow IDE | *ServiceNow IDE* version 3.2.3 is active by default on instances on the *Australia* release. Update to *ServiceNow IDE* version 4.0 or later to use the latest features. For information about updating *ServiceNow IDE*, see Install or update the ServiceNow IDE. | Australia |
| ServiceNow SDK | To upgrade to the latest version of the *ServiceNow SDK* globally or within an application, see Upgrade the ServiceNow SDK.<br><br>*ServiceNow SDK* version 4.4 supports integration with *ServiceNow* instances beginning with the *Washington DC* release.<br><br>On *Windows* systems, after upgrading to *ServiceNow SDK* version 4.3 or later, existing stored credentials aren't supported due to the deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-sdk auth --add` command to authenticate with instances. For more information, see Authenticate.<br><br>**Important:**<br>For minor releases of the *ServiceNow SDK*, see the ServiceNow SDK release notes on *GitHub*. | Australia |
| ServiceNow Studio | *ServiceNow Studio* no longer has to be downloaded from the *ServiceNow Store*. It's available on the *ServiceNow AI Platform* by default. | Australia |
| ServiceNow Vault | *ServiceNow Vault* is a bundle of the following products: | Australia |

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| Product | Release notes | Family |
|---|---|---|
| | • ServiceNow Vault<br>• Data Discovery<br>• Data Privacy<br>• Zero Trust Access<br>• Field Encryption<br>• Code Signing<br>• Log Export Service (LES) | |
| Source-to-Pay Operations Integrations | **Important:** Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete. | Australia |
| Subscription Management | *Subscription Management* version 6.1 is active by default on all instances of the *Australia* release. Update to *Subscription Management* version 6.1 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin. | Australia |
| Third-party Risk Management | If you're a *VRM* user upgrading to *TPRM* and upgrading to *Australia* from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from *Xanadu* to *Yokohama*, *Yokohama* to *Zurich*, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts.<br><br>After upgrading to version 21.0.x, you can enable the *Smart Assessment Engine* (*SAE*) by setting the *Smart Assessment Engine* enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, *Smart Assessment Engine* (*SAE*) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible.<br><br>**Warning:**<br>Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues. | Australia |

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| | For more information on upgrading from *VRM* to *TPRM* and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information.<br><br>For existing *TPRM* customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column. | |
| UI Builder | Saving section for later. | Australia |
| Vulnerability Response | If you're currently using *Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management* (*USEM*), install a version below v30.x of Vulnerability Response and for upgrades to supported third-party integration applications.<br><br>For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Australia* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base* | Australia |
| AI Search | *Washington DC* Patch 9:<br><br>• After you upgrade to *Washington DC* Patch 9 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources.<br><br>*Washington DC*:<br><br>• When you upgrade to *Washington DC*, *AI Search* automatically updates your existing Genius Result configurations to use the new *AI Search* Genius Result Configuration form fields. This update procedure makes the following changes: | Washington DC |

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| | ○ Removes existing **Genius result answer type** field values.<br>○ Migrates **Genius result logic** field values to the new *AI Search* **request processor** and *AI Search* **response processor** fields as appropriate.<br>• After you upgrade your instance to *Washington DC*, *AI Search* retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. To gain the benefits of the new enhanced query mode for multi-term searches, set this system property's value to *AND then OR 2+ key terms*. For details on *AI Search* system properties, see AI Search system properties.<br>• Starting in *Washington DC*, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for *AI Search*, which can be time-consuming. When you upgrade to *Washington DC* from a previous family release, *AI Search* does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, *AI Search* will reindex individual User table records as they're updated until all records have been reindexed. | |
| Automated Test Framework | Copy and customize quick start tests provided by the *ServiceNow AI Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.<br><br>The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature. | Washington DC |
| Business Continuity Management | After upgrading to the *Washington DC* release, you must note the following important information for the existing business impact analyses, business continuity plans, and events:<br>• For business impact analyses, the Source column in the dependency assessment is renamed to Primary source and the **BCM** source is renamed to **Manual** for manually added dependencies following an upgrade. When you select the | Washington DC |

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| | **Update dependencies** button, the system adds the *CMDB* dependencies.<br>• For business continuity plans, the Source column is renamed to Primary source following an upgrade. When you select the **Update dependencies** button, the system adds the *CMDB* and BIA dependencies. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration.<br>• For events and exercises, when you select the **Update dependencies** button, the system adds the *CMDB*, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration. | |
| Configuration Management Database (CMDB) | • The column *product_instance_id* has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article.<br>• If you enable CMDB 360 for the first time after upgrading to the *Washington DC* release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true.<br>• If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the *Washington DC* release and to CMDB Workspace version 6.0, you can convert definitions created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see . | Washington DC |
| Core ServiceNow AI Platform | Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled | Washington DC |

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| | transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread.<br><br>This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the *Washington DC* release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update. | |
| Encryption Key Management | If you upgrade your instance to *Washington DC* but don't upgrade your *MID Server*, Secrets Management authentication fails. Avoid authentication failures by upgrading your *MID Server* to *Washington DC*. If you can't upgrade, you must turn off authentication until *MID Server* is upgraded to *Washington DC* to avoid authentication failures.<br><br>For details on MID Server upgrades, see MID Server upgrades. | Washington DC |
| Enterprise Asset Management | After you upgrade to *Washington DC*, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field.<br><br>Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:<br>• Upgrade works for all *Enterprise Asset Management* flow tasks<br>• You must have task rate cards for each workflow task.<br>• The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task.<br>• Expense category is populated based on the expense lines and the source of the expense line.<br>• You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.<br>• TCO upgrade populates following fields on asset forms: | Washington DC |

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| | ○ **Asset end of useful life**: The created date plus the useful life in months.<br>○ **Asset first used date**: The created date.<br>○ **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets. | |
| Financial Services Operations Core | During the upgrade to *Washington DC*, the *Financial Services Operations Core* plugin reparents the following tables:<br>**Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.<br>• The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition.<br>• The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table.<br>• The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table.<br>Reparenting enables leveraging of the benefits and advancements introduced by *ServiceNow® Customer Service Management (CSM)* while preserving the functionality of existing applications. | Washington DC |
| Hardware Asset Management 10.0.0 | After your upgrade to *Washington DC*, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:<br>• Upgrade works for all *Hardware Asset Management* flow tasks.<br>• You must have task rate cards for each workflow task.<br>• TCO upgrade populates an asset and expense category field on the expense line corresponding to each task.<br>• Expense category is populated based on the expense lines and the source of the expense line.<br>• You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality. | Washington DC |

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|---|---|---|
| | • TCO upgrade populates the following fields on assets:<br>  ○ Asset end of useful life: Created date along with useful life in months.<br>  ○ Asset first used date: Same as the created date.<br>  ○ Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets. | |
| Healthcare and Life Sciences Service Management Core | During the upgrade to *Washington DC*, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables:<br>• Member Plan [sn_hcls_member_plan]<br>• Medication [sn_hcls_medication]<br>• Immunization [sn_hcls_immunization]<br>• Enrolled Program [sn_hcls_enrolled_program]<br>• Enrolled Program Service [sn_hcls_enrolled_program_service]<br><br>In addition, the following tables have had their parent tables removed and are standalone tables:<br>• Healthcare Organization[sn_hcls_organization]<br>• Healthcare Location[sn_hcls_location]<br>• Practitioner Location[sn_hcls_practitioner_facility]<br><br>This reparenting enables customers to use the organizations and location tables for a broader set of use cases.<br><br>Existing data is migrated in the following manner so that existing functionality isn't impacted:<br>**1.** Reference of location field in sn_hcls_immunization updated to use cmn_location.<br>**2.** All data is moved from Healthcare Sold Product to Install Base Item tables.<br>**3.** Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product.<br>**4.** The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state.<br>**5.** All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location. | Washington DC |

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| | **a.** The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference.<br>**b.** Records that refer to a service organization are updated with a reference to the appropriate business location.<br>**c.** Any practitioner who has a record in the practitioner location will have a record created in the Service Organization Member table with the appropriate business location.<br>**d.** Records that contain healthcare location data will contain the parent service organization of that healthcare location.<br>**Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records. | |
| Industrial Process Manager | The *Industrial Process Manager* application now has a dependency with the *Operational Technology Service Management* applications, which include *Operational Technology Incident Management* and *Operational Technology Change Management*. To install *Industrial Process Manager* on your instance, one of the following SKUs is required:<br>• *Operational Technology* Visibility SKU<br>• *Operational Technology Service Management* SKU<br>• Any custom SKU that entitles *Industrial Process Manager* | Washington DC |
| Instance Data Replication | Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses the *Hermes Messaging Service*. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication.<br>Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated. | Washington DC |
| MID Server | For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. | Washington DC |

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<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>If you have installed your own JRE, the upgrade process takes the following actions to ensure that the MID Server uses a supported JRE:<ul><li>If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.</li><li>If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.</li></ul>All MID Server host machines require access to the download site at <code>install.service-now.com</code> to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.<br><br>Only one Windows MID Server service is permitted per executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can’t start. See MID Server fails to start for more information.<br><br>For more information about MID Server upgrades, see the following topics:<ul><li>MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.</li><li>Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.</li></ul></td><td></td></tr>
<tr><td>Now Assist for Creator</td><td>To receive Workflow Studio performance improvements, install one of these versions of the Workflow Studio application from the ServiceNow Store. For more information about upgrading Workflow Studio, see Update to the latest version of Workflow Studio.<br><br>Upgrade path for the flow generation skill<table><tr><th>Is Now Assist for Creator already installed?</th><th>Version of Workflow Studio to use for upgrade</th></tr><tr><td>No</td><td>Upgrade Workflow Studio to version 25.1.3</td></tr><tr><td>Yes</td><td>Upgrade Workflow Studio to version 25.0.0</td></tr></table></td><td>Washington DC</td></tr>
</table>

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| Product | Release notes | Family |
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| Now Assist | For more information about troubleshooting your *Now Assist* application and plugin upgrades, see the KB article for issues and mitigation for Now Assist upgrades. | Washington DC |
| Order Management | New features introduced in this *Washington DC* release aren't supported in earlier releases of *Order Management for Telecommunications, Media, and Technology*.<br><br>Starting with the *Washington DC* release, the **Monthly Recurring Charges** (MRC) and the **Non Recurring Charges** (NRC) set for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines, rather than the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to *Washington DC*, see the Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base.<br><br>After upgrading to the *Washington DC* release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the Deprecating Telco List for Order Capture [KB1586538] article in the Now Support Knowledge Base.<br><br>After upgrading to the *Washington DC*, review the reconfiguration workarounds for working on new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base. | Washington DC |
| Order Management | Features introduced in this *Washington DC* release aren't supported in earlier releases of *Order Management*.<br><br>If you're upgrading from *Order Management for Telecommunications and Media* version 6.0 or earlier:<br><br>• Starting with the#Washington DC#release, the#Monthly Recurring Charges#(MRC) and the#Non-Recurring Charges#(NRC) for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines rather than in the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to#Washington DC, see the #Price Management Plugin (com.sn_csm_pricing) uptake | Washington DC |

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| Product | Release notes | Family |
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| | for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base.<br>• After upgrading to the#elease, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the #Deprecating List for Order Capture [KB1586538] article in the Now Support Knowledge Base.<br><br>After upgrading to the#Washington DC release, review the reconfiguration workarounds when working with new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the #Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base. | |
| Performance Analytics | The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores. | Washington DC |
| Platform Analytics Experience | *Platform Analytics* Experience functionality was previously located in the *Platform Analytics* Workspace. The functionality is now part of the core *ServiceNow AI Platform*, accessible through the *Next Experience Unified Navigation*. You can migrate any dashboards, reports, and *Performance Analytics* widgets that were created in *Core UI* to this functionality. | Washington DC |
| Playbooks in Workflow Studio | After you upgrade to *Washington DC*, update the *Playbooks* and *Workflow Studio* applications in the ServiceNow Store. | Washington DC |
| Portfolio Planning | Starting with v8.0.0, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning Workspace*. If you have been using *Portfolio Planning Workspace* to access *SPM* Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install *Strategic Planning* to access these features. For more information on the features that can be accessed only in *Strategic* | Washington DC |

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| | *Planning* Workspace, see Comparing Portfolio Planning with Strategic Planning. | |
| Predictive Intelligence | If you're upgrading to *Washington DC*, you won't be able to create new regression solutions. If you have existing solutions, they will still be supported and you will be able to train and modify them, but you won't be able to create new ones.<br><br>The changes to the similarity and clustering solutions apply to all instances that are on *Washington DC*. | Washington DC |
| Proactive Service Experience Workflows | Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification. | Washington DC |
| Product Catalog Management and Pricing Management | If you used attribute characteristics in the Standard Price Adjustment matrix in the initial release of the *Sales Customer Relationship Management* applications, and you're upgrading to the May 2024 release of *Sales Customer Relationship Management* applications, you must run a scheduled job that corrects the format of the automatically generated **Code** values. Run the **Schedule job to modify code field on characteristic records that contain special characters** on demand job to replace any character that is not a letter (a-z, A-Z), a number (0-9), an underscore (_), or a dollar sign ($) with an underscore (_). This job corrects the **Code** value so that it doesn't start or end with an underscore, doesn't begin with a digit, and contains no consecutive underscores. | Washington DC |
| Public Sector Digital Services | After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. 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**. | Washington DC |
| Robotic Process Automation (RPA) Hub | Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications:<br>• *RPA Desktop Design Studio*<br>• *Attended Robot* | Washington DC |

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| | • *Unattended Robot*<br>• *Unattended Robot* Login Agent<br><br>For more information, see Download the RPA applications from RPA Hub.<br><br>The following upgrade steps are applicable only when you're upgrading from *San Diego* or *Tokyo* to *Washington DC*.<br><br>Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or before to *Washington DC*.<br><br>Before upgrading *RPA Hub* to *Washington DC*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.<br><br>After you upgrade to the *Washington DC*, the bot process definitions change to the new structure, which is the bot process configuration.<br><br>Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the *Utah* version without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the *Now Support* Knowledge Base. | |
| Security Posture Control | For a complete list of the applications that are required to implement Security Posture Control, see Install the supported applications for Security Posture Control. | Washington DC |
| Service Operations Workspace for IT Service Management | Ensure that the following applications have compatible upgraded versions:<br>• *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont)<br>• *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) | Washington DC |

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<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>
Compatible SOW versions
<table>
<tr><th>SOW-ITSM<br>(sn_sow_itsm_cont)</th><th>SOW-ITOM<br>(sn_sow_itom_cont)</th></tr>
<tr><td>1.1.x</td><td>21.0.y</td></tr>
<tr><td>1.2.x</td><td>21.1.y</td></tr>
<tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr>
<tr><td>2.0.x</td><td>22.0.y</td></tr>
<tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr>
<tr><td>3.1.x</td><td>23.y.y</td></tr>
<tr><td>4.x.x</td><td>24.y.y</td></tr>
</table>
In the table, x is the subversion of the Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the subversion of the Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).<br><br>
After the 3.0 upgrade, the Recommendation Framework feature is no longer available. Instead, only the standard version of the Recommended Actions for ITSM feature is available.
</td><td></td></tr>
<tr><td>Service Portal</td><td>
After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Washington DC release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the glide.service_portal.widget.table_allow_list or glide.service_portal.widget.allow_list system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security.<br><br>
Additionally, field-level read ACLs are enforced for filter conditions in Simple List widget instances by default. A new system property, glide.service_portal.enable_acls_for_encoded_query_in_list, enforces these ACLs regardless of whether the Enforce field-level Read ACLs on Filter query terms option is selected for Simple List widget instances. To use the Enforce field-level Read ACLs on Filter query terms option, change the value of
</td><td>Washington DC</td></tr>
</table>

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| | *glide.service_portal.enable_acls_for_encoded_query_in_list* to false. For more information, see Simple List widget.<br><br>If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the *Washington DC* release. For example, if users opted out of tracking for portals but opted in to tracking for the rest of the platform in the *Vancouver* release, user experience analytics for portals are tracked for them in the *Washington DC* release. Users can update their selection from the user profile page in portals at any time. | |
| Software Asset Management | After upgrading to *Washington DC*, you must redo all your customizations related to *Adobe* and *Microsoft 365* integrations with your *ServiceNow* instance because the functionalities of these integrations are moved to the *Software Asset Management - SaaS License Management* store application.<br>• If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted.<br>• If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created. | Washington DC |
| Strategic Planning | Starting with v4.0.2, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning Workspace*. If you have been using *Portfolio Planning Workspace* to access *SPM* Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install *Strategic Planning* to access these features. For more information on the features that can be accessed only in *Strategic Planning Workspace*, see Exploring Portfolio Planning in Strategic Planning.<br><br>If you're upgrading to *Strategic Planning* v4.1.2 and previously had customized the List view or the Hierarchy view of the Goals page using the Personalization side panel, the user interface enhancements done in v4.1.2 may not appear. In this case, you must delete your user preference records. For more information on how to delete user preferences made using the Personalization side panel, see KB1642037. | Washington DC |
| Supplier Lifecycle Operations | After upgrading from the *Vancouver* release to the *Washington DC* release, you will see only the *Source-to-Pay Workspace* on the **All** navigation tab. You don't | Washington DC |

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| | have to do anything if you choose to continue to use the *Source-to-Pay Workspace*.<br><br>However, you will see both the *Source-to-Pay Workspace* and *Supplier Manager Workspace* on the **Workspaces** tab. If you want to use the *Supplier Manager Workspace* instead of the default *Source-to-Pay Workspace*, ensure that you run the `fixscript_migrate_workspace_to_smw.xml` fix script after upgrading to the *Washington DC* release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*.<br><br>If you want to revert to using the *Source-to-Pay Workspace*, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*. For more information about how to run a fix script, see Run fix scripts.<br><br>After you upgrade to *Washington DC*, you must review all the post-upgrade tasks and complete them as needed. For more information, see Post-upgrade tasks for Supplier Lifecycle Management. | |
| Third-party Risk Management | If you are a *VRM* user upgrading to *TPRM*, when upgrading to *Vancouver* or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts.<br><br>For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information. | Washington DC |
| User Experience Analytics | • Users can opt out of basic tracking.<br>• A funnel data visualization is available for *Usage Insights* data sources. | Washington DC |
| Vulnerability Response integrations | • For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Washington DC* release, see the Vulnerability Response Compatibility Matrix and Release | Washington DC |

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| | Schema Changes [KB0856498] article in the *Now Support* Knowledge Base.<br>• For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes. | |
| Workflow Studio | To receive *Workflow Studio* performance improvements, install one of these versions of the *Workflow Studio* application from the *ServiceNow Store*.<br><br>**Upgrade path for the flow generation skill**<br><br>**Is *Now Assist for Creator* already installed?** / **Version of *Workflow Studio* to use for upgrade**<br>No / Upgrade *Workflow Studio* to version 25.1.3<br>Yes / Upgrade *Workflow Studio* to version 25.0.0 | Washington DC |
| AI Search | *Xanadu* Patch 3:<br>• After you upgrade to *Xanadu* Patch 3 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources.<br><br>*Xanadu*:<br><br>After you upgrade to *Xanadu* from an earlier release, perform the following steps to add the Dashboards, data visualizations, and KPIs navigation tabs to global search results in *AI Search* for *Next Experience*:<br>1. Update the *AI Search* for *Next Experience* *ServiceNow Store* application to version 4 or later. For update instructions, see Update an application.<br>2. Commit the update set provided in the *AI Search* for *Next Experience* 4.0 PAR tables update sets (KB1644544) article in the *Now Support Knowledge Base*. To learn more about update sets, see System update sets. | Xanadu |
| Accounts Payable Operations | If you are upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary. | Xanadu |

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| Product | Release notes | Family |
|---|---|---|
| Analytics, Intelligence, and Reporting | If you are upgrading, you can use the *Platform Analytics Migration Center* to take advantage of a single set of visualizations and unified filters for all data sources. | Xanadu |
| App Engine Studio | Due to a new process for assigning groups in *App Engine Management Center* (*AEMC*), ensure you have the same version of the *Application Intake* plugin installed on each of your instances. | Xanadu |
| Application Vulnerability Response | • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.<br>• For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | Xanadu |
| Assessments and Surveys | Update the *Automated Test Framework* (ATF) tests, if you're upgrading to *Xanadu* from any version prior to *Utah*. In the *Utah* release, all the buttons on the assessments or surveys cards have been removed. To run ATF tests successfully, the Click the Take Survey button step must be replaced with the Click the Survey card step for all tests that have this step. | Xanadu |
| Business Continuity Management | The relationship tables introduced in the plan records are generated by the *Update BCP dependencies snapshot* scheduled job. After upgrading to the *Xanadu* release, you can view these tables only after the scheduled job has run or by manually selecting the **Update dependencies** button. | Xanadu |
| Case management for CSM | The customer service manager role [sn_customerservice_manager] includes the approver user role [approver_user]. The approver user role replaces the approval admin role [approval_admin]. Users with the customer service manager role can approve the approval requests that are assigned to them. | Xanadu |
| Cloud Cost Management 8.0.0 | On upgrading to *Cloud Cost Management* 8.0 version, the new Tag Category **AI Service** is available for *Amazon Web Services* (*AWS*), *Microsoft Azure*, and *Google Cloud Platform (GCP)* service providers. Because | Xanadu |

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| | *Cloud Cost Management* executes the Billing Download job only from the current month onwards, the spend on AI services will be included only for the current month. If you want to view the billing details for the months prior to the current month, you must manually execute the Billing Download job. Once the Billing Download job is executed successfully, you can view the spend data of your AI services. | |
| Configuration Management Database (CMDB) | • Before the upgrade to *Xanadu*, the 'Updated CIs' and 'Updated application services' trend lines in the Recent CI activity and Recent application services activities tiles on the Management view in *CMDB* Workspace, might not have accurately reflected on changes in your system. After upgrading to *Xanadu* and to versions 5.5, 6.2, or 7.2 of *CMDB* Workspace, those trend lines will reflect on the more accurate detection of updated CIs and updated application services.<br>• *CMDB* Health:<br>If either the *CMDB Health Dashboard - Relationship Compliance Processor* or *CMDB Health Dashboard - Relationship Score Calculation* dashboard job is active, that job is deactivated during the upgrade to *Xanadu*. After the upgrade is complete, you can reactivate those jobs to resume health reports for CI relationships. The active state of all other *CMDB* Health dashboard jobs is retained.<br>Any failure threshold for a KPI or metric that is greater than 100,000, is set to 100,000 during upgrade. This upper limit is enforced to avoid excessive processing when a large number of CIs are failing the specified metric tests.<br>• Bookmarks for the CI dashboard no longer work after an upgrade to *Xanadu*. A `Page not found` error message appears. To see *CMDB* Health reports for a CI, open the CI form in *CMDB* Workspace.<br>• The legacy Application Service Dashboard on *Core UI* isn't supported in the *Xanadu* release. After upgrading, you can still access that legacy dashboard by using a previously created bookmark. You can also instead access the Application Services dashboard in *CMDB* Workspace from the Application services tile in the Insights view in *CMDB* Workspace.<br>• The *CMDB* Integrations Dashboard on *Core UI* isn't supported in the *Xanadu* release. After upgrading, you can | Xanadu |

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| | still access that legacy dashboard by using a previously-created bookmark.<br>• All records that exist in the CMDB Health Result [cmdb_health_result] table before an update to *Xanadu* Patch 5, are deleted during the upgrade.<br><br>To access a legacy dashboard on an upgraded instance, navigate to **All** > **Self-Service** > **Dashboards** and then search for the dashboard. | |
| Data Management | A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade. | Xanadu |
| Data Privacy | Licensing changes enable you to install *Data Discovery*, *Data Discovery* APIs, Data Anonymization, and *Data Privacy* APIs without an entitlement, but you must have an entitlement to run a job. | Xanadu |
| Decision tables in Workflow Studio | *Workflow Studio* is automatically installed on your instance. However, *Workflow Studio* is a *ServiceNow Store* application, so to get the latest features, you must update your version manually to the most recent version. As of Washington DC Patch 3, updating *Workflow Studio* automatically updates all its application dependencies such as *Workflow Studio*, *playbook*, and *Decision Builder*. You can no longer see or update the individual application dependencies of *Workflow Studio* from the *ServiceNow Store* or the list of plugins. | Xanadu |
| DevOps Change Velocity | If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it. | Xanadu |
| External Content Connectors | Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually. | Xanadu |

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| Field Service Management | Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Xanadu Patch 9 version or higher to ensure compatibility. | Xanadu |
| Flows, subflows, and actions in Workflow Studio | After upgrading, users who previously had the fd_read_operations role will now see only basic execution details such as the run state and duration. This restriction prevents users with this role from seeing sensitive information in execution details. To provide read access to all execution details such as input configuration and runtime values, grant the user the new role fd_read_operations_all. | Xanadu |
| Goal Framework for SPM | After upgrading to *Goal Framework for SPM* v2.3.0, run the **Migrate BreakdownInterval To Checkinfrequency** scheduled job. This scheduled job migrates the existing values in the **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration. | Xanadu |
| Hardware Asset Management 11.0.0 | After upgrading to *Xanadu*, you can view both the *Core UI Performance Analytics* dashboards and the *Next Experience Platform Analytics* dashboards for *Hardware Asset Management*.<br>**Note:** While migrating the *Core UI Performance Analytics* dashboards to the *Next Experience Platform Analytics* dashboards, auto-migration is disabled by default to avoid duplicate dashboards. | Xanadu |
| ITOM AIOps | Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*. | Xanadu |
| ITOM Optimization | Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*. | Xanadu |
| ITOM Visibility | For an improved *Service Mapping* experience, install *Service Mapping Plus* version 1.13.0 from the *ServiceNow® Store*. | Xanadu |

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| Product | Release notes | Family |
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| | Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*. | |
| Industrial Process Manager | The *Industrial Process Manager* application now has a dependency with the *Operational Technology Service Management* applications, which include *Operational Technology Incident Management* and *Operational Technology Change Management*. To install *Industrial Process Manager* on your instance, one of the following SKUs is required:<br>• *Operational Technology* Visibility SKU<br>• *Operational Technology Service Management* SKU<br>• Any custom SKU that entitles *Industrial Process Manager* | Xanadu |
| MID Server | For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1.<br><br>If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE:<br>• If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.<br>• If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version.<br><br>All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades.<br><br>Only one *Windows MID Server* service is permitted according to executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information.<br><br>For more information about *MID Server* upgrades, see the following topics: | Xanadu |

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| | • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade.<br>• Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually. | |
| Now Assist for Hardware Asset Management (HAM) | Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents:<br>• Hardware asset management sourcing AI agent<br>• Transfer order creation AI agent<br>• Purchase order creation AI agent | Xanadu |
| Now Assist for Security Operations | For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information for Now Assist for Vulnerability Response. For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information for Now Assist for Security Incident Response.<br><br>The AI Search application must be enabled so that the Recommended Actions skill works for security incidents. To verify AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates AI Search is not enabled. | Xanadu |
| Now Assist | If you customized UI actions or other items that are associated with *Now Assist* skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected.<br><br>If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for *Now Assist* (Generative AI) Applications and Plugin updates. You may need to log in to view the article. | Xanadu |
| Order Management | Features introduced in the *Xanadu* release aren't supported in earlier releases of *Order Management*.<br><br>If you're upgrading from *Order Management for Telecommunications and Media* version 6.0 or earlier:<br>• Starting with the *Washington DC* release, the Monthly Recurring Charges (MRC) and the Non-Recurring Charges (NRC) for product offerings and product attribute characteristics are no longer stored in the product offering data model. Instead, the MRC and NRC are stored in the Pricing data model in price lists and price list lines. If you | Xanadu |

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| Product | Release notes | Family |
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| | want to upgrade your pricing information to use price lists after upgrading to *Washington DC*, see the Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the *Now Support Knowledge Base*.<br>• After upgrading to the Xanadu release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process, see the Deprecating Telco List for Order Capture [KB1586538] article in the *Now Support Knowledge Base*.<br><br>If you're an upgrade customer who uses the **contract start date** and **contract end date** fields and has records, you can migrate those records to the latest data model by running the *Migrate data from deprecated contract fields to new fields on Order and Order Lines* scheduled job. This scheduled job must be manually executed by navigating to **System Definitions** > **Scheduled Jobs**. For more information on scheduled jobs, see Scheduled jobs. | |
| Platform Analytics experience | New customers: The *Platform Analytics* experience is automatically available on the *ServiceNow AI Platform*. It offers an intuitive interface to help you better understand and utilize your data.<br><br>Upgrading customers: If you are currently using *Core UI* responsive dashboards, you will continue to have access without any disruption. Consider transitioning to the *Platform Analytics* experience to take full advantage of the new capabilities. | Xanadu |
| Playbooks in Workflow Studio | After you upgrade to *Xanadu*, update the *Playbooks* and *Workflow Studio* applications in the *ServiceNow Store*. | Xanadu |
| Product Catalog Management and Pricing Management | If you're using the extension point *sn_csm_pricing.PricingAdjustmentsExtensionPoint* for pricing adjustments, change the default pricing plan (introduced in the November 2024 release) after upgrading. The pricing plan steps for the Configuration Component Price Adjustment and Standard Price Adjustment matrices are not applicable. As pricing admin or manager, remove the steps for these matrices from the default pricing plan.<br><br>**1.** Navigate to **All** > **Pricing** > **Pricing Plans**.<br><br>**2.** Select the published Default Pricing Plan. | Xanadu |

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| Product | Release notes | Family |
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| | **3.** Select **Copy**.<br>**4.** In the pricing plan copy, go to the Pricing Plan steps related list.<br>**5.** Select the rows for the Apply configuration component adjustments step (Sequence 50) and the Apply contextual adjustments step (Sequence 60) and select **Delete** in the Actions on selected rows menu.<br>**6.** Select **Update**.<br>**7.** Publish the pricing plan copy. | |
| Public Sector Digital Services | After the upgrade, certain public sector menus and menu items in *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. 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**. | Xanadu |
| RPA Hub | Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications:<br>• *RPA Desktop Design Studio*<br>• *Attended Robot*<br>• *Unattended Robot*<br>• *Unattended Robot* Login Agent<br><br>For more information, see Download the RPA applications from RPA Hub.<br><br>The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Xanadu*.<br><br>Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Xanadu*.<br><br>Before upgrading *RPA Hub* to *Xanadu*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. | Xanadu |

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| | After you upgrade to *Xanadu*, the bot process definitions change to the new structure, which is the bot process configuration.<br><br>Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Xanadu* without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release article in the *Now Support* knowledge base. | |
| Security Posture Control | For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control. | Xanadu |
| Service Exchange | • *Service Exchange* 2.x.x that is being released with the *Xanadu* release does not support migration of the *Service Exchange* (Legacy) versions. If you are using a *Service Exchange* (Legacy) version, before you upgrade to the *Xanadu* release, you must follow instructions in the *Service Exchange* for Providers (Legacy) - Migration Utility (KB1499823) article in the *Now Support* Knowledge Base to migrate your configuration data.<br>• If you are upgrading from version 1.x.x of *Service Exchange*, follow the steps listed in Upgrade Guide - *Service Exchange* for Providers and Consumers application (v2.x.x release - KB1700387) to migrate your *Service Exchange* applications.<br>• Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to the *Xanadu* release. Older active entitlements will continue to work but new ones cannot be activated. | Xanadu |
| Service Operations Workspace for ITSM | Ensure that the following applications have compatible upgraded versions:<br>• *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont)<br>• *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) | Xanadu |

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<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>
Compatible Service Operations Workspace versions
<table>
<tr><th>Service Operations Workspace for ITSM (sn_sow_itsm_cont)</th><th>Service Operations Workspace for ITOM (sn_sow_itom_cont)</th></tr>
<tr><td>1.1.x</td><td>21.0.y</td></tr>
<tr><td>1.2.x</td><td>21.1.y</td></tr>
<tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr>
<tr><td>2.0.x</td><td>22.0.y</td></tr>
<tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr>
<tr><td>3.1.x</td><td>23.y.y</td></tr>
<tr><td>4.x.x</td><td>24.y.y</td></tr>
<tr><td>5.0.x</td><td>24.2.y</td></tr>
<tr><td>5.1.0</td><td>25.2.0</td></tr>
<tr><td>6.1.1</td><td>26.0.12</td></tr>
</table>
</td><td></td></tr>
<tr><td>ServiceNow SDK</td><td>Upgrade to the latest version of the ServiceNow SDK with the <code>now-sdk upgrade</code> command. For more information, see Upgrade the ServiceNow SDK.</td><td>Xanadu</td></tr>
<tr><td>Skills Management</td><td>The skills dashboard is automatically migrated to the Next Experience UI in the Xanadu release. When you upgrade, you can automatically access the Skills dashboard in the Next Experience UI.</td><td>Xanadu</td></tr>
<tr><td>Software Asset Management</td><td>After upgrading to the Microsoft Entra ID spoke 4.3 version, the Microsoft Azure AD - Download Group Membership directory job isn't executed for existing Microsoft Entra ID SSO or Directory integrations. This directory job also isn't created for new Microsoft Entra ID SSO or Directory integrations. Instead, the Microsoft Azure AD - Download Groups directory job downloads all groups and group memberships configured on Microsoft Entra ID.</td><td>Xanadu</td></tr>
<tr><td>Strategic Planning</td><td>After upgrading to Strategic Planning v4.3.2, run the Migrate BreakdownInterval To Checkinfrequency scheduled job. This scheduled job migrates the existing values in the</td><td>Xanadu</td></tr>
</table>

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| | **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration. | |
| Subscription Management | *Subscription Management* version 3.2 is active by default on all instances of the *Xanadu* release. Update to *Subscription Management* version 4.0 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin. | Xanadu |
| Telecommunications Network Inventory | If you are an existing user of previous releases, both legacy and new product models will be available in the Network Inventory Workspace menu after upgrading to *Xanadu*. To rectify this issue, you must migrate your legacy product model data to the new product model tables in your current instance. For more details about the procedure, see KB1695167. | Xanadu |
| Third-party Risk Management | If you are a *VRM* user upgrading to *TPRM*, when upgrading to *Vancouver* or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts.<br><br>For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information. | Xanadu |
| Vulnerability Response Integration with Claroty CTD | Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application. | Xanadu |
| Vulnerability Response integrations | • For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base.<br>• For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes. | Xanadu |

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| Product | Release notes | Family |
|---|---|---|
| Workflow Studio | As of *Washington DC* patch 3, updating *Workflow Studio* automatically updates all of its application dependencies such as *ServiceNow® Workflow Studio*, Playbook, and *ServiceNow® Decision Builder*. You can no longer see or update the individual application dependencies of *Workflow Studio* from the *ServiceNow® Store* or the list of plugins. | Xanadu |
| AI Control Tower | General availability release, no upgrade. | Yokohama |
| AI Search | When you upgrade to *Yokohama* from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources. | Yokohama |
| Accounts Payable Operations | If you're upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary. | Yokohama |
| App Engine Studio | Due to a new process for assigning groups in *AEMC*, the same version of the Application Intake plugin must be activated on each of your instances.<br><br>For more information, see App Readiness and Compliance Report. | Yokohama |
| Application Manager | *Application Manager* is active by default on instances on the *Yokohama* release. Upgrade your instance to *Yokohama* patch 11 or later to use the latest features. For information about upgrading your *ServiceNow AI Platform* instance, see Prepare your upgrade. | Yokohama |
| Application Vulnerability Response | • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.<br>• For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | Yokohama |

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| Product | Release notes | Family |
|---|---|---|
| Automated Test Framework | Copy and customize quick start tests provided by the *ServiceNow AI Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.<br><br>The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature. | Yokohama |
| Configuration Management Database (CMDB) | Three new indexes (parent, type), (child, type), and (child, parent, type, port) are added to the CI Relationship [cmdb_rel_ci] table to improve the performance of Identification and Reconciliation Engine (IRE) querying this table. This change is likely to increase upgrade time. For more information about the impact of this change during upgrade and to learn how to minimize that impact, see Increased Yokohama Upgrade Time due to cmdb_rel_ci index additions [KB1703367]. | Yokohama |
| Data Management | • After upgrading a self-hosted instance to *Yokohama*, the sys_physical_table_stats table doesn't display the latest data for table size, with the sample_period_start column showing dates prior to the upgrade. To see the correct table size, you can set the com.glide.stats.storage_disk_usage.information_schema system property to true, which allows the statsGatherer job to use the information schema to generate the required database statistics.<br><br>• A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade. | Yokohama |
| Data Privacy | Licensing changes enable you to install *Data Discovery*, *Data Discovery* APIs, Data Anonymization, and *Data Privacy* APIs without an entitlement, but you must have an entitlement to run a job. | Yokohama |
| DevOps Change Velocity | If you are a new customer or are using a zBoot instance and you want to create type-based workflow change requests in *DevOps Change Velocity*, you must add the *com.snc.change_management.change_model.type_compatibility* property and set it to True. For more information, see Add a system property. | Yokohama |

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|---|---|---|
| | If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it. | |
| Encryption Key Management | • The GlideEncrypter API uses the three-key Triple Data Encryption Standard (3DES) encryption standard which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the *Yokohama* release in preparation for a full deprecation of GlideEncrypter/3DES in the future.<br>  ○ New *Yokohama* instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.<br>  ○ if you're upgrading your *Yokohama* instances, you can still use 3DES, but you can also disable 3DES usage with a system property.<br>  ○ Learn more about 3DES deprecation in KB1704481. | Yokohama |
| External Content Connectors | Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually.<br><br>When you upgrade to version 4 of the External Content Connectors application from an earlier version, searches may not show all previously crawled content until you've completed both a content crawl and a user mapping crawl for each upgraded connector. The first content crawl run after the upgrade will reindex all searchable content from the source system, and the user mapping crawl will reindex all security principals from the source system. All crawled content should be shown in searches after both of these crawls are complete. | Yokohama |
| Field Service Management | • Upgrading to Yokohama may extend the upgrade maintenance time of a customer due to Appointment Booking. The Appointment Booking configuration tables get extended to the Application File [sys_metadata] table as a part of the upgrade. After upgrading to Yokohama, re-parenting occurs automatically and the duration of the re-parenting depends on the number of records in Application File [sys_metadata] table. | Yokohama |

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| | • Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Yokohama Patch 3 version or higher to ensure compatibility. | |
| Financial Services Card Operations | During the upgrade to *Yokohama*, the *Financial Services Card Operations* plugin reparents the Card Disputes Transaction table [sn_bom_credit_card_disputes_transaction] to the Financial Task table [sn_bom_task] in *Financial Services Operations Core*.<br><br>Reparenting leverages the benefits and advancements of *ServiceNow® Financial Services Operations Core* while preserving the functionality of existing applications.<br><br>**Note:**<br>If your instance uses the Card Disputes Transaction table [sn_bom_credit_card_disputes_transaction] and it contains a large amount of data, you may experience increased upgrade times. | Yokohama |
| Generative AI Controller | *Generative AI Controller* is installed and updated when you install or update any *Now Assist* application. If you have issues installing or updating applications, see this knowledge article for steps that may address your issue. Otherwise, you can make a Support case. | Yokohama |
| ITOM Visibility | 3DES support is planned for permanent removal from the *MID Server* for *MID Servers* with SSH-based Discovery or SSH-based integrations. For more information, see 3DES deprecation in SSH from Xanadu [KB1644950].<br><br>After upgrading to Yokohama, a Fix Script named "Add Explicit Public SNMP Credential" might create a public SNMP credential in Production instances. This could lead to unnecessary records via *Discovery*. The Fix Script is present in Yokohama instances, including OOB. Before applying the upgrade of *Discovery* core, Yokohama version, verify the fix script behavior in a sandbox environment. Remove the public SNMP credentials if not required. | Yokohama |

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| Impact | The *Impact Store Application* configuration requires a sequence of tasks. See Configuring the Impact Store Application for details. | Yokohama |
| Instance Data Replication | Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses *Hermes Messaging Service*. For details, see Upgrading legacy sets.<br><br>Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated. | Yokohama |
| MID Server | For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 17.0.12.<br><br>If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE:<br>• If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.<br>• If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version.<br><br>All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades.<br><br>Only one *Windows MID Server* service is permitted according to the executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information.<br><br>For more information about *MID Server* upgrades, see the following topics:<br>• *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade.<br>• Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually. | Yokohama |

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| Now Assist Analytics | *Now Assist Analytics* is installed and updated when you install or update any *Now Assist* application. If you have issues installing or updating applications, see this knowledge article for steps that may address your issue. Otherwise, you can make a Support case. | Yokohama |
| Now Assist Skill Kit | If you customized UI actions or other items that are associated with *Now Assist* skills, ensure that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected.<br><br>If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article. | Yokohama |
| Now Assist for Hardware Asset Management (HAM) | Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents:<br>• Hardware asset management sourcing AI agent<br>• Transfer order creation AI agent<br>• Purchase order creation AI agent | Yokohama |
| Now Assist for IT Service Management (ITSM) | When you upgrade to the Zurich Patch 4 release, any customizations you may have made to the *Now Assist* context menu (NACM) won't be preserved. For more information, see the Community article Upgrade information for the NACM support in Now Assist for ITSM. | Yokohama |
| Now Assist for Security Incident Response | For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information. | Yokohama |

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| Product | Release notes | Family |
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| | **Note:**<br>Upgrading the *Now Assist* plugins activate any designated skills that were previously untouched by the customer.<br>• If you have the plugins installed but never touched the configuration (never activated the skill nor adjusted associated roles) of a skill, any Default On skill will be activated on a per skill basis upon upgrading.<br>• If you have previously toggled a skill from active and then back to inactive or have updated any roles for that skill, that skill remains inactive upon upgrading.<br>• You maintain full control over deactivating individual skills at any time after activation.<br><br>Starting with version 2.0.1, the name of the *Now Assist for Security Operations* application in *ServiceNow® Store* and in your *ServiceNow AI Platform®* instance has changed to *Now Assist for Security Incident Response*. You must upgrade to version 2.0.1 to access the following features:<br>• Generate resolution notes in the *Now Assist* context menu.<br>• Generate correlation insights for a security incident investigation from the *Now Assist* panel.<br><br>The *AI Search* application must be enabled so that the recommended actions skill works for security incidents. To verify that *AI Search* is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that *AI Search* is not enabled. | |
| Now Assist for Vulnerability Response | For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information. | Yokohama |

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| | **Note:**<br>Upgrading the *Now Assist* plugins activate any designated skills that were previously untouched by the customer.<br>• If you have the plugins installed but never touched the configuration (never activated the skill nor adjusted associated roles) of a skill, any Default On skill will be activated on a per skill basis upon upgrading.<br>• If you have previously toggled a skill from active and then back to inactive or have updated any roles for that skill, that skill remains inactive upon upgrading.<br>• You maintain full control over deactivating individual skills at any time after activation. | |
| Now Assist in Contract Management | If you're upgrading to *Now Assist* in *Contract Management* starting with Yokohama Patch 3 from a previous version and you have customized use cases, run a fix script to migrate the existing data to the *Now Assist Admin* console.<br>**1.** Navigate to **All** > **System Definition** > **Fix Scripts**.<br>**2.** In the **Name** field, search for `Upsert DI skill config`.<br>**3.** In the script, add the use case ids that you want to migrate to the *Now Assist Admin* console.<br>**4.** Select **Run Fix Script**.<br>For more information, see Post-upgrade steps for Now Assist in Contract Management. | Yokohama |
| Now Assist | If you customized UI actions or other items that are associated with *Now Assist* skills, ensure that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected.<br>If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article. | Yokohama |
| Platform Analytics experience | If you had previously migrated your analytics assets to *Platform Analytics*, assets that were in compatibility mode but are newly supported in *Yokohama* are migrated automatically. | Yokohama |

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| Playbooks in Workflow Studio | After you upgrade to *Yokohama*, update the *Workflow Studio* application in the *ServiceNow Store*. | Yokohama |
| Portfolio Planning | After upgrading to *Portfolio Planning* v8.8.0, the custom view settings previously saved under user preferences will be cleared. You must reapply these changes and create views as needed. For instructions, see Create a portfolio plan view in Portfolio Planning and Create a free-form roadmap view in Portfolio Planning. | Yokohama |
| Product Catalog Management and Pricing Management | After upgrading to the May 2025 release of *Sales Customer Relationship Management* applications, you must run a scheduled job that automatically enables the **Allow multiple configurations** option when your catalog admin creates product offerings with an associated product specification. This job is called **Scheduled job with an upgrade script to set 'allow_multiple_configurations' to true on an Offering**. When multiple product offering configurations are allowed in configurable opportunities, quotes, or orders, agents can create multiple instances of a child product offering and define custom configurations for each offering instance.<br><br>**Note:**<br>The **Allow multiple configurations** option is always enabled (set to true) for all product offerings that have an associated product specification. However, if the product specification has a child hierarchy, this option is honored only for orders placed through the TMF APIs. For specifications without a hierarchy, the flag is honored across all ordering channels.<br><br>The May 2025 release provides a default pricing plan that includes a new step, Apply Renewal Adjustment. If you've been using a custom pricing plan from an earlier release, review the default pricing plan, which is in a Retired state after upgrading to the May 2025 release. Determine whether you want to publish the default plan or customize the default pricing plan for your needs and then publish the custom plan to be used. | Yokohama |
| Public Sector Digital Services | After the upgrade, certain public sector menus and menu items in the *CSM Configurable 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**, | Yokohama |

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| | and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**. | |
| RPA Hub | Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications:<br>• *RPA Desktop Design Studio*<br>• *Attended Robot*<br>• *Unattended Robot*<br>• *Unattended Robot* Login Agent<br><br>For more information, see Download the RPA applications from RPA Hub.<br><br>The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Yokohama*.<br><br>Based on the number of records in the application file table, you may experience a delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Yokohama*.<br><br>Before upgrading *RPA Hub* to *Yokohama*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.<br><br>After you upgrade to *Yokohama*, the bot process definitions change to the new structure, which is the bot process configuration.<br><br>Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Yokohama* without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the *Now Support Knowledge Base*. | Yokohama |
| Security Posture Control | For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control. | Yokohama |

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| Service Exchange | • When using *Service Exchange* for Providers and *Service Exchange* for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility.<br>• The *Service Exchange* Global Script Include is automatically installed or updated when you install the *Service Exchange* application on the following platform versions:<br>  ○ *Washington DC* Patch 9<br>  ○ *Xanadu* Patch 4<br>  ○ *Yokohama*<br>• *Service Exchange* 2.x.x, which was first released with the *Xanadu* release, does not support migration of *Service Exchange* (Legacy) versions. If you are using a *Service Exchange* (Legacy) version, before you upgrade to the *Yokohama* release, you must follow instructions in the *Service Exchange* for Providers (Legacy) - Migration Utility [KB1499823] article in the *Now Support* Knowledge Base to migrate your configuration data.<br>• If you are upgrading from *Service Exchange* version 1.x.x, follow the steps in Upgrade Guide - *Service Exchange* for Providers and Consumers application (v2.x.x release) [KB1700387] to migrate your *Service Exchange* applications.<br>• Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to *Service Exchange* version 2.x.x. Older active entitlements will continue to work but new ones cannot be activated.<br>• If you upgrade to *Service Exchange* version 2.0.55 with *Sales Customer Relationship Management* plug-in version 1.0.4 before upgrading the platform to the *Yokohama* release, the new Deny ACLs will not be installed. To ensure the Deny ACLs get installed, after upgrading to *Yokohama*, you must click Repair to reinstall the *Service Exchange* application. | Yokohama |
| Service Operations Workspace for ITSM | Ensure that the following applications have compatible upgraded versions:<br>• *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont)<br>• *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) | Yokohama |

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| | For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM. | |
| ServiceNow IDE | *ServiceNow IDE* version 1.1.4 is active by default on instances on the *Yokohama* release. Update to *ServiceNow IDE* version 2.0 or later to use the latest features. For information about updating *ServiceNow IDE*, see Updating apps. | Yokohama |
| ServiceNow SDK | Upgrade to the latest version of the *ServiceNow SDK* with the `now-sdk upgrade` command. For more information, see Upgrade the ServiceNow SDK.<br><br>*ServiceNow SDK* version 3.0 supports integrating with *ServiceNow* instances beginning with the *Washington DC* release.<br><br>**Note:**<br>For more information about minor releases of the *ServiceNow SDK*, see the ServiceNow IDE, SDK, and Fluent articles in the *ServiceNow Community*. | Yokohama |
| ServiceNow Studio | *ServiceNow Studio* no longer has to be downloaded from the *ServiceNow Store*. It's available on the *ServiceNow AI Platform* by default. | Yokohama |
| Software Asset Management | Starting from the *Yokohama* release, all the reconciliation script includes are being moved from the family release to the *Software Asset Management* store application (com.sn_itam_samp). When upgrading to *Yokohama*, if you have made customizations to reconciliation script includes, you must move your customizations to the new script includes. The old script includes will be deprecated.<br><br>When upgrading to *Yokohama* Patch 1 with the *Software Asset Management* (sn_itam_samp) 2.1.0 store application installed, you must delete the entitlements for the existing *CrowdStrike* integration profiles. Then, create new entitlements for various *CrowdStrike* products, such as *CrowdStrike* Falcon Endpoint Protection and *CrowdStrike* Falcon Discover, based on their license metrics. These metrics include the Reserved Hourly Average Sensor and Sensor Subscription, which are found under the *CrowdStrike* License Metric Group.<br>• If any existing *CrowdStrike* profiles are in the Draft state, create new integration profiles and delete the existing ones.<br>• If any existing *CrowdStrike* profiles are in the Published state, their state changes to Draft. | Yokohama |

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| Strategic Planning | After upgrading to *Strategic Planning* v4.7.0, the following changes apply to user preferences:<br>• Custom view settings previously saved under user preferences will be cleared. You must reapply these changes and create views as needed. For instructions, see Create a portfolio plan view in Strategic Planning and Create a free-form roadmap view in Strategic Planning.<br>• Customizations made to the Timeline and Kanban views in the **Roadmap** tab, and the Kanban view in the **Prioritization** tab at the portfolio plan level, will be copied to the Default view of the portfolio plan. Similarly, any customizations made to the Timeline and Kanban views in the free-form roadmap will also be copied to the Default view of the free-form roadmap. | Yokohama |
| Subscription Management | *Subscription Management* version 4.1 is active by default on all instances of the *Yokohama* release. Update to *Subscription Management* version 6.0.2 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin. | Yokohama |
| Telecommunications Network Inventory | The *Yokohama* release needs the *Xanadu* platform version to support the Design and Assign playbook feature. | Yokohama |
| Telecommunications Service Operations Management (TSOM) | After installing *Telecommunications Service Operations Management* TSOM, any customized IRE identification rules applied to interface cards, slots, sub-slots and network interfaces may be affected. You must review and validate the rules to ensure proper functionality. | Yokohama |
| Third-party Risk Management | Starting with the *Vancouver* release, if you're a *VRM* user upgrading to *TPRM*, from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from one release to the next rather than skipping to the latest release. Not running scripts in the correct order can result in data inconsistencies, broken functionalities, and conflicts.<br>For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information.<br>For existing *TPRM* customers, after upgrading to version 20.2.4, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company | Yokohama |

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| | [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column. | |
| Usage Insights | • The *Usage Insights* module is moved under Platform Analytics.<br>• Custom user properties must be reconfigured.<br>• Default country and user consent policies are updated to No Consent Required.<br>• The *Usage Insights* UI and navigation structure are reworked. | Yokohama |
| Vulnerability Response Integration with Claroty CTD | Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application. | Yokohama |
| Vulnerability Response integrations | • For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Yokohama* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base.<br>• For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes. | Yokohama |
| Workforce Optimization for ITSM | **Enhanced security to access *Workforce Optimization for ITSM***<br>When you upgrade to the *Yokohama* release, you have the option to turn on enhanced security for the *Workforce Optimization for ITSM* application. To get the enhanced security, you must contact *Now Support* to install the ITSM Enhanced Security Features plugin (com.snc.itsm.enhanced_security). After you install the plugin, you need the roles listed here to access the respective features. | Yokohama |

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<tr><td>AI Desktop Actions</td><td>Upgrade the currently installed AI Desktop Actions Software Installers (MSIs) by downloading and installing the newer version of the application. Make sure to close the current execution and close the desktop app before staring the installation for upgrade. For more information, see Download installer.</td><td>Zurich</td></tr>
<tr><td>AI Search</td><td>After you upgrade to Zurich from an earlier family release, run full document crawls in all your external content connectors to update their semantic vector indexing field mappings.</td><td>Zurich</td></tr>
<tr><td>Application Manager</td><td>Application Manager is active by default on instances on the Zurich release. Upgrade your instance to Zurich patch 4 or later to use the latest features. For information about upgrading your ServiceNow AI Platform instance, see Prepare your upgrade.</td><td>Zurich</td></tr>
<tr><td>Application Vulnerability Response</td><td>• If you are currently using Application Vulnerability Response, and you do not intend to upgrade to Unified Security Exposure Management (USEM), install a version below v30.x of Application Vulnerability Response and for upgrades to supported third-party integration applications.</td><td>Zurich</td></tr>
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| | • For information about the new features of Vulnerability Response, see the Vulnerability Response release notes.<br>• For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Zurich* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | |
| Automated Test Framework | Copy and customize quick start tests provided by the *ServiceNow AI Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.<br><br>The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature. | Zurich |
| CPQ Configurator | If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading, you must set the *sn_prd_pm.enable_advanced_configuration* system property to true to be able to use the configurator in *Sales Customer Relationship Management* workflows.<br><br>. | Zurich |
| Change Management | As part of the update to use Flow instead of Progress Workers for conflict detection, the Conflict Checker Progress UI Formatter record references a new UI macro, change_conflict_worker_progress_gate. This macro checks the *change.conflict.useprogressworker* system property to determine the conflict detection mechanism and then displays the corresponding UI macro to work with either Progress Workers or the Change Management Worker table. For more information, see Conflict detection. | Zurich |
| Cloud Cost Management 9.0 | The *Cloud Cost Management* platform support is available beginning with the *Xanadu* release. For instructions on upgrading *Cloud Cost Management* to *Zurich*, see Upgrade Cloud Insights. | Zurich |

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| Cloud Exposure View | The Cloud Exposure View is a workspace in the Cloud Security for Cloud Workspace application that is supported by the *Unified Security Exposure Management* application. *Unified Security Exposure Management* (*USEM*) and the Cloud Security for Cloud Workspace applications are required. *USEM* is available to all customers who are entitled to *Vulnerability Response*. See Unified Security Exposure Management release notes for more information. | Zurich |
| Configuration Compliance | If you are currently using *Configuration Compliance*, and you do not intend to upgrade to *Unified Security Exposure Management* (USEM), install a version below v30.x of *Configuration Compliance* and for upgrades to supported third-party integration applications.<br><br>The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with *Wiz* integrations, after updating to version 1.1, you must backdate any of your existing *Wiz* primary integrations by three days and run them. Please review more information about the *Wiz* integration at SecOps articles on the Security Operations Community.<br><br>For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Zurich* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | Zurich |
| Configuration Management Database (CMDB) | Due to the removal of the **Design** value for the operational status attribute in a CI, after an upgrade, you must review all CIs that have the discovery source attribute set to *Manual via IRE*. Review the operational status attribute of those CIs and set it to a supported value in *CMDB* for your environment. For example, you can set the attribute to *Non-Operational*. For more information about the operational status values, see Tangible/physical life cycle.<br><br>On an upgraded *Zurich* instance, to configure the sn_cmdb_admin and the sn_cmdb_editor user roles with the necessary permissions to perform some *CMDB Workspace* tasks, you must manually run the scheduled job *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles*. This scheduled job modifies the user roles as follows: | Zurich |

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| | • Updates the itil user role to no longer contain the sn_cmdb_editor user role, and updates the itil_admin user role to no longer contain the sn_cmdb_admin user role.<br>• If those permissions don't exist, updates the sn_cmdb_admin and the sn_cmdb_editor user roles with create, update, and delete access to the Configuration Item [cmdb_ci] class. For more information about the *Remove CMDB Roles from ITIL roles and Add CUD access to sn_cmdb_admin/sn_cmdb_editor roles* scheduled job, see Remove sn_cmdb_admin from itil_admin and sn_cmdb_editor from itil, and then add create/update/delete access to cmdb_ci table for sn_cmdb_admin / sn_cmdb_editor [KB2290506]. | |
| Container Vulnerability Response | If you are currently using *Container Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management* (USEM), install a version below v30.x of *Container Vulnerability Response* and for upgrades to supported third-party integration applications.<br><br>The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you are currently using the Vulnerability Response with *Wiz* integrations, after updating to version 1.1, you must backdate any of your existing *Wiz* primary integrations by three days and run them. Please review more information about the *Wiz* integration at SecOps articles on the Security Operations Community.<br><br>For more information about the released versions of the *Container Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Zurich* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | Zurich |
| Customer self-service for Sales Customer Relationship Management | The new order checkout experience and improved cart capabilities are delivered through a new Sales Cart plugin (sn_sales_cart). As an admin, you must perform the Post-upgrade order migration to continue providing a seamless experience for your customers. Failing to perform the upgrade steps can result in your customers losing products added to their carts. | Zurich |
| Encryption Key Management | • In previous releases, the GlideEncrypter API used the three-key Triple Data Encryption Standard (3DES) encryption standard, which NIST 800-131A Rev 2 has recommended | Zurich |

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| | against using after 2023. The following changes are taking place in the *Zurich* release in preparation for a full deprecation of GlideEncrypter/3DES in the future:<br>○ New *Zurich* instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes.<br>○ if you're upgrading your *Zurich* instances, you can still GlideEncrypter, which has been updated to use AES256-GCM encryption via the Key Management Framework.<br>○ Learn more about 3DES deprecation in KB1704481. | |
| Encryption | For the GlideEncrypter API, NIST 800-131A Rev 2 has recommended against using the Triple Data Encryption Standard (3DES) encryption. The following changes are taking place in the *Zurich* release with the official removal of 3DES encryption for GlideEncrypter.<br>• The GlideEncrypter API defaults to using the Key Management Framework (KMF) based algorithm, Advanced Encryption Standard (AES), for encryption and decryption operations for upgraded instances only.<br>• For instances created with the *Zurich* release or later, this API isn't supported.<br>• Learn more about 3DES deprecation in KB1704481.<br><br>In the *Zurich* release, Column Level Encryption has received a required upgrade to Key Management Framework Column Level Encryption (KMF-CLE) due to the platform-wide deprecation of 3DES. For more information about this upgrade, see KB1700704. | Zurich |
| Enterprise Asset Management | Starting with *Zurich* release, a new menu, Asset put away, has been added to the *ServiceNow Agent* app navigation bar. When upgrading to the *Zurich* release, a fix script identifies whether the *ServiceNow Agent* app navigation bar was customized and takes the necessary action.<br>• If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar<br>• If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar. | Zurich |
| External Content Connectors | Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing | Zurich |

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| | connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually.<br><br>When you upgrade to version 4 of the External Content Connectors application from an earlier version, searches may not show all previously crawled content until you've completed both a content crawl and a user mapping crawl for each upgraded connector. The first content crawl run after the upgrade will reindex all searchable content from the source system, and the user mapping crawl will reindex all security principals from the source system. All crawled content should be shown in searches after both of these crawls are complete. | |
| Field Service Management | Effective March 1, 2025, the *Google* Places API, Directions API, and Distance Matrix API have been designated as legacy services. The newer versions of these services are Places API (New) and Routes API. *Google* Maps APIs for *Field Service* capabilities uses the latest version of the APIs in the *Zurich* release and *Dispatcher Workspace* version 8.0. To help avoid issues with the *Google* Maps APIs, enable Places API (New) and Routes API from *Google Cloud Platform* Console. | Zurich |
| Flows, subflows, and actions in Workflow Studio | An earlier version of the save as you go feature was released and withdrawn from the *Washington DC* release. If you're upgrading from the *Washington DC* release, you might have manually turned off the save as you go features by setting a system property. To restore the save as you go features, see Restore save as you go functionality. | Zurich |
| Generative AI Controller | *Generative AI Controller* is installed or updated when you install or update a *Now Assist* application. If you have issues installing or updating applications, see this knowledge article or open a support case. | Zurich |
| Hardware Asset Management | • Starting from the *Zurich* release, a few workflows have been migrated to *Workflow Studio* as flows.<br><br>**Note:**<br>The migration of workflows to *Workflow Studio* applies to *Asset Management*, *Procurement*, and *Contract Management* applications. | Zurich |

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| | ○ The following workflows have been migrated to *Workflow Studio* as flows:<br>▪ Procurement Process Flow – Hardware<br>▪ Transfer Order<br>▪ Transfer Order Line<br>▪ Source Request<br>▪ Contract Approval<br>○ When upgrading to the *Zurich* release, a fix script identifies whether the workflows were customized and takes necessary action.<br>▪ If the workflows weren't customized before the upgrade, the legacy workflows are deactivated from the instance, and *Workflow Studio* flows are installed and executed post-upgrade.<br>▪ If the impacted workflows were customized before the upgrade, the *Workflow Studio* flows are installed but aren't executed for any of the impacted flows post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered custom code and aren't supported for maintenance.<br>• After upgrading to the *Zurich* release, if an approval history record exists for a contract that is no longer required, reject the record instead of deleting it. If the approval history record is deleted, *Workflow Studio* doesn't support updating the contract's **Substate** field value to display the correct state.<br>• Starting with *Zurich* release, a new menu, Asset put away, has been added to the *ServiceNow Agent* app navigation bar. When upgrading to the *Zurich* release, a fix script identifies whether the *ServiceNow Agent* app navigation bar was customized and takes the necessary action.<br>○ If the navigation bar wasn't customized before the upgrade, a new Asset put away icon () is included in the navigation bar<br>○ If the navigation bar was customized before the upgrade, two navigation bars appear: Customized old IT Asset Management and IT Asset Management. The new icon appears in the IT Asset Management navigation bar.<br>• A new role, sn_itam_recomm.recommendations_read, helps ensure that only valid users can execute APIs related to the Important Actions menu in the *Asset Workspace*. The following roles, which have | |

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| Product | Release notes | Family |
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| | access to the *Asset Workspace*, now include the sn_itam_recomm.recommendations_read role:<br>◦ procurement_user<br>◦ inventory_admin<br>◦ inventory_user<br>◦ model_manager<br>◦ contract_manager<br>◦ itil<br>◦ catalog_manager<br>◦ catalog_admin<br>◦ sam<br>◦ ham_user<br>◦ asset<br>• Control sensitive data leakage from range queries accessed by unauthenticated users through the following access control lists (ACLs):<br>◦ Contract [ast_contract] table: Only users with the contract_manager role can perform the query_range operation on the Start date, Contract number, PO number, and Vendor columns.<br>◦ Contract user M2M [clm_m2m_contract_user] table: Only users with the contract_manager and asset roles can perform the query_range operation on the Contract and User columns.<br>◦ HAMP Success Activity [sn_hamp_success_activity] table: Only users with the ham_admin and asset roles can perform the query_range operation on the Description, Short description, and Success goals columns.<br>• Only users with the admin role can update the following system properties:<br>◦ glide.sg.voice_search.enabled<br>◦ glide.ui.sn_hamp_asset_reclaim_task_activity.fields<br>◦ glide.ui.sn_hamp_loaner_asset_order_activity.fields<br>◦ glide.ui.sn_hamp_ztr_task_activity.fields<br>◦ sn_hamp.enable_shipping_carrier_validation_asn<br>◦ sn_hamp.model_lifecycle_phase_order<br>◦ sn_hamp.update_assets_norm_model_name | |
| Impact | The *Impact Store Application* configuration requires a sequence of tasks in a unified registration process. See Configure the Impact Store Application. | Zurich |

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| Product | Release notes | Family |
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| Instance Data Replication | • Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses *Hermes Messaging Service*. For details, see Upgrading legacy sets.<br>• Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is composed of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated. | Zurich |
| MID Server | For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 17.0.12.<br><br>If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE:<br>• If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.<br>• If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version.<br><br>All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades.<br><br>Only one *Windows MID Server* service is permitted according to the executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information.<br><br>For more information about *MID Server* upgrades, see the following topics:<br>• *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade.<br>• Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually. | Zurich |
| Notify | Starting with the *Zurich* release, *Notify* uses subflows instead of workflows. For existing users in *Zurich*, your | Zurich |

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| Product | Release notes | Family |
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| | current workflows are still supported. For new users, your *Notify* plugin installations use subflows.<br><br>As part of this transition, the following workflow activities are available as flow actions and can be used when creating subflows:<br>• Join conference call<br>• Call<br>• Send SMS<br>• Forward call<br>• Input<br>• Hangup<br>• Play<br>• Record<br>• Reject<br>• Say<br>• Forward to notify client<br>• Queue<br><br>Maintain, build, and modify your own custom subflows in *Workflow Studio* with subflows for new instances. The following base system workflows have been migrated to subflows:<br>• (Re)join Conference Call<br>• Join Conference Call with muting<br>• Join Conference Call with SMS<br><br>Your existing workflows continue to function after the upgrade.<br><br>**Note:**<br>All workflow-related artifacts have been moved to a new plugin, which is maintained in a support-only mode and isn't available for new installations. | |
| Now Assist for CMDB | The installation (activation) process has changed for the *Now Assist for CMDB* v2.1 plugin. See Configure for the new instructions. | Zurich |
| Now Assist for Hardware Asset | If you have the procurement_user user role, you can access the help manage hardware asset requests agentic workflow, which includes the following AI agents: | Zurich |

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| Product | Release notes | Family |
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| Management (HAM) | • Hardware asset management sourcing AI agent<br>• Transfer order creation AI agent<br>• Purchase order creation AI agent | |
| Now Assist for IT Service Management (ITSM) | When you upgrade to the Zurich Patch 4 release, any customizations you may have made to the *Now Assist* context menu (NACM) won't be preserved. For more information, see the Community article Upgrade information for the NACM support in Now Assist for ITSM.<br><br>The Incident assist agentic workflow is active by default and includes all the capabilities of the [DEPRECATED] Incident assist skill, with enhancements. When you upgrade to the Zurich Patch 8 release, if you have the [DEPRECATED] Incident assist skill activated, consider deactivating it to avoid redundancy. For more information, see Incident assist skill.<br><br>Starting with the Australia Patch 2, the Incident assist skill has been deprecated, moved to the **Archive** section, and is no longer available for use. | Zurich |

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| Product | Release notes | Family |
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| Now Assist for Security Incident Response (SIR) | **Note:** The following *Now Assist* skills, agents, and agentic workflows for *Now Assist for Security Incident Response* are activated by default:<br><br>Skills<br>• Security incident summarization<br>• Resolution notes generation<br>• Post incident analysis<br>• Security incident recommended actions<br>• Correlation insights generation<br>• Security incident quality assessment<br>• Natural language condition evaluator<br>• Generate content for shift handover<br>• Quality assessment report NACM<br>• Security incident resolution plan<br>• Security operations metrics analysis<br><br>Agentic workflows<br>• Wrap up security incident<br>• Resolve security incident<br>• Generate SIR shift handover report<br>• Analyze security operations metrics<br><br>Agents<br>• EDR AI agent<br>• Exchange online integration handling AI agent<br>• Observable analysis AI agent<br>• Security incident activities handling AI agent<br>• Security incident resolution AI agent<br>• Security incident retrieval AI agent<br>• Security incident shift handover AI agent<br>• Security incident wrap up generator AI agent<br>• Security metrics analysis AI agent<br><br>For more information, see AI assets on by default | Zurich |

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| | **Note:**<br>Upgrading the *Now Assist* plugins activates any designated skills that were previously untouched by the customer.<br>• If you installed the plugins for a skill but never configured it, meaning you never activated it nor adjusted associated roles, any skill on by default is activated on a per skill basis when upgrade.<br>• If you previously toggled a skill from active and then back to inactive, or updated any roles for that skill, that skill remains inactive when upgrading.<br>• You maintain full control over deactivating individual skills at any time after activation.<br><br>When you update the *Now Assist for Security Incident Response* (*SIR*) application, the dependency applications are automatically updated.<br><br>For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information.<br><br>The *AI Search* application must be enabled so that the recommended actions skill works for security incidents with *Now Assist for Security Incident Response*. To verify that *AI Search* is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that *AI Search* isn't enabled. | |
| Now Assist for Vulnerability Response | The following *Now Assist* skills for *Now Assist for Vulnerability Response* are activated by default.<br>• Recommend preferred solution for VIT (VR)<br>• Vulnerable item de-duplication (VR)<br>• Approval Recommendation (VR)(USEM)<br>• Security Exposure Management (SEM) Insights (VR)(USEM)<br>• SPC Setup Connector (Security Posture Control)<br><br>When you update the *Now Assist for Vulnerability Response* application, the dependency applications are automatically updated.<br><br>For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information. | Zurich |

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| Now Assist in Contract Management | If you're upgrading to *Now Assist* in *Contract Management* from Yokohama (Patch 2 and lower) or Xanadu (Patch 8 and lower), and you have customized use cases, run a fix script to migrate the existing data to the *Now Assist Admin* console.<br>**1.** Navigate to **All** > **System Definition** > **Fix Scripts**.<br>**2.** In the **Name** field, search for `Upsert DI skill config`.<br>**3.** In the script, add the use case IDs that you want to migrate to the *Now Assist Admin* console.<br>**4.** Select **Run Fix Script**.<br>For more information, see Post upgrade steps. | Zurich |
| Now Assist | Customers who have not opted into third-party, large language models may be routed to them during skill execution. If the new model is not provisioned or available in your environment, this will result in skill execution failures. Check the models your skills use within *Now Assist* admin console.<br>If you customized UI actions or other items that are associated with *Now Assist* skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions might not work as expected.<br>If you run into issues when you're upgrading a *Now Assist* product, see the Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates [KB1637452] article in the *Now Support Knowledge Base*. Log in to view the article.<br>The *Zurich* release introduces enhanced protections for read-only fields across the *ServiceNow*® AI Platform. These changes include a new "read_only_option" field with granular control levels, including "strict_read_only" and "client_script_modifiable". The changes occur in the back-end and maintain backward-compatible behavior. This update helps strengthen your instance security while preserving the flexibility you need. If you have custom client scripts that modify *ServiceNow*® -owned read-only fields using `g_form.setValue()` or `g_form.clearValue()`, refer to KB2718122. This article provides additional technical details on how to identify affected fields and adjust their settings.<br>The existing Access Control Lists (ACLs) will be updated to replace the 'admin' role with specific, purpose-driven granular roles within scripts or security attributes. As part of this update, the `getRoles()` API will be replaced with the `hasRole()` API for authorization purposes. Additionally, all references to | Zurich |

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| | the 'admin' role in the code will be substituted with the new feature-specific granular roles for authorization use cases. Read https://www.servicenow.com/docs/r/platform-security/granular-admin-roles.html to learn more. | |
| On-Call Scheduling | Starting from the *Zurich* release, *On-Call Scheduling* uses subflows, not workflows. You must transition from workflows to subflows, because the workflows are considered as legacy workflows. For existing users in *Zurich*, your current workflows continue to be supported. However, for new users, the *On-Call Scheduling* plugin installations on *Zurich* and later instances only use subflows.<br><br>Maintain, build, and modify your own custom on-call scheduling flows in *Workflow Studio* with subflows for new instances. The following subflows are available for configuration: | Zurich |
| Operational Resilience | After upgrading to *Operational Resilience* version 21.0.x, rerun the *Update CSDM and other dependencies* scheduled job to populate the additional metadata that was introduced in this release. | Zurich |
| Performance Analyzer | Starting with the *Zurich* release, Performance Analyzer is available on your instance automatically. For access to Performance Analyzer on earlier instances, install Performance Analyzer from the *ServiceNow® Store*. | Zurich |
| Platform Analytics experience | On upgrade, any homepages on your instance that have been opened are migrated to *Core UI* dashboards, which are visible in the dashboard library. For more information, see Homepage deprecation.<br><br>Simple lists are all converted to the new List element on upgrade. | Zurich |
| Playbooks in Workflow Studio | After you upgrade to *Zurich*, update the *Workflow Studio* application in the *ServiceNow Store*. | Zurich |
| Product Catalog Management and Pricing Management | *Pricing Management* v15.0.0 provides a default pricing plan that includes new steps to support pricing strategies introduced in this release. If you're using a custom pricing plan from an earlier release, review the default pricing plan, which is in a Retired state after you upgrade. Determine whether you want to publish the default plan or customize the default pricing plan for your needs. The default plan contains new steps for calculating net pricing and roll-up | Zurich |

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| | values for configurable products in quotes and orders: Net Price Calculation, Line Rollup, and Header Rollup steps. This pricing functionality existed in previous releases for quotes and orders but wasn't included in the default pricing plan. To retain this previous functionality for quotes and orders, you must add the Net Price Calculation, Line Rollup, and Header Rollup steps in your custom pricing plan before you publish it for use.<br><br>If you used the legacy product configurator previously and want to use the CPQ Configurator, after upgrading set the *sn_prd_pm.enable_advanced_configuration* system property to true. When set to true, this property enables the CPQ Configurator.<br><br>If you want to use *AI Search* for product catalog searches, before upgrading install *Now Assist for Sales Force Automation (SFA)*, which includes the plugins needed for *AI Search* functionality. After upgrading, complete various steps to implement *AI Search*. These steps include running a scheduled job to set up *AI Search* and enabling *AI Search* in the product catalog interface by setting the *enable_ai_search_in_catalog* system property to true. For details on these configuration steps, see Configuring AI Search for product catalog search. | |
| Public Sector Digital Services | After the upgrade, certain public sector menus and menu items in *CSM Configurable 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**. | Zurich |
| RPA Hub | Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications:<br>• *RPA Desktop Design Studio*<br>• *Attended Robot*<br>• *Unattended Robot*<br>• *Unattended Robot* Login Agent<br><br>For more information, see Download the RPA applications from RPA Hub.<br><br>The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Zurich*. | Zurich |

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| | Based on the number of records in the application file table, you may experience a delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Zurich*.<br><br>Before upgrading *RPA Hub* to *Zurich*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.<br><br>After you upgrade to *Zurich*, the bot process definitions change to the new structure, which is the bot process configuration.<br><br>Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Zurich* without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the *Now Support Knowledge Base*. | |
| Retail applications | Starting with this release onwards, the retail base case has been made abstract. (An abstract case or abstract case type is a base configuration of a case that is intended to be extended by specialized case types rather than used directly.) After upgrading to the *Zurich* release and for any version updates beginning with the *Yokohama* release, if you are using the retail base case table you will no longer be able to create new cases or update existing cases. Use the following case types instead:<br>• Store Inquiry<br>• Retail Customer Complaint<br>• In-store Operations<br>• HQ Communications<br><br>You can also extend your own case types. For more information on these changes, see the Impact analysis and guidance: Retail case table updates [KB2216547] article in the *Now Support* Knowledge Base. | Zurich |
| SQL API | ServiceNow provided customers with a free SOAP-based ODBC client. If you have an active RaptorDB Pro entitlement, you can migrate to the REST-based SQL API client by | Zurich |

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| | completing the required configuration on both the server and client sides. For more information, see Configure. | |
| Security Posture Control | For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control. | Zurich |
| Service Observability | If you have the snc_sow_svcobs.manager role, you must belong to a user groups with a type of `srm`. | Zurich |
| Service Operations Workspace for ITSM | Ensure that the following applications have compatible upgraded versions:<br>• *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont)<br>• *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont)<br><br>For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM. | Zurich |
| ServiceNow AI Platform core feature | The dynamic schema application framework has been revised in the *Zurich* release. If you implemented dynamic schema in *Xanadu* or *Yokohama*, the application is automatically migrated to a new framework as part of the upgrade to the *Zurich* release. For details on the migration, see the Dynamic Schema Zurich Migration Guide [KB2146133] article in the *Now Support Knowledge Base*. | Zurich |
| ServiceNow IDE | *ServiceNow IDE* version 2.1.2 is active by default on instances on the *Zurich* release. Update to *ServiceNow IDE* version 3.0 or later to use the latest features. For information about updating *ServiceNow IDE*, see Install or update the ServiceNow IDE. | Zurich |
| ServiceNow SDK | To upgrade to the latest version of the *ServiceNow SDK* globally or within an application, see Upgrade the ServiceNow SDK.<br><br>*ServiceNow SDK* version 4.0 supports integration with *ServiceNow* instances beginning with the *Washington DC* release.<br><br>On *Windows* systems, after upgrading to *ServiceNow SDK* version 4.3 or later, existing stored credentials aren't supported due to the deprecation of Keytar. Users on Windows systems must add their user credentials again using the `now-` | Zurich |

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| | `sdk auth --add` command to authenticate with instances. For more information, see Authenticate.<br><br>**Note:**<br>For more information about minor releases of the *ServiceNow SDK*, see the ServiceNow SDK repository on *GitHub*. | |
| ServiceNow Studio | *ServiceNow Studio* no longer has to be downloaded from the *ServiceNow Store*. It's available on the *ServiceNow AI Platform* by default. | Zurich |
| ServiceNow Vault | To install *ServiceNow Vault*, the following must be installed:<br>• Data Discovery<br>• Data Privacy<br>• Data anonymization<br>• Field Encryption<br>• Zero Trust Access | Zurich |
| Skills Foundation | You cannot download industry skills data as part of the guided setup. | Zurich |
| Software Asset Management | Starting from the *Zurich* release, the following workflows are migrated to Flow Designer as flows:<br>• Reclamation workflow<br>• Procurement Process Flow - Auto allocation enabled<br><br>When upgrading to the *Zurich* release, a fix script identifies whether the workflows were customized. If you haven't customized the workflows before the upgrade, the fix script deactivates the legacy workflows from the instance and deploys the Flow Designer flows on the instance post-upgrade. If you have customized the impacted workflows in the previous release, the fix script doesn't deploy the Flow Designer flows on the instance post-upgrade. You can view and access the impacted workflows in the instance after the upgrade. However, the deprecated workflows are considered as custom code and *ServiceNow* doesn't support those workflows.<br><br>Starting from the *Zurich* release, the *Software Asset Workspace* plugin (com.sn_sam_workspace) is moved from the family release to the *Software Asset Workspace* store application. After upgrading to *Zurich*, the *Software Asset Workspace* plugin (com.sn_sam_workspace) is inactivated and the *Software Asset Workspace* store application (sn_sam_workspace) is enabled in the instance. | Zurich |

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| | When upgrading to the *Software Asset Management – SaaS License Management* plugin (sn_sam_saas_int) version 16.0.6 or later in the Zurich release, verify that the *Software Asset Workspace* store app (sn_sam_workspace) is updated to version 9.0.4. | |
| Source-to-Pay Operations Integrations | **Important:** Due to a performance issue identified with the upgrade fix script, the sourcing fix script has been modified. This script will no longer execute automatically during the upgrade process. Instead, it is now delivered as an on-demand job. Administrators must manually execute this job outside of business hours after the upgrade is complete. | Zurich |
| Strategic Planning | After upgrading to *Strategic Planning* v4.8.0, the existing **Investment type** and **Investment class** fields will appear as **Investment type (Deprecated)** and **Investment class (Deprecated)** respectively across the Planning page including in the Prioritization and Roadmap views and in the Scenario Planning page. The values from these deprecated fields will be automatically copied to the new **Investment type** and **Investment class** fields.<br><br>If you previously applied filters or personalized your view using the deprecated fields, you must update those configurations to use the new **Investment type** and **Investment class** fields across the workspace—including in the Prioritization and Roadmap views on the Planning page, as well as in the Scenario Planning page. | Zurich |
| Subscription Management | *Subscription Management* version 5.0 is active by default on all instances of the *Zurich* release. Update to *Subscription Management* version 6.1 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin. | Zurich |
| Synthetic monitoring | If you want to run monitors using a *MID Server* as a location, you must restart the *MID Server* after upgrading. | Zurich |
| Third-party Risk Management | If you're a *VRM* user upgrading to *TPRM* and upgrading to *Vancouver* or a later release from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. For example, you must upgrade from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts don't run in the correct order, you can get data inconsistencies, broken functionalities, and conflicts. | Zurich |

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|---|---|---|
| | After upgrading to version 21.0.x, you can enable the *Smart Assessment Engine* (*SAE*) by setting the *Smart Assessment Engine* enabled (**sn_vdr_risk_asmt.sae_enabled**) property. After setting this property, *Smart Assessment Engine* (*SAE*) becomes the default assessment engine and replaces the legacy experience. The transition isn't reversible.<br><br>**⚠ Warning:**<br>Set this property in your non-production instances and conduct thorough testing before changing your production instances. Failure to do so may result in unexpected issues.<br><br>For more information on upgrading from *VRM* to *TPRM* and the differences between the Smart and Classic Assessment engines, see Third-party Risk Management upgrade information.<br><br>For existing *TPRM* customers, after upgrading to version 21.0.3, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column. | |
| Unified Security Exposure Management | *Unified Security Exposure Management* is available to all customers who are entitled to *Vulnerability Response*, however, migrating to *USEM* is a major upgrade that introduces a unified architecture for improved performance, scalability, and streamlined workflows. Before upgrading, leverage the *Migration assistant for Unified Security Exposure Management* that is available as an update set. See the Migration Guidance to Unified Security Exposure Management [KB2556844] Knowledge Base article for more information. This tool provides a guided experience for plugin installation, data mapping, rule migration, and post-migration validation, reducing risk and manual effort. Ensure that all integrations and workflows are reviewed for compatibility before initiating migration. For more information, see Migrating to USEM and Migrate to USEM. | Zurich |
| Vulnerability Response | If you're currently using *Vulnerability Response*, and you do not intend to upgrade to *Unified Security Exposure Management* (*USEM*), install a version below | Zurich |

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**(continued)**

| Product | Release notes | Family |
|---|---|---|
| | v30.x of *Vulnerability Response* and for upgrades to supported third-party integration applications.<br><br>The Missing Assets [sn_vul_wiz_missing_asset] table used for storing assets imported by the backfill integrations for the Vulnerability Response Integration with Wiz is deprecated. If you're currently using the *Vulnerability Response* with *Wiz* integrations, after updating to new version 1.1, you must backdate any of your existing *Wiz* primary integrations by three days and run them. Review more information about the *Wiz* integration at SecOps articles on the Security Operations Community.<br><br>For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Zurich* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*. | |
| Zero Copy Connector for ERP | If you have existing scheduled extractions and have upgraded to Zurich, run the *Scheduled Extraction V2 Move* fix script to place scheduled extractions in a new table where scheduling is done by the scheduled scripts engine. For detailed steps, see Run fix scripts. | Zurich |

## 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 |

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| | Description | Yes | No | N/A |
|---|---|---|---|---|
| Phase 1 - Read the release notes and plan your upgrade | | | | |
| 1 | Review the Xanadu release notes for the target ServiceNow feature release and patch, in addition to product and release documentation.<br><br>For Xanadu -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 Xanadu 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. | ❑ | ❑ | ❑ |
| 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: | | | |

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| | Description | Yes | No | N/A |
|---|---|---|---|---|
| | **1.** Development and testing can be frozen until the production upgrade is completed.<br>**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.<br>**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. | ❑ | ❑ | ❑ |
| 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:<br>• the sequence and timing to upgrade non-production and production instances<br>• the instances to be cloned<br>• 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.<br>Responsible: ServiceNow or Customer | ❑ | ❑ | ❑ |
| 18 | Determine whether existing internal training materials, Knowledge Base articles in the | ❑ | ❑ | ❑ |

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| | Description | Yes | No | N/A |
|---|---|---|---|---|
| | 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.<br>**Note:**<br>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.<br>**Note:**<br>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 | | | | |

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| | Description | Yes | No | N/A |
|---|---|---|---|---|
| 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 | | | | |
| 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.<br>Responsible: Customer | ❑ | ❑ | ❑ |

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| | Description | Yes | No | N/A |
|---|---|---|---|---|
| 38 | Confirm the core team of key stakeholders required to validate functionality in the ServiceNow instance after the production upgrade.<br>Responsible: Customer | ❑ | ❑ | ❑ |
| 39 | Confirm coverage for Day 1 support post-upgrade.<br>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.<br>Responsible: Customer | ❑ | ❑ | ❑ |
| 41 | Schedule a walkthrough and sign-off of the Implementation Plan with key stakeholders and the core team.<br>Responsible: Customer | ❑ | ❑ | ❑ |
| 42 | Submit and obtain approvals for change records as required by the organization change process.<br>Responsible: Customer | ❑ | ❑ | ❑ |
| 43 | Send a communication to key stakeholders and end users with details for the production upgrade outage, new features, and so forth.<br>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. | ❑ | ❑ | ❑ |

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| | Description | Yes | No | N/A |
|---|---|---|---|---|
| 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.

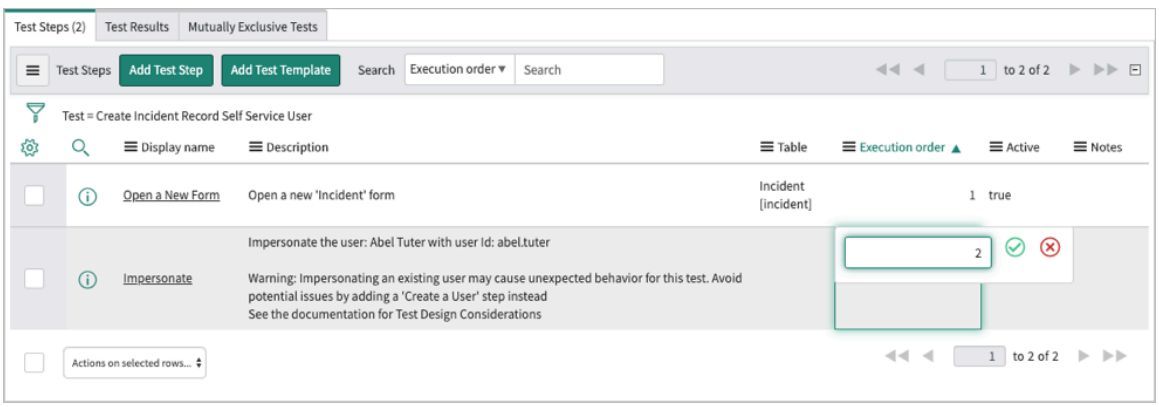
### Products

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.

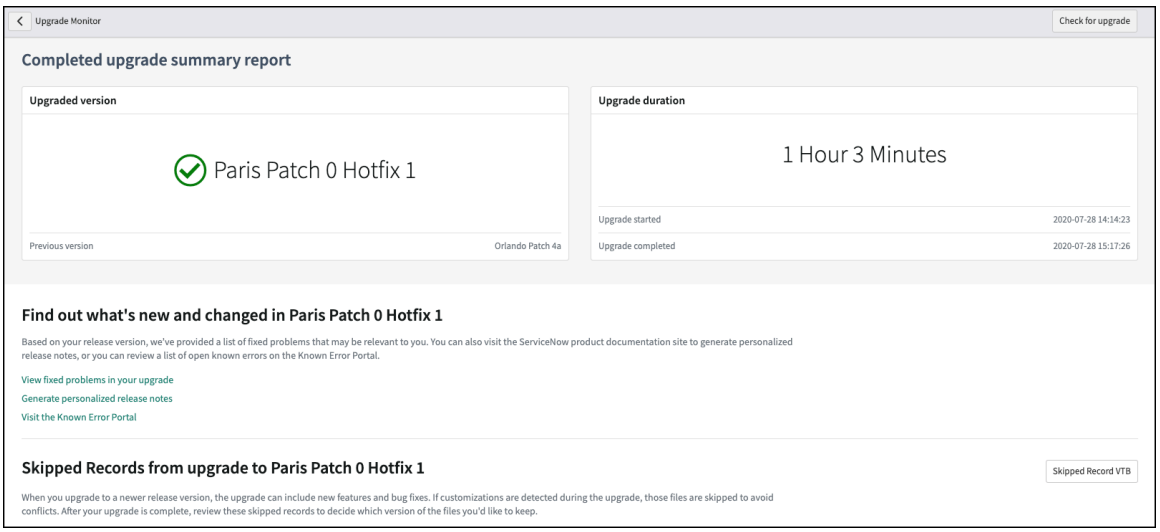



#### Upgrade Center

Use ServiceNow® Upgrade Center to plan and manage your upgrades. Use the Upgrade Preview module to explore different release versions available to you

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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

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

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

Balance value and risk with platform customizations.

### 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 Xanadu 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:

#### 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 |

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**Hotfix version upgrades (continued)**

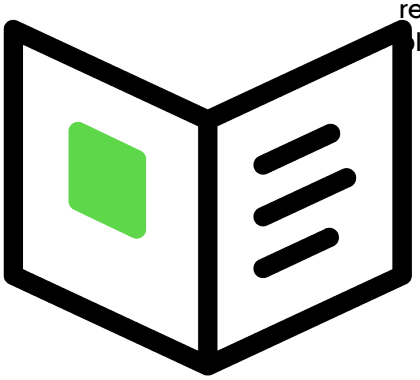
| Version installed before the upgrade | Expected version after the upgrade |
|---|---|
| 2.0.0 | 2.4.1 - The version upgrades to the defined hotfix version |
| 2.6.0 | 2.6.0 - The version stays the same, because the instance was already ahead of the defined hotfix version |
| 3.0.0 | 3.0.1 - The version 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 Xanadu 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.

### 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.

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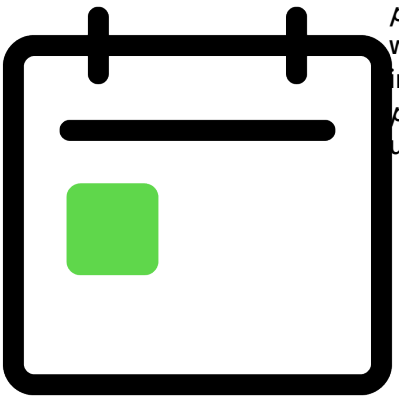
### Phase 2 - Prepare for the development instance upgrade



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.

---

### 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.

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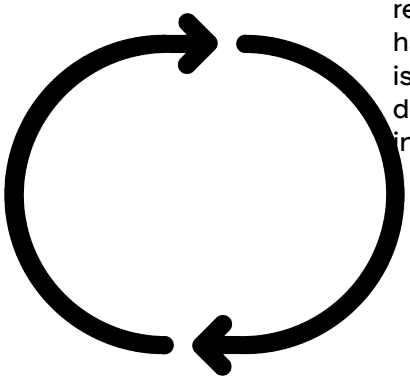
### Phase 4 - Upgrade and validate the development instance



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.

---

### 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.

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### 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.

### 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.

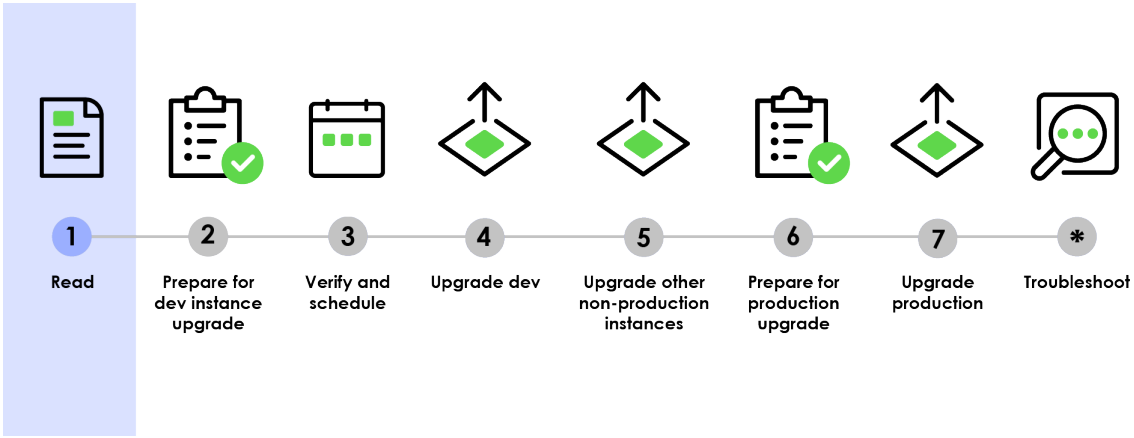
**Before you begin**

**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.

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## 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.

   - 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 Xanadu 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 Xanadu -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.
   - If you are thinking about upgrading to the Xanadu 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 Xanadu 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<br>○ Add fields and/or UI policies to forms<br>○ Build simple custom integration<br>○ Extend an existing table (such as incident) in scope with new fields only |

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| Complexity score | Customization examples |
|---|---|
| Low-medium | ○ Extend an existing table (such as incident) in scope with some scripting<br>○ 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)<br>○ 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.

| 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.<br>○ 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.<br>○ For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances. |
| Production | Conduct UAT.<br>**Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only. |

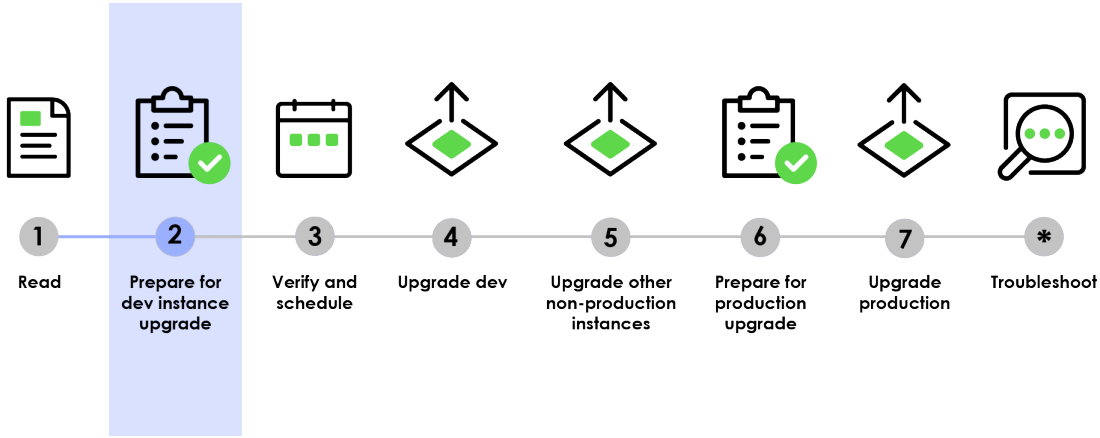
## Phase 2 - Prepare for the development instance upgrade

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.

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### 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.

   **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.

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## Before you begin

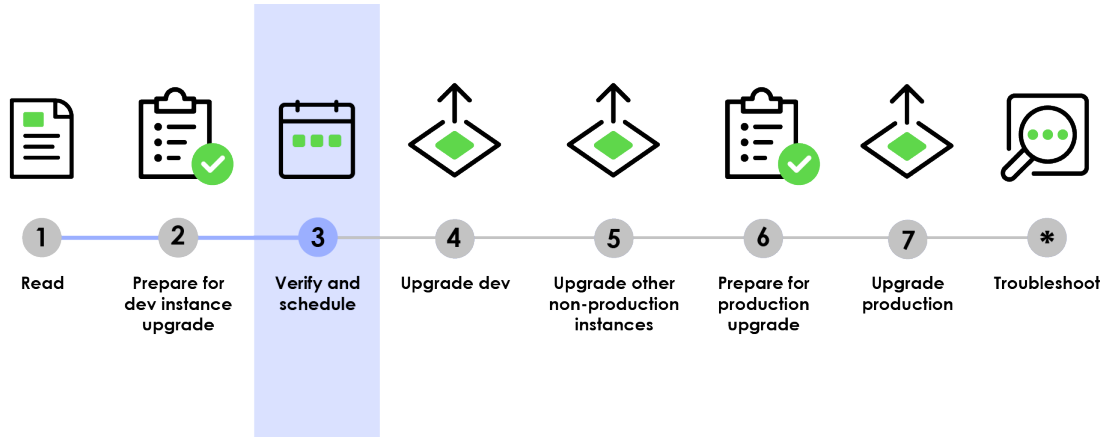
Role required: admin.

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.<br>• 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. |
| Check database for possible upgrade | • Runs after the distribution has been upgraded.<br>• 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 Xanadu Patch 8 to take place on June 10 at 3:00pm. | Now Support changes its records to reflect that you should be on Xanadu Patch 8 on June 10 at 3:00pm. |

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| Action | Result |
| --- | --- |
| 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 Xanadu Patch 8. |
| Your instance receives a Now Support notification that it should be running a different version. | Your instance starts the upgrade. |

How to schedule and manage instance upgrades on Now Support

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

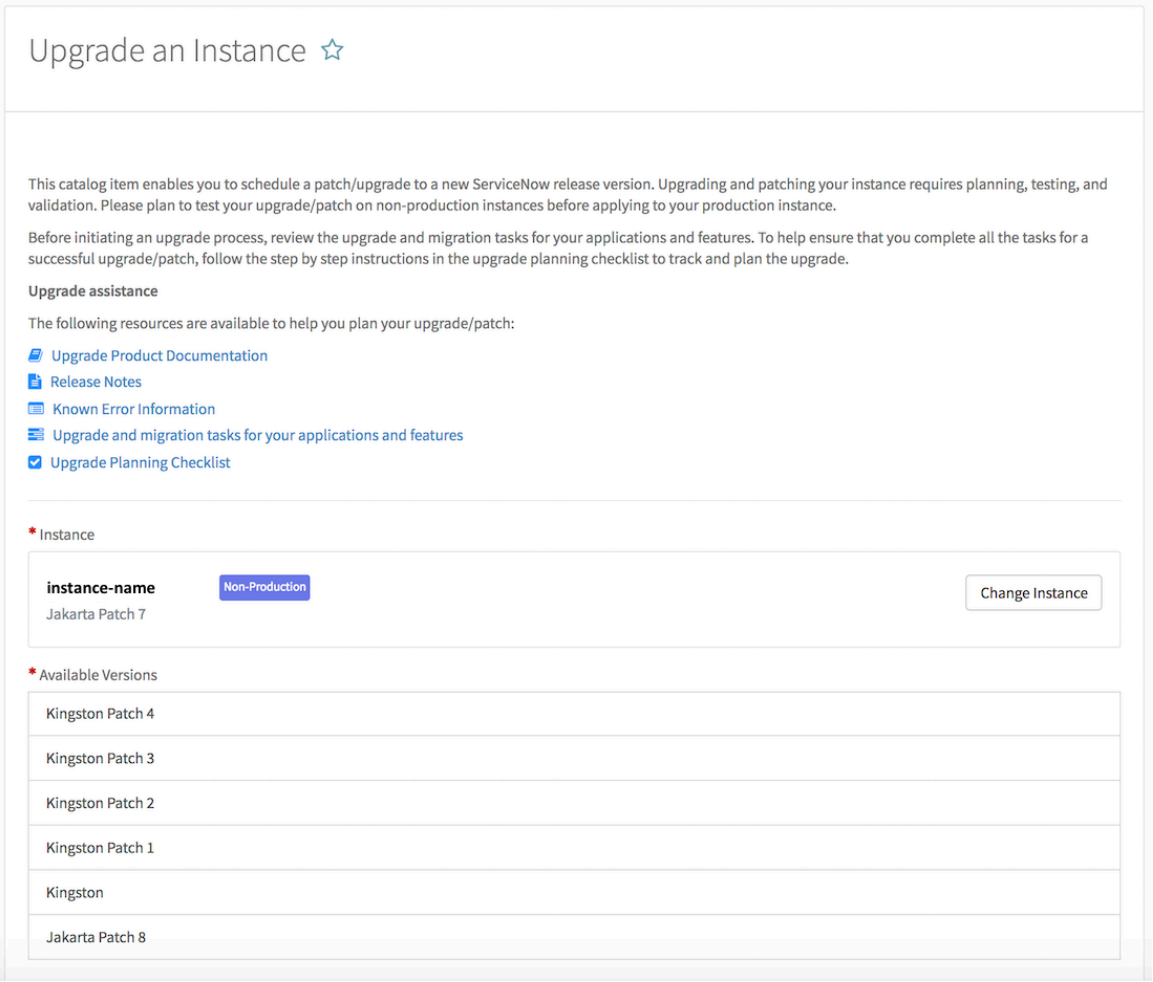
Request plugins and self-service tasks using service catalog on Now Support

### 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.
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.

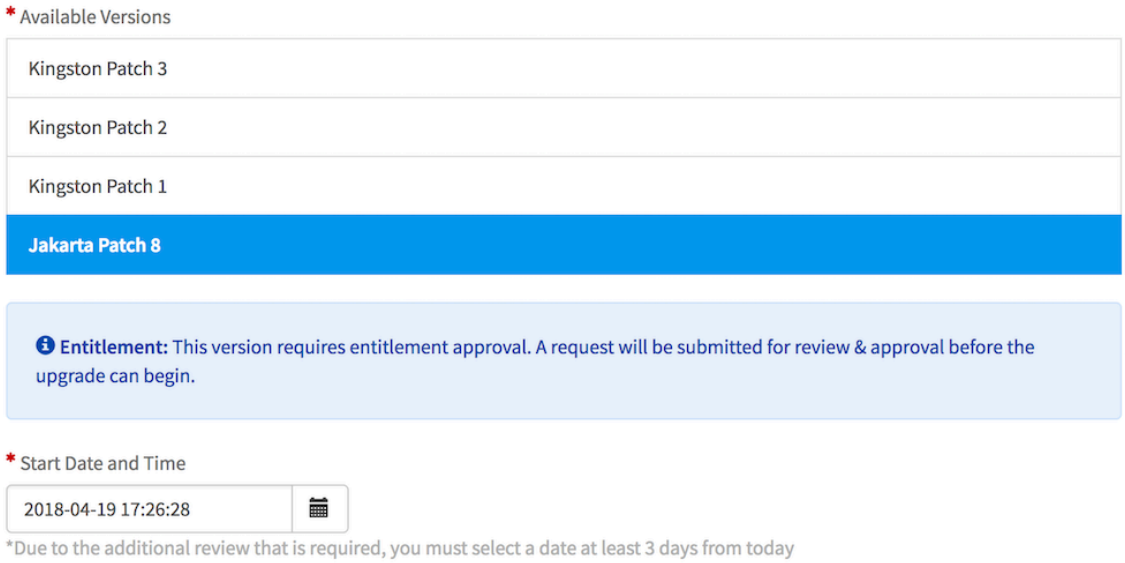
> **Note:**
> Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which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

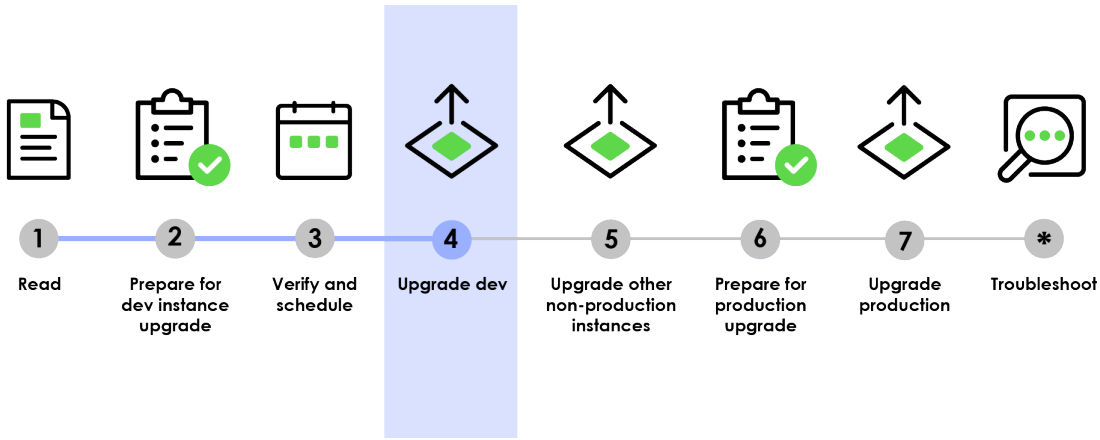
Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

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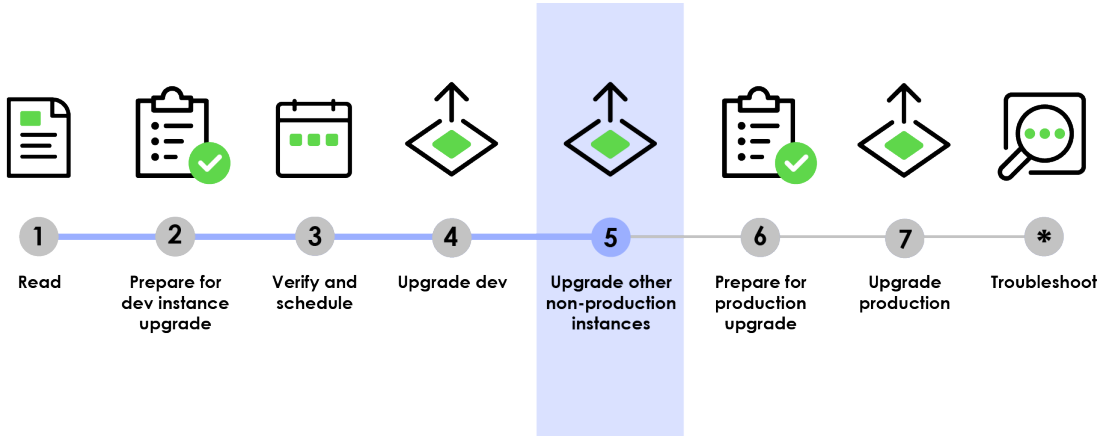
# Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

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

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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).

## 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.

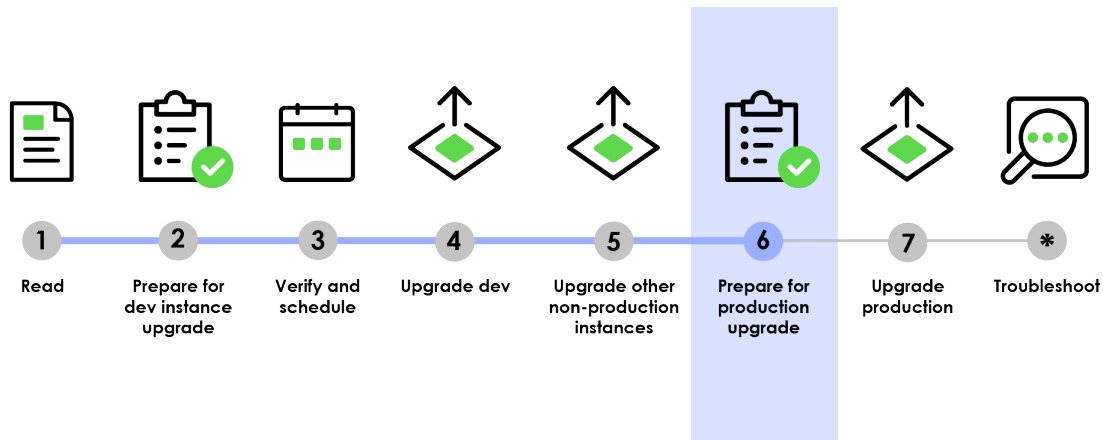
To ensure that all stakeholders in your company are prepared for the final production upgrade, complete the administrative planning tasks in Phase 6 of the Upgrade planning checklist. When upgrading a production instance:

- 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.

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

- 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

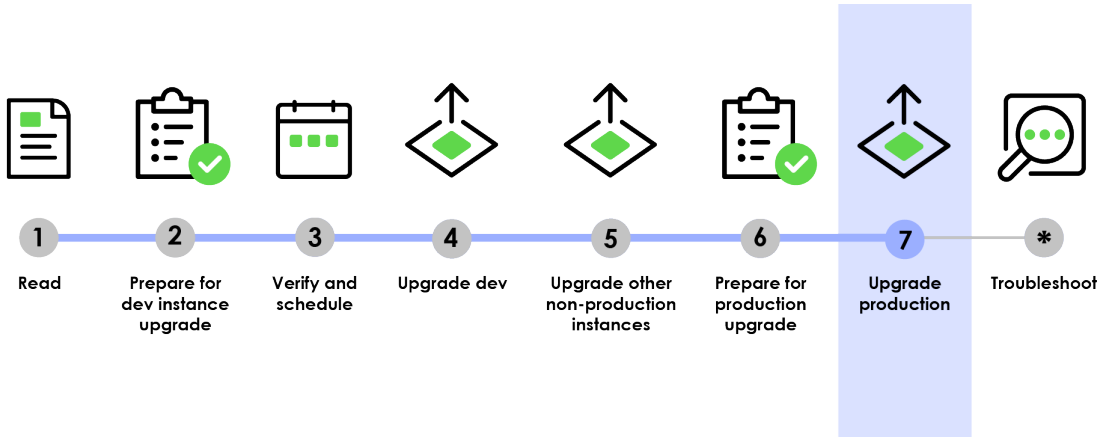
After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

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## Before you begin

Role required: admin.

## 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**.

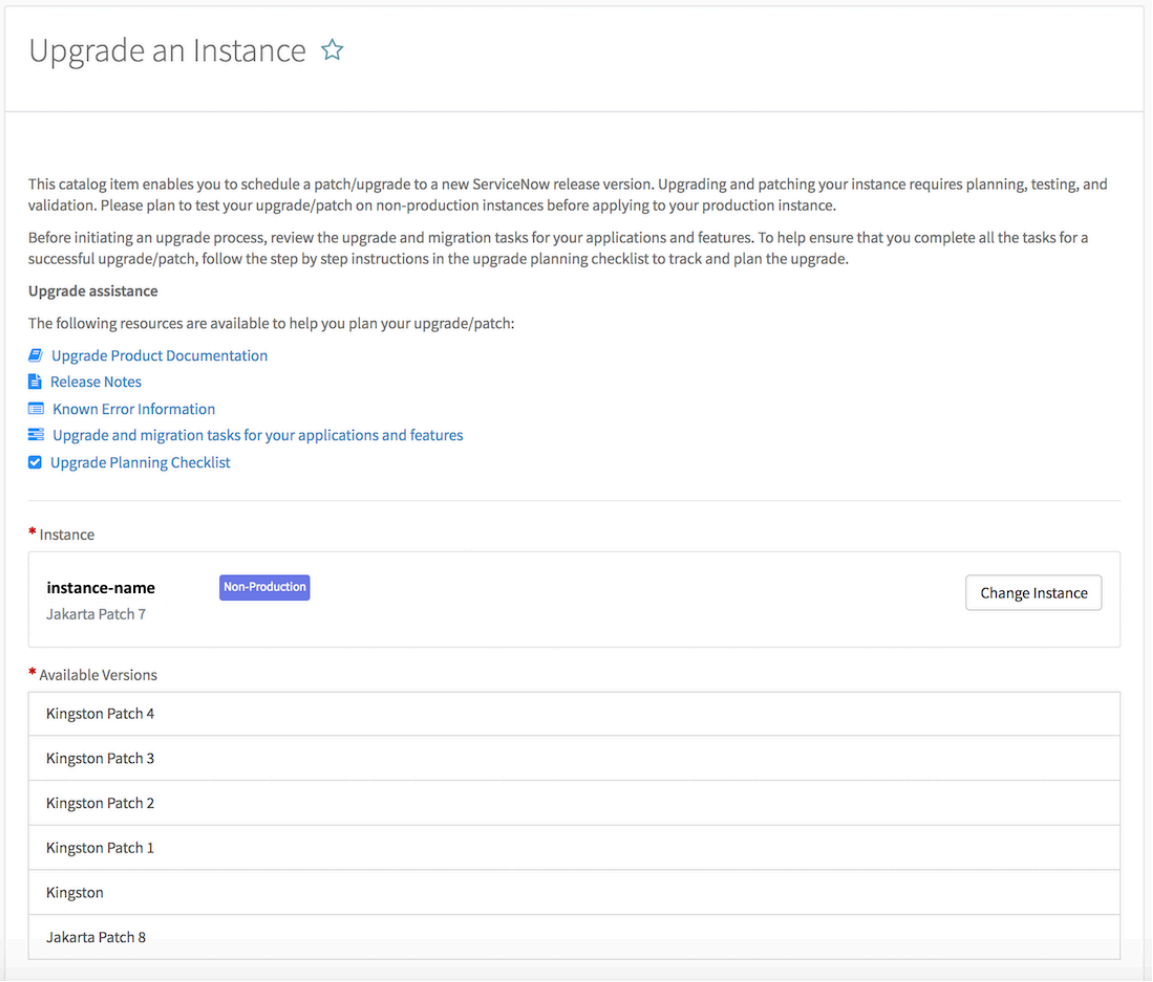
**d.** Partners only: From the user menu, use the **Switch Company** feature to select a company.

**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.

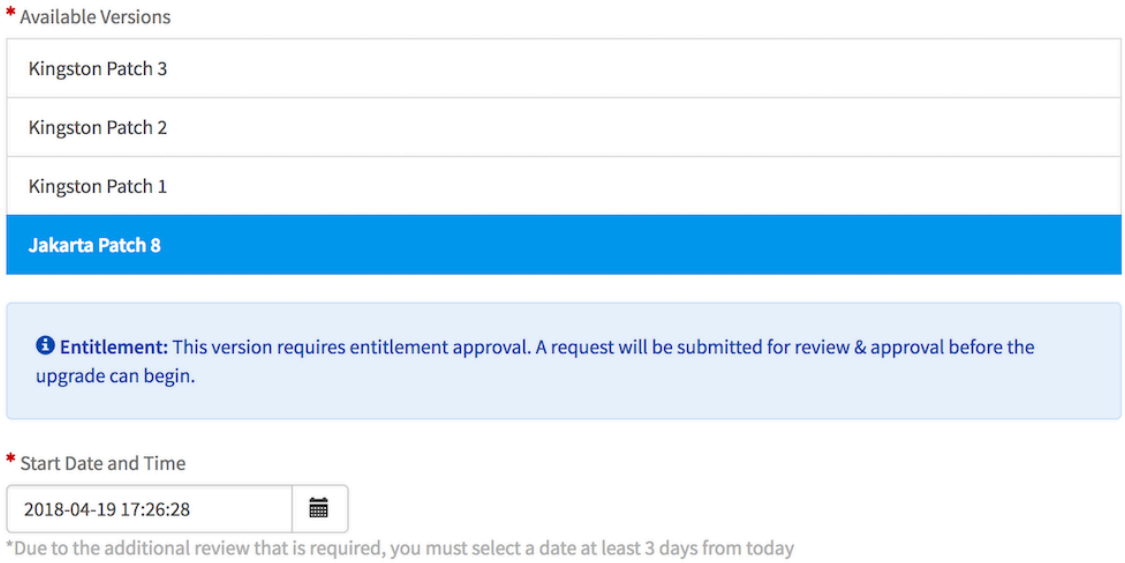
> **Note:**
> Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which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