**Newyork Upgrade notable issues**

1. Single sign on (SSO):

New York release has few important changes to Multi-SSO plugin, which might impact your SSO setup. I would recommend to check with ServiceNow before you proceed.

Refer below page for your reference.

<https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/now-platform-capabilities/authentication-rn.html>

1. Activity stream and audit didn’t load on any task table :

Fix: sys\_email table uses table rotation and all the dictionary entries for sys\_domain in sys\_email table needs to be active true and the stage field must be false.

1. Calendar issue selection in reports :

Fiscal year selection is no more available in the reports

1. Knowledge Management

The kb\_search page does not load (PRB1325588)

Refer KB article (KB0725784) :

<https://hi.service-now.com/kb_view.do?sysparm_article=KB0725784>

1. Service Portal - PRB1332227

Service Portal only accepts the 'yyyy-MM-dd' date format and the 'HH:mm:ss' time format to trigger the UI policy.

**Issue with UI Policy:**

When users have a different date format other than 'yyyy-MM-dd', any UI policy for past and future date validations fails in Service Portal.

Fix (KB0747365)

1. Create a catalog item (optional).
2. Create a variable in it as the type of date with the name start\_date.
3. Create a UI policy with the following condition:

When to run : [start\_date] [before] [today]

Run Script : True

Execute If true:

function onCondition() {

alert('true case: before today');}

1. Set the date format of the logged in user to YYYY-MM-DD.
2. Navigate to Service Portal and set some date prior to today.

Notice that the alert appears.

1. Set the date format to DD/MM/YYYY.
2. Navigate to Service Portal and set some date prior to today.

Expected behavior: The alert should appear.

Actual behavior: The alert does not appear.

Refer: <https://hi.service-now.com/kb_view.do?sysparm_article=KB0747365>

1. Service Catalog: (PRB1325027)

Service Portal Widgets: The date variables submitted via a multi-row variable set are incorrect. Fix is not provided by Servicenow yet.

Refer below link for all problem fixes:

<https://docs.servicenow.com/bundle/newyork-release-notes/page/release-notes/quality/newyork-security-notables.html>