

## Issues fixed in the Fuji release.

Problem category	Problem	Short description	Steps to reproduce
Business Logic Processing	PRB608054	Unable to set dotwalked values using Business Rules value setter capability	<ol style="list-style-type: none"> <li>1. Log into the instance as Admin.</li> <li>2. On the homepage, click Business Logic.</li> <li>3. Click Business Rules.</li> <li>4. Click New.</li> <li>5. Create a business rule that will have an action that dot walks. For example: ".Assignment group--&gt;Group field".</li> <li>6. Test the business rule.</li> </ol> <p>The action will not occur.</p>
Business Logic Processing	PRB600425	core_company.parent hierarchy loops should be prevented	<ol style="list-style-type: none"> <li>1. Make one core_company record the parent of another</li> <li>2. Make the second record the parent of the first.</li> </ol>
Business Logic Processing	PRB608323	Business rule does not save when there is a [same as] condition for a date/time field	<ol style="list-style-type: none"> <li>1) Add a custom date/time field to incident table.</li> <li>2) Create a new business rule with the following properties. When to Run: [Task Type] [is] [Incident] Actions: [date/time field] [same as] [any field]</li> <li>3) Save the business rule</li> <li>4) Reload the business rule.</li> <li>5) The action will revert to the following. When to Run: [Task Type] [is] [Incident] Actions: [date/time field] [same as] [approval set]</li> </ol>
Business Service Map	PRB600641	Keylines BSM maps are missing Set as CI context menu actions. Redraw layout does not work on a link.	<ol style="list-style-type: none"> <li>1. Open an incident which references a CI</li> <li>2. Open the BSM Map by clicking the icon next to the CI field</li> <li>3. Right-click on any node.</li> </ol> <p>There is no Set as CI action below the Add affected CI action</p> <ol style="list-style-type: none"> <li>5. Select a link</li> <li>6. Move the link</li> <li>7. Right-click and select Redraw layout. The map is not redrawn.</li> </ol>
Business Service Map	PRB588105	In a CI, the Flat View does not now all levels when the level is updated.	<ol style="list-style-type: none"> <li>1. Log into any out-of-box instance on Berlin Patch 7, no hot fox.</li> <li>2. Go to 'Configuration' &gt; 'Servers' &gt; 'All' &gt; 'ApplicationServerHelpdesk'</li> <li>3. Go to 'Related Items:' to add an item. For each item, use the relationship 'Depends on...' to add another item until you reach 5 levels.</li> <li>4. Go back to 'ApplicationServerHelpdesk' and adjust the 'Level' to one then compare 'BSM Map' against 'Flat View'.</li> <li>5. Do this for all five levels.</li> </ol> <p>The 'Flat View' does not show all the levels.</p>
Business Service Map	PRB599904	Business Service Map indicators do not work as expected with clusters and relationships of other CIs to these clusters.	<ol style="list-style-type: none"> <li>1. Create two records in the "cmdb_ci_cluster" table (ex. Cluster1, Cluster2).</li> <li>2. Create two records in the "cmdb_ci_netgear" table (ex. Gear1, Gear2). The CI type should not matter.</li> <li>3. Create the following three relationship records in the "cmdb_rel_ci" table. a) Cluster1 ----&gt; Connects to::Connected by ----&gt; Cluster2 b) Cluster1 ----&gt; Members::Member of ----&gt; Gear1 c) Cluster1 ----&gt; Members::Member of ----&gt; Gear2</li> <li>4. Create an outage record in the cmdb_ci_outage table against either of the two "Gear" records</li> <li>5. Set the Begin date to current date/time.</li> </ol> <p>Do not set an End date.</p> <ol style="list-style-type: none"> <li>6. Open the BSM map against the "Cluster1" CI and expand this node.</li> </ol> <p>It may take up to a minute, but you should see that the Gear record that you created the outage displays as red, and so does Cluster2. Ideally, Cluster1 would be displayed as red, but not Cluster2.</p>
Business Service Map	PRB603564	Cannot hide out-of-box Relation actions and Menu actions in the Eureka BSM map.	
Business Service Map	PRB616662	Add the ability to add Custom Filters on BSM Maps from Eureka or later versions	<ol style="list-style-type: none"> <li>1. Navigate to BSM Maps</li> <li>2. Select Map Filters</li> <li>3. Create a filter by giving a name.</li> </ol> <p>Unable to create the filter on specific tables and fields. Also there is no way to link the View with filters.</p> <p>In Dublin and earlier versions:</p> <ol style="list-style-type: none"> <li>1. Navigate to BSM Maps</li> <li>2. Select Map Views</li> <li>3. Create a View and save it</li> </ol> <p>You can see Map Filters.</p> <ol style="list-style-type: none"> <li>4. In Map Filters, create a filter. You are able to add filters on table and fields.</li> </ol>
Business Service Map	PRB600037	The wrong label is displayed when visualizing a configuration item (CI) with an empty Name field.	<ol style="list-style-type: none"> <li>1. Create a CI with no name.</li> <li>2. Click on the BSM Map icon from the CI's form.</li> </ol>

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Business Service Map	PRB605670	You can hide the glyph (plus sign) in BSM map	1. Observe the out-of-box ACL on the cmdb_rel_ci table that restricts users below the ITIL user to create/write/delete. 2. Enable the module View map for non-ITIL users by adding public in the security settings, making non-ITIL users able to view the map. 3. Impersonate Joe Employee and open the BSM map. 4. Observe that right-clicking on existing connection is disabled. Also observe that you can still create new connection(s) via the "+" glyph sign, thus bypassing the ACL.
Business Service Map	PRB604014	BSM Map crashing on rendering of certain CIs that have relationships with empty parents	1. Create a relationship with an empty parent in the CMDB 2. Open the BSM map 3. Expand a node/CI that contains the CI with the empty parent The BSM map crashes.
Cloud Mgmt	PRB608496	A non-member of cloud_user group or role can view custom virtual catalog items in Service Catalog	
Cloud Mgmt	PRB604910	Amazon EC2 cannot provision instance with key pair name that has a space inside	
CMDB	PRB593869	On VMware ESX server, the related list is blank when the level is greater than 1. If you click on the tree view and back, the related items are displayed.	
CMDB	PRB606274	Relationship Rollups do not update the count when a relationship is deleted	
CMDB	PRB607553	On BSM maps, the glide.bsm.map_picker.columns property is not being evaluated.	1. Go to sys_properties table and search for glide.bsm.map_picker.columns 2. Update the property value like "sys_class_name;asset_tag" [without quotes]. 3. Clear cache 4. Go to BSM map and search for CI The list should display the properties you picked in the sys_properties. In this case class name and asset tag.
CMDB	PRB607175	Indirect "Member of" relationships from a CI to a Business Service not summarized	1) Create a Server CI: computer1 2) Create two Application CIs: app1, app2 3) Create a Business Service CI: service1 4) Add the next relationships: - Parent: "service1", Type: "Members::Member of", Child: "app1" - Parent: "service1", Type: "Members::Member of", Child: "app2" - Parent: "app1", Type: "Runs on::Runs", Child: "computer1" - Parent: "app2", Type: "Runs on::Runs", Child: "computer1" 5) Open the "computer1" CI and observe the CI Relations Formatter
CMDB	PRB567186	Popup of CI record with thousands of children causes large result set. More than one of these queries causes the node to run out of memory.	
CMDB	PRB596688	ITIL users cannot delete task_ci records. Cannot remove task-ci relationship records.	1) Go to an existing incident record. 2) Go to Personalize > Related Lists, and add Affected CIs, and save. 3) Impersonate ITIL User. 5) Go to an existing incident record. 6) Scroll down to the Affected CIs related list, and click the Edit... button. 7) Use the slushbucket to add three or four CIs, and click Save. 8) Note how the selected CIs appear in the Affected CIs related list. 9) Click the Edit button, and use the slushbucket to remove some of the items from the list; click Save. 10) Note that the list of Affected CIs still shows the items you just tried to remove. 11) In the navigator filter box, type task_ci.list and go to the list of task_ci records. 12) Select any record; notice there is no Delete button.
CMDB	PRB602995	UI page shows ldap_monitor shows active==false ldap servers	
CMDB	PRB614501	Relationship filter is not refreshing on CI Relations	
CMDB	PRB598815	List View on CI Relation is not working in some cases	Log in to any instance. 1. Create the following CIs: CI1,CI2,CI3,CI4,CI5,CI6 2. Create relationship between the CIs as follows: Parent Relationship Child CI1 anything CI2 CI3 anything CI4 CI5 anything CI6 CI5 anything CI2 You can see above relations in cmdb_rel_ci table. 3. Go to the cmdb_rel_ci table and blank out manually some of parent/child CIs as follows: Parent Relationship Child CI1 anything anything CI4 CI5 anything CI5 anything CI2  4. If you open the CI 'CI1' and check the list view from CI Relations, you will see a relationship between CI1 and CI4, but if you open the CI 'CI5', you will see only relationship with CI2, not with CI4.

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CMDB	PRB614754	For a new CI which has not yet been updated, an added relationship does not appear in the audit log until an update number 1 exists.	<p>Sign in to an instance as an admin.</p> <ol style="list-style-type: none"> <li>1. Go to Windows&gt;Cluster</li> <li>2. Create New</li> <li>3. Save the new record and then view the History &gt; Calendar or History &gt; List. All the updates are numbered as 0.</li> <li>4. Add a relationship using the green +</li> <li>5. Save the record and go to the History &gt; Calendar or History &gt; List. Adding the relationship was not recorded.</li> <li>6. Update the IP address field (or Remove the initial relationship). Note that after an Audit Number 1 appears, then the addition of a relationship will appear in the audit log.</li> </ol> <p>The display of the history with only Audit Number 0 appearing is not enough to cause an addition of a relationship to appear as an Audit Number 1.</p> <p>0. Add a type 'string' system property named 'glide.ui.cmdb_ci_activity.fields' and set the value to 'sys_audit_relation'</p> <ol style="list-style-type: none"> <li>1. Go to Windows&gt;Cluster</li> <li>2. Create New</li> <li>3. Update the IP address and save the record. The audit log update number is now 1.</li> <li>4. Add a relationship using the green + and save the record</li> <li>5. The relationship does not appear in the Activity list (Additional Comments area), and seeing the relationship is not a selectable option in the Activity field.</li> </ol>
CMDB	PRB606083	Grammar error in module name	
CMDB	PRB602028	Printing CMDB form does not include CI title	<ol style="list-style-type: none"> <li>1. Log into a demo instance</li> <li>2. Go to the cmdb_ci_appl table and drill into a record.</li> <li>3. Click the print button.</li> <li>4. In the new window, you see the CI titles: "Runs on - Linux Servers" and "Located in Zone - Data Center Zones".</li> <li>5. Click "Click to Print". In the print preview, these titles don't display.</li> </ol>
CMDB	PRB604430	CI Rollups trying to update the "parent" field on the "child" CI	
CMDB	PRB597787	The base system business rule Affected ci notifications can slow down the system with the excessive creation of notifications when there are many Configuration Item [cmdb_ci] parent relationships.	<ol style="list-style-type: none"> <li>1. Set the business rule "Affected ci notifications" as active.</li> <li>2. Create an incident record</li> <li>3. Associate a task record with it.</li> <li>4. In the task record add a configuration item (cmdb_ci) record to it. // The ci item can have, for example, 10 parents associated with it.</li> <li>5. Update the task.</li> </ol> <p>The issue only occurs with large CMDB relationships, and with relationships that might form circular relationships.</p>
CMDB	PRB604976	Unable to add more than one affected CI at a time from BSM view.	<p>Navigate to Incident &gt; Create New.</p> <p>Create an incident and set the Configuration item field to CMS App FLX.</p> <p>Click Save.</p> <p>Open the BSM map by clicking the reference icon next to the field.</p> <p>Using shift + left mouse click, select the boxes MySQL FLX and Oracle FLX.</p> <p>Right-click and select Add Affected CI.</p> <p>Refresh the incident form.</p> <p>Notice that only two affected CIs exist in the related list.</p>
CMDB Baseline	PRB609556	Translation missing for Baseline CMDB	<ol style="list-style-type: none"> <li>1) Activate any language translation plugin.</li> <li>2) Go to any cmdb_ci record and add "CMDB Baseline Diff" on the form</li> <li>3) Switch language</li> </ol> <p>Baseline is not translated.</p>
Configuration Mgmt	PRB604249	Puppet snc_enc.py is not working through a proxy server or direct connection.	
Configuration Mgmt	PRB603241	Puppet 3.6 causes endless loop in Get Modules activity	Run the "Discover Puppet" workflow against a server with puppet v3.6
Data Certification	PRB604627	Upgrades from Berlin to Calgary reset the CRT numbering prefix for cert_task records to TSK.	
Data Certification	PRB602170	Certification Task Elements UI formatter on cert_task.form breaks UI Actions of Related Lists	<ol style="list-style-type: none"> <li>1. Log onto a demo instance</li> <li>2. Activate the Data Certification plugin</li> <li>3. Go to cert_task and drill into any record.</li> <li>4. Personalize the Related List and any (Time Worked) to the form.</li> <li>5. The New UI Action will not appear next to the related list.</li> <li>6. Personalize the form layout and remove Certification Task Elements from the form.</li> <li>7. Now the New UI Action correctly appears next to the related list</li> </ol>

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Data Certification	PRB607284	When you delete referenced certified data before it is certified, and the rest of the data is certified, an error occurs	<ol style="list-style-type: none"> <li>1. Install Data Certification plugin with demo data.</li> <li>2. Go to a task on cert_task.</li> <li>3. Choose one of the CIs under "Certifications required for Certification Task" and open it.</li> <li>4. Delete the CI.</li> <li>5. Return to the task from step 2 and certify the rest of the records. (Click the checkbox at the bottom of the CI that selects all the records and fields, then click the green button and wait. You might have to do this twice).</li> </ol> <p>You will get the error message: This certification task includes records you cannot access - contact your Certification Administrator</p> <ol style="list-style-type: none"> <li>6. Set the assignment group and put text in "work notes". Click "Close Incomplete"</li> </ol> <p>The page refreshes infinitely.</p>
Data Certification	PRB614561	Data Certification CertificationTaskScript UI Script has a syntax error - missing semicolon	<ul style="list-style-type: none"> <li>- Install plugin: Data Certification</li> <li>- Open UI Script: CertificationTaskScript</li> <li>- Click Check Syntax button</li> </ul> <p>WARNING at line 372: Missing semicolon.</p>
Data Certification	PRB592787	The Certification Task Overdue email notification sends information on overdue data certification tasks to the manager of the current Assigned to user (Assigned to.Manager), but there is nothing defined to grant view access to the manager.	<ol style="list-style-type: none"> <li>1. Using a demo instance, navigate to System Definition &gt; Plugins.</li> <li>2. Activate the Data Certifications (com.snc.certification_v2) plugin, with demo data.</li> <li>3. Navigate to User Administration &gt; Users.</li> <li>4. Search for and select Bow Ruggeri.</li> <li>5. Personalize the Form Layout, and add the Manager field to the form.</li> <li>6. Set the Manager to any ESS user (for example, Abel Tuter).</li> <li>7. Click Update.</li> <li>8. Navigate to Data Certification &gt; All Tasks.</li> <li>9. Open TSK0009064 in a new tab/window: <a href="https://[instance_name].service-now.com/cert_task.do?sys_id=ce25bcd9751300000f8d7b8fa29758c">https://[instance_name].service-now.com/cert_task.do?sys_id=ce25bcd9751300000f8d7b8fa29758c</a>.</li> </ol> <p>Note that the Assigned to is Bow Ruggeri, so in the event that this task became overdue, Abel Tuter would receive a notification with a link to this record.</p> <ol style="list-style-type: none"> <li>10. Impersonate user Abel Tuter.</li> <li>11. Refresh the tab containing TSK0009064.</li> </ol> <p>No content will display.</p>
Discovery	PRB600017	VMware reclassification does not handle custom fields	
Discovery	PRB609203	Private key credentials failing with some Tectia SSH servers	<p>Configure an SSH server not to support ssh-rsa signature algorithms.</p> <p>Configure the server with an rsa public key.</p> <p>Configure the only supported credential on the instance with the corresponding RSA private key.</p> <p>Run a probe or discovery against the host.</p>
Discovery	PRB608560	Current glide record in Business Rule has fields with valid data being nulled out when processing probe data with these fields is missing	<ol style="list-style-type: none"> <li>1. Create a before business rule on update and insert on the cmdb_ci_hardware table with the following script:  <pre>gs.log("Current model ID:" + current.model_id);</pre> </li> <li>2. Create a discovery against an SNMP device</li> <li>3. When the business rule is triggered by SNMP Identity Sensor, the model ID will be missing.</li> </ol>
Discovery	PRB599712	Application mapping is not connecting IIS to the processes that communicate with it	
Discovery	PRB568836	Discovery and Orchestration probes that run against Windows systems return incorrect values instead of valid non-ASCII characters.	
Discovery	PRB607776	The field that stores the query string for Computer Identity does not contain enough characters to hold long entries. This affects users that have a ServiceNow instance hosted on an Oracle database and use the Microsoft SCCM 2012 Configuration Manager.	
Discovery	PRB614375	Installed Software Entries getting deleted in Eureka	
Discovery	PRB609458	j2ssh SFTP library does not work with certain SFTP servers, causing j2ssh SFTP client to disconnect on import	
Discovery	PRB604292	The error "ci.service.data.sys_id is invalid" displays when running the F5 sensor.	
Discovery	PRB596862	Inconsistent results with CPU count and CPU core count with Linux VM Servers	<p>Run Discovery scans on different Linux VM machines with different types of processors/CPUs.</p> <p>Observe results from "Linux - CPU" probe to see if there are differences in what is being discovered from these devices.</p>
Discovery	PRB579804	AIX OS Version is updated twice during Discovery	
Discovery	PRB586011	Discovery for CIM Storage devices is clearing out location field	<ol style="list-style-type: none"> <li>1) Have a CIM Storage Device with a value in the "Location" field.</li> <li>2) Run Discovery on this device with an empty (or "Null") Location value.</li> <li>3) After Discovery completes, the Location value is removed (not expected behavior).</li> </ol>
Discovery	PRB600734	Discovery schedule fails if the MID server selected is down if MID server is in a cluster	
Discovery	PRB603201	Discovery SNMP classification of Windows 2003 may result in the incorrect OS edition or device type.	<ol style="list-style-type: none"> <li>1. Run WMI and SNMP classify probes against an IP address, where the device has Windows 2003 Enterprise with SNMP configured.</li> </ol> <p>The sysDescr value is potentially the same as one for 2003 Standard.</p>
Discovery	PRB603427	Double probes run and double updates are made on the related CIM records when a device was scanned that had both the wbem_http (5988) and wbem_https (5989) ports open.	

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Discovery	PRB617561	Linux Discovery does not update the model number	Discover a new Linux server The model number is not populated
Discovery	PRB600482	Services relationships to distributed servers are not being created when using Discovery on F5 load balancers.	
Discovery	PRB587332	Shazzam payload includes a reference to a MID server that is unrelated to the discovery schedule or associated behavior.	1. Have multiple MID servers configured. 2. Create a discovery schedule. 3. Associate the schedule with behavior that points to MID server 1. 4. Run the discovery schedule. 5. Review the Shazzam input payload. The payload includes a section called 'range' at the top of the payload text. This value refers to another MID server that not associated or used to process the current payload.
Discovery	PRB608480	Regex does not correctly split apart the host name from the domain name.	
Discovery	PRB600973	A backwards IP address range can be entered into a Discovery schedule.	1. Navigate to a Discovery Schedule. 2. Add a Discovery IP Range manually, using the New button on the Related List. 3. Enter the start and end address in the wrong order. - Put the higher IP address in the Starting IP field. - Put the lower IP address in the Ending IP field. 4. The Shazzam probe uses the range without any warnings.
Discovery	PRB618158	The description of the MID Server configuration parameter mid.ssh.use_snc has a mis-spelling of the word "instances."	1) Navigate to MID Server > Servers. 2) Select any MID Server from the ecc_agent table. 3) Under the Configuration Parameters Related List, click "New" 4) On the "param_name" field, select the "mid.ssh.use_snc" property. 5) Note the error in the spelling of the word "instances"
Discovery	PRB602950	The "tail" command in lr.sh script may not work for some Solaris OS machines.	1) SSH into a Solaris VM. - This procedure was tested on VM version 5.10 2) echo "Service Now!" >> test.log 3) tail -n 1 test.log 4) The command fails. It appears that some Solaris versions of "tail" do not support the "-n" parameter of the tail command. Instead of "tail -n 1", use "tail -1"
Discovery	PRB595465	VMware vCenter sensor doesn't convert java.lang.String sys ids before using them as GlideRecord references	
Discovery	PRB606914	vCenter Discovery can spam audit history of ESX Server records with multiple value changes	1) Scan a vCenter Server that has ESX servers. Note the values in some of the fields like "CPU speed" and "Disk space". 2) Make some slight modifications on the ESX servers, and re-scan. After scan is complete, go to the History of these ESX servers and see if these values appear to have changed, even though the values themselves are actually the same before and after.
Discovery	PRB602993	SNC.IPAddressV4 exposes methods as object properties.	
Discovery	PRB614477	If you deactivate the InstanceInfo web service, MID Servers can no longer connect to the instance.	1. Delete or deactivate the scripted web service InstanceInfo. MID Servers can no longer connect to the instance.
Discovery	PRB583550	SNCSSH demands a shell in {sh, bash, ksh} which precludes use with non-unix targets like Cisco switches	
Discovery	PRB601430	Mid server upgrade issue	
Discovery	PRB609031	ESX Servers match on the SCCM & Class Identifier instead of UUID ESX Identifier.	Activate SCCM plug in and run Discovery Note that ESX CIs are identified using the SCCM identifier
Discovery	PRB603874	Clone removes MID Server SNMP MIBs and JAR attachments	
Discovery	PRB602257	Relationship widget on a CI form shows "null" instead of showing any relationships	
Discovery	PRB605464	vCenter test probe fails	
Discovery	PRB599050	Discovery creates duplicate records in the Choice list for OS	
Discovery	PRB606690	Intermittently, a "cmdb_ci_computer" record is created for what is actually a "cmdb_ci_server" device when using the "Windows - Classify" probe.	1. Run a scan on a Windows server with an OS that we have a CI Classification for. - That creates a "cmdb_ci_server" record, such as Windows 2003 or Windows 2008. 2. Go to the "Windows - Classify" probe. 3. Modify some of the WMI fields by deactivating the following entries. - Win32_ComputerSystem.Domain - Win32_ComputerSystem.Name - Win32_ComputerSystem.Caption 4. Run another Discovery scan on the same Windows Server. 5. Observe that in the input from "Windows - Classify", you should not get a result of the OS value for this device. This will then cause the instance to process this as a "Windows" classification and create a cmdb_ci_computer record for this. 6. Intermittently, you may see two CI records for same device, one as a computer and the other as a server.

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Discovery	PRB581325	Discovery Range Sets do not update existing networks with the correct range set.	Try adding a network to a router after making a Range Set from that router's IP networks. The new network will not be added to the existing range set. A new Range Item will be created, but not associated to the range set in the discovery schedule for that router.
Discovery	PRB586103	Solaris - CPU / Hardware Model sensor not populating CPU fields correctly	
Discovery	PRB608110	Audit service can cause the sys_audit_delete table to grow large enough to affect instance performance during Discovery	You can identify the issue in one of the following ways: 1. Users notice very slow performance when trying to pull "Deleted records" data 2. Internal monitoring alert raises "low disk space" for a particular database server
Discovery	PRB603155	Discovery removes a manually-entered serial number from ESX Server records when CIM credentials are not used.	1) Set up an ESX server that can be scanned by Discovery , but do not include CIM credentials. 2) Run Discovery on the ESX server so that a valid CI record can be created. Make sure that "CIM - ESX Chassis Serial Number" probe is run and returns an error. 3) Manually enter a serial_number value in the ESX CI record. 4) Run another scan on the ESX server. Note that the manually entered serial_number gets cleared on the ESX server record.
Discovery	PRB604133	Clear messages when MID Server does not connect to instance	
Discovery	PRB602482	Support simple enumeration of Discovery of storage server physical disks rather than strictly through LUN traversal	
Discovery	PRB602765	"SNMP - PDU" probe overwrites the serial number with "null" after the serial number is populated with the "SNMP - Identity" probe.	1. Launch the SNMP - Identity probe to fetch serial numbers. Serial number is populated in the CI record. 2. Launch the SNMP - PDU probe. Serial number field is NULL.
Discovery	PRB606682	SNMP sensor throws error when you get a "null" or empty value for "ltnVirtualServAddr"	
Discovery	PRB603352	Solaris global default gateway is not processed	1. Configure a Solaris server with global default gateway. 2. Run Discovery on the device. 3. Verify that the Default Gateway field is not populated for the CI.  NOTE: Although the issue was reported against Solaris platform, the problem might exist on other UNIX platforms as well.
Discovery	PRB601373	Discovery of VMware workstation returns no information	On a Windows machine, install VMware Workstation Ensure that a VM workstation is running Run Discovery. No data is returned.
Discovery	PRB608995	CI records are not updated with name of the CI even whenFuji Fixes RN the "always update hostname property" is set to true.	
Discovery	PRB602139	SCP stalls just before the copy command completes.	
Discovery	PRB617804	sncssh fails to execute sudo permissions when the EXEC keyword is used in the sudoers configuration file.	
Discovery	PRB614998	TypeError: 'Cannot convert null to an object' occurs for some payloads that have bad formatting in their results.	
Discovery	PRB600839	ISCSI LUNs are not mapped by relationship to their Windows / Unix mounts	1. Run a discovery on the "snialab" instance. 2. Observe that volumes are discovered on the storage server but not mapped to any disks / filesystems.
Discovery	PRB602551	The "When phase is identified" business rule is not working as expected.	This example is based on the "Mac OS X" Classifier, but it should work for any Classification record. 1. Open the "Mac OS X" UNIX Classification record. 2. In the related list "Triggers probes", click "Edit.." and then remove the "Mac OS X - Identity" probe from the right list. 3. Click "Save". 4. You should either be redirected back to this "Mac OS X" record, or if not, navigate back to this record. 5. Click "Edit.." once again in the "Triggers probes" related list and then try to re-add the "Mac OS X - Identity" to the right list. 6. Click "Save". 7. The following Error message appears "There can only be only one Identity probe" and the Identity probe won't be added back to the "Triggers probes" list.
Discovery	PRB598165	Host name not returned to CI record when running discovery on Linux & HP Unix servers	Run Discovery on a UNIX server-type device.
Discovery	PRB600275	Application Dependency Mapping fails if process is communication with a VIP	
Discovery	PRB603036	Tomcat probe not finding catalina.jar under CATALINA_HOME	1) Run Discover over a CentOS 6 machine that has Tomcat installed. 2) Access the Discovery Status and browse the ECC Queue. 3) In the ECC Queue, search for an entry with "Topic: SSHCommand" and "Name: sh \${file:findcat.sh} \${catalina_home}" and access it. 4) Observe the XML Payload. ~ Observed result: The XML Payload contains the next output: "Unable to find catalina.jar. Check catalina.home path." ~ Expected result: The XML Payload should contain something like "server.info=Apache Tomcat/6.0.24".
Discovery	PRB586766	HP-UX - Identity sensor is not properly parsing out the input and as a result the IP address field of the CI is not properly updated.	

Problem category	Problem	Short description	Steps to reproduce
Discovery	PRB587638	"TypeError: Cannot convert null to an object" in SNMP - UPS Sensor	Run Discovery on a UPS device and check SNMP - UPS results to see if getting "TypeError: Cannot convert null to an object".
Discovery	PRB590869	Linux - Disks and Disk Space is failing on Linux Red Hat 2.6.18-274.3.1.el5.x86_64	
Discovery	PRB601755	Remote MIB files with extensions should not be allowed	
Discovery	PRB601555	J2ssh interprets the mid.ssh.use_keyboard_interactive parameter as a switch between password and kbi rather than a priority selector.	<ol style="list-style-type: none"> <li>1. Set mid.ssh.use_keyboard_interactive = true for a mid server.</li> <li>2. Connect to a machine that supports password but not kbi.</li> <li>3. kbi is tried, and then fails, and no other action is taken. Instead kb should be tried, and fail, and then attempt to connect with password.</li> </ol>
Discovery	PRB601103	Application Dependency Mapping: Process Handlers do not prevent the pending process from being recreated.	<ol style="list-style-type: none"> <li>1) Point a Windows MID server to an instance.</li> <li>2) Enable the glide.discovery.auto_adm parameter and the glide.discovery.adm.map_local_connection parameter.</li> <li>3) Discover the MID server host. Note that a pending process classification is created, for example "Pending: wrapper-windows-x86-64.exe..."</li> <li>4) Navigate to Discovery &gt; CI Classification &gt; Pending Process &gt; Pending: wrapper-windows-x86-64.exe connecting &amp; listening.</li> <li>5) Click on the related link "Create "No classify" process handler" &gt; Yes.</li> <li>6) Delete the pending process classification so it also deletes the relationship to the host.</li> <li>7) Re-run the ADM probe. Note the pending process is recreated.</li> </ol>
Discovery	PRB594884	lr.sh is not Bourne compliant	
Discovery	PRB604546	Powershell variables are put into environment variables without respecting the parameter which is supposed to prevent the behavior	
Discovery	PRB610304	Discovery query returns large result set when the query clause has an undefined value.	
Discovery	PRB609779	With Application Dependency Mapping, the pending process classifiers are always used if they exist.	
MID Server	PRB607399	Eureka Upgrade - MID server upgrade issues	
MID Server	PRB584158	Syslog probe results in "No sensors defined" error	
MID Server	PRB587183	UI Action "Restart MID" does not restart the Windows service	
MID Server	PRB604408	MID server does not perform SSL verification (man-in-the-middle attack)	
MID Server	PRB599692	Unpredictable results in Discovery when a fetched WMI entry contains an illegal XML character.	<ol style="list-style-type: none"> <li>1. On the computer to be discovered, configure a WMI Property that includes a character that is illegal in XML in its value (eg 0x1A = substitute).</li> <li>2. Navigate to Discovery Definition &gt; Probes &gt; Windows - Classify &gt; WMI Fields and add "Win32_Service.Description".</li> <li>3. Navigate to Discovery &gt; MID Servers &gt; (your mid server) &gt; Configuration Parameters (related list) and add "mid.use_powershell: true".</li> <li>4. Perform a quick discovery of the computer configured in Step 1.</li> <li>5. After the discovery finishes, search the ECC Queue for the input data (returned by MID server) of the "Windows Classify" probe.</li> <li>6. Open that ECC Queue message and click the XML button by the "Payload" field.</li> <li>7. Analyze the XML with a XML analyzer.. ~ Observed result: The XML contains illegal characters (in our case 0x1A), which causes the XML parsers to not be able to parse the XML nodes. ~ Expected result: The MID server should forward XML without illegal XML characters.</li> </ol>
MID Server	PRB609300	If a JAR file is updated in the instance but the file name remains the same, the MID Server fails to start up on the next restart.	<ol style="list-style-type: none"> <li>1. Add a JAR file to the instance</li> <li>2. Restart the MID Server to sync it.</li> <li>3. Replace the JAR file attachment in the instance with a new file or a different sized version of the file.</li> <li>4. Restart the MID Server. The MID Server does not start.</li> <li>5. Delete the JAR File</li> <li>6. Start the MID Server service. It starts and fetches the new version.</li> </ol>
MID Server	PRB602435	MID server produces 'java.io.IOException: Too many open files'	

Problem category	Problem	Short description	Steps to reproduce
MID Server	PRB601964	Running a Perl script on the MID Server (via a Scheduled Job) does not return the STDOUT	<p>1) Write the next script on the MID Server filesystem (eg /tmp/script.pl):</p> <pre> #!/usr/bin/perl  use strict;  use warnings;  print "Hello ServiceNow!";</pre> <p>Make sure that this script is runnable by the user with which the MID Server is running.</p> <p>2) On the Instance, go to System Definitions &gt; Scheduled Jobs &gt; New 3) Set it the job to run "On Demand" and enter the next script:</p> <pre> var ecc = new GlideRecord("ecc_queue");  ecc.initialize();  ecc.agent = 'mid.server.Mid1@Centos1';  ecc.topic = 'Command';  ecc.queue = 'output';  ecc.payload = '&lt;parameters&gt;&lt;parameter name="name" value="/tmp/script.py"/&gt;&lt;parameter name="skip_sensor" value="true"/&gt;&lt;/parameters&gt;';  ecc.insert();</pre> <p>Replace "Mid1@Centos1" in "ecc.agent" with the name of your MID Server.</p> <p>4) Click "Execute Now". (this is a UI Action in the Scheduled Script form, you might need to add it). 5) Wait some time (~ 2 minutes) until the message has been processed by the MID Server. 6) Go to ECC &gt; Queue and search the message returned by the MID Server. You can fine tune the search with the next values:</p> <pre>  Topic: Command   Queue: input   Name: /tmp/script.py</pre> <p>7) Access the message, click the "XML" button to see the Payload formatted and observe the "results".</p> <p>~ Observed behaviour: the "results" are empty.</p> <pre> &lt;result command="/tmp/script.pl"&gt;  &lt;stdout/&gt;  &lt;stderr/&gt;  &lt;/result&gt;</pre> <p>~ Expected behaviour: "stdout" should contain "Hello ServiceNow!"</p>
Orchestration (RBA)	PRB606336	"The configured default MID Server is not available" error occurs when an Orchestration activity attempts to use the default MID server when language is not English	<p>Enable the Orchestration plugin. Enable i18n plugin, specifying any language (for example, com.snc.i18n.german). Set a MID server (do not configure capability and IP) and set it as default MID. Make sure the MID server is running. Create a workflow that has SSH Run Command activity. For example, set command to "ls" to list all files on the target machine. Set up credential, which can access the target machine. Check that the instance language is set to "English" (by default). Run the workflow and make sure the Run Command activity runs successfully. Change the instance language to the language you specified (for example, German). Run the workflow.</p>
Orchestration (RBA)	PRB599345	SOAP Message in Workflows: The failure "reason" is lost	
Password Reset Application	PRB606436	When you click Unlock Account during the password reset process, you are redirected to the login screen	<p>Activate the plugin com.glideapp.password_reset and load demo data Configure a Password Reset process allowing public access and enabling account unlock Choose a user and set the "Locked out" field to true In a new browser session, perform the password reset process, choosing the locked out user. In the last step, instead of resetting the password, click on the "Unlock Account" button</p>
Password Reset Application	PRB598325	Password Reset plugin shows sys_id instead of the display value on "Personal Data Confirmation Verification Type" type verification	<p>On a Dublin instance 1. Activate "Password Reset" Plugin and load the demo data 2. Navigate to "Password Reset &gt; Process" and activate one process. 3. Click into the active process and create new "Personal Data Confirmation Verification" type verification. 4. Use a Reference field as value, for example Manager, Location, or Departmen. Update and save. 5. Navigate to "Password Reset &gt; Service Desk" and enter a User and select a Process to continue Note that the Verification shows sys_id instead of the Display value</p>
Password Reset Application	PRB604653	Password Reset Workflow "Pwd Get Lock State - Master" calls a variable "LOGID" that has not been defined within the Run-Script "Step 1: Process Input Parameters"	<p>Navigate to Workflow &gt; Workflow Editor Click Open Select the workflow "Pwd Get Lock State - Master" Hover over the workflow activity "Step 1: Process Input Parameters"</p>
ServiceWatch	PRB615829	Changed pattern does not take effect after activating	
Web Services	PRB609476	Serialized import sets synchronize around a shared mutex	



Problem category	Problem	Short description	Steps to reproduce
Web Services	PRB603943	Cannot insert / update journal fields comments / work notes using JSONv2	<p>FAILS: =====</p> <p>JSONv2: -- https://&lt;INSTANCE_NAME&gt;.service-now.com/incident.do?JSONv2&amp;sysparm_query=sys_id=&lt;SYS_ID&gt;&amp;sysparm_action=update -- https://&lt;INSTANCE_NAME&gt;.service-now.com/incident.do?JSONv2&amp;sysparm_sys_id=&lt;SYS_ID&gt;&amp;sysparm_action=update ----- BOTH succeed if field to be inserted / updated is not "comments" or "work_notes" (journal types(?))</p> <p>JSONv1 -- https://&lt;INSTANCE_NAME&gt;.service-now.com/incident.do?JSON&amp;sysparm_sys_id=&lt;SYS_ID&gt;&amp;sysparm_action=update ----- "sysparm_sys_id" cannot be used with JSONv1 for inserts / updates.</p> <p>SUCCEEDS: =====</p> <p>JSONv1: -- https://&lt;INSTANCE_NAME&gt;.service-now.com/incident.do?JSON&amp;sysparm_query=sys_id=&lt;SYS_ID&gt;&amp;sysparm_action=update</p>
Web Services	PRB599804	Issues with SOAP webservice calls through a MID Server	<p>1. Access the following soap function: https://&lt;yourinstance&gt;.service-now.com/nav_to.do?uri=sys_soap_message_function.do?sys_id=ecde030c6f442100dd3253eabb3ee4d0</p> <p>2. Click the Test link to run the payload. It will fail with java.lang.NullPointerException.</p>
Web Services	PRB602332	SOAP Aggregate calls with an encoded query using a text search throws com.glide.processors.soap.SOAPProcessingException: Insufficient rights to query records: 123TEXTQUERY321:	
Web Services	PRB610699	Record not found message is displayed when clicking on new Web Services link	<p>1. On an instance, add the following property - glide.invalid_query.returns_no_rows and set it to true</p> <p>2. Go to System Web Services and Create a New Web Service</p> <p>The New Web Service will appear in the left navigation pane under System Web Service</p> <p>3. Click this the new link and you will see a Record not found message.</p>
Web Services	PRB607577	REST Interface: Endpoint gets truncated to max of 120 characters while using the MID Server	Create a REST message record and GET function with the end point more than 120 characters and use a mid server for testing. The ECC queue will have error on the "input" side that specifies the URL got truncated.
Web Services	PRB603410	Script include extending SOAPMessage Script cannot modify name property	
Web Services	PRB589104	SOAPProbe does not escape/parse XML entities correctly in SOAP webservices response before writing it to ECC queue	Using SOAPProbe, send an "output" message and await the "input" message. Notice the "input" message escapes XML entities incorrectly.
Web Services	PRB597592	Mutual authentication fails because it picks up wrong Java Keystore	
Web Services	PRB607311	elementFormDefault URL override works for WSDL, but not for SOAP Response	
Web Services	PRB588887	SOAP response to multiple import set insert not consistent with WSDL	<p>1. Activate the "Insert Multiple Web Service" plugin.</p> <p>2. Create data source from csv or some other data, test data load so table is created.</p> <p>3. Create two transform maps for this data source (they don't need to be used or configured, just linked to import table).</p> <p>4. Observe WSDL for insertMultipleResponse function.</p> <p>5. With SOAP UI, insert two records to import table created by step 1.</p> <p>6. Observe SOAP UI response being different to WSDL described in step 3.</p>
Web Services	PRB597251	Web Service Fields are shown inconsistently with translations in the embedded list view	<p>1 - Log into a Dublin instance</p> <p>2 - Ensure the web services plugins are active</p> <p>3 - Ensure some i18n translation languages are active</p> <p>4 - Navigate to System Web Services &gt; Inbound &gt; Location (or &gt; Notification or &gt; Computer)</p> <p>Verify the Web Service Fields show an embedded list of labels, of type string, still translated and mixed up from all available languages activated on the instance.</p>
Web Services	PRB601142	SOAP and REST Outbound requests through MidServer fail if response payload is too big	<p>1. Create a SOAP Outbound Message Record to point to another ServiceNow instance WSDL.</p> <p>2. Generate a SOAP Message functions.</p> <p>3. Send getRecords request through configured mid server.</p> <p>4. Observe you will get successful response.</p> <p>5. Now change "glide.soapprocessor.large_field_patch_max" property from 512000 to 1000. (This will force payload in ECC queue to become attachment).</p> <p>6. Rerun getRecords requests.</p> <p>7. Observe there is failure. Check logs for failure stack trace.</p> <p>8. Try similar test with REST Outbound Message.</p>
Web Services	PRB610338	When the RemoteGlideRecord.isValid() method is called on a nonexistent table, the SOAPProcessor logs warning messages on the instance	
Web Services	PRB600391	Login Soap Request is failing with error code 500 when run through a midserver.	
Web Services	PRB600795	Create a delete() @GlideScriptable and a scriptable deleteRecord method for the GlideRemoteGlideRecord scriptable class.	<p>- Create a script include using the GlideRemoteGlideRecord scriptable object.</p> <p>- Attempt to use the script to delete a record on a different instance.</p>
Web Services	PRB612333	SOAP response includes duplicate field data when duplicate form sections are present in the UI view	

Problem category	Problem	Short description	Steps to reproduce
Workflow	PRB602157	Approval Coordinator is not working in Dublin Patch 2.	Create a new workflow on the Change Request table. Create an Approval Coordinator activity. Add one Group Approval and three Approval users. Create a change. Note that the Approval Coordinator is failing to create all the approvals.
Workflow	PRB602497	Users experience longer wait times while submitting a Request that contains multiple workflow stages	1. Have a lot of sysapproval_approver with the state of "Requested". 2. Verify that a workflow will attach when sc_request is created. 3. Use sc_request.do to submit the request. 4. Save the record and verify that the workflow attached. Result: It takes a long time to insert the record.
Workflow	PRB604062	Rollback To activity does not work for tables that are not Task tables	Create a Workflow on a table that is not a Task table, such as Knowledge. In the Workflow, include an Approval and Rollback To activity. Run the workflow and update the approval so that it goes through the Rollback To path.
Workflow	PRB604211	Business Rule selected to run only on update also runs on insert	On a Eureka instance, create a business rule on update only, run on before, and set the order to 10. (Do this on incident table) Add a script to update the short description or display an Add Info message. Create a workflow on incident. Add a Set Value activity to update the Impact field Add a Run Script activity Set the flag "after_business_rules" field to true Create a new incident and save.  The business rule incorrectly executes; it should execute only on update.  Deactivate the workflow, and the business rule does not execute.
Workflow	PRB609438	The change_request state field is no longer tracking the workflow stage value	Shortcut: 1. In a Calgary instance, create a Change Request. 2. Clear the contents of wf_context.stage_state. If necessary, modify the dictionary to access this field. Now this context is in a state as if it were in flight during an upgrade. 4.Reject the approval. The change_request state field is no longer tracking the workflow stage value.
Workflow	PRB601828	Sending an event to a completed workflow causes a memory leak in the workflow engine	
Workflow	PRB600316	Safari, Firefox, Chrome, and IE9/11 browsers show the workflow context canvas with broken transition lines	1. Log on to an instance. 2. Navigate to Workflow Editor. 3. Click Open > Select Comprehensive Change. 4. Click on the Green Start to look at the workflow and Submit. 5. Look at the Transition Lines to see that it's broken.
Workflow	PRB604632	After upgrading to Eureka, "In flight" workflows with running subflows that get closed after the upgrade are not linking back to the main flow.	1. Open an instance running a version prior to Eureka. 2. Create a workflow and a subflow that gets called by the workflow. 3. In the subflow, make sure there is some type of "condition" activity where the subflow can be stopped. 4. Depending on the table you link these mainflow and subflow records to, create two records that use this workflow/subflow. 5. For the first record, go through the whole workflow process to call and run through the subflow and the mainflow. Both should be "Finished". 6. For the second record, have the workflow call the subflow, but keep the subflow in a "executing" state. 7. Upgrade your instance to Eureka. This is supposed to run an XML "fix_subflow_parent_activity"; however if you look at logs, you will likely see that this script throws an error and does not get run successfully. 8. Go to the second record where the subflow is still running and complete the process to make the subflow finish. You should then expect that the mainflow will finish it's activity and proceed, but it appears that the mainflow will be stalled. 9. In the subflow workflow logs, you will see this type of error: Subflow to parent flow signaling failed.
Workflow	PRB609233	Approval Coordinator activity executes bus rules on sysapproval_approver when deleting duplicate approvers	Enable option 2 in OOB bus rule 'SNC Approval - Reset conditions'. Set the conditions in the script part of the bus rule to execute always.  Build a workflow on change_request with an approval coordinator and any set of approvals that generate a duplicate approval. Two User approvals with the same user is sufficient. Turn off all other bus rules on change_request.  Create a change_request. Modify the change_request in any way and update the change request.
Workflow	PRB606305	Stuck subflows when executing multiple subflows.	
Workflow	PRB609881	Upgrading to Eureka Patch 5 moves Workflows into an unintended domain.	

Problem category	Problem	Short description	Steps to reproduce
Workflow	PRB597100	Users in global domains must be allowed to checkout workflows that belong to non-global domains	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Make sure the workflow and Domain Support plugins are activated.</li> <li>3. Create a workflow in the global domain.</li> <li>4. Switch to any of the sub-domains and checkout the workflow, make any changes and publish the workflow.</li> <li>5. Switch back to global domain</li> <li>6. 'Expand Scope' in the list view to see the new overridden record.</li> <li>7. 'Show Workflow' after navigating to this record</li> <li>8. Click 'Checkout'.</li> <li>9. Check console to see an exception being thrown and the dialog just hangs without failing gracefully.</li> </ol>
Workflow	PRB599344	After manual approval and approval coordinator rejection, the workflow goes into a loop	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Attach a workflow to a catalog item. Make sure the workflow contains a Rollback activity and a Manual approval Activity that is a child of the Approval Coordinator activity.</li> <li>3. Order an item that uses the workflow.</li> <li>4. In the workflow context, manually add approvers.</li> <li>5. Approve one Approver from an Approval - User child activity within an Approval Coordinator activity.</li> <li>6. Reject one Approver that is defined within the Manual Approvals child activity within the Approval Coordinator activity.</li> </ol> <p>Due to the Rollback activity within the workflow, the two Catalog Tasks are now set to the Open state.</p> <ol style="list-style-type: none"> <li>7. Close out both of these Catalog Tasks and notice how they are both instantly re-opened without going through the Approval process within the Approval Coordinator activity.</li> </ol>
Workflow	PRB608282	Workflow stage from the Catalog Task table does not show the stages from the Requested Item table	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Navigate to Service Catalog &gt; Open Records &gt; Tasks.</li> <li>3. On the Catalog Task [sc_task] table, right-click the header and select Personalize &gt; List Layout.</li> <li>4. Click the Request Item [+] and click the [+] button.</li> <li>5. Add the following fields:</li> </ol> <p>Request Item.Stage Request item.item Request item.Item.Workflow</p> <ol style="list-style-type: none"> <li>6. Click Save</li> <li>7. On the Catalog Task table, notice that we are able to retrieve the Item name and the Workflow name, but not the Stages.</li> </ol>
Workflow	PRB599343	Workflow stage information does not translate to another language	<ol style="list-style-type: none"> <li>1. Go to workflow editor and click New.</li> <li>2. Name the workflow and choose workflow-driven rendering and table request item(sc_req_item)</li> <li>4. Add two new stages: Click the cogwheel icon and edit stages. Add name "Fulfillment" and value "Fulfillment" and name "Waiting for Approval" and same value.</li> <li>5. Add to workflow according to screenshot: Branch,Approval-User activity and two Set values.</li> <li>6. Change language to spanish(in my case). (New Steps)Open workflow and go to stages. Change the stages Name to spanish. Navigate to wf_stage.list and change all the stages to spanish. Reorder item (ends here). PRB&gt;&gt; and go to sc_req_item.list and see stages. Only first stage is translated (see the screenshot).</li> <li>7. If I change the workflow property (first check it out) to "legacy" (and publish it again) and do the same thing: sc_req_item.list the stages are translated (see the screenshot).</li> </ol>

Problem category	Problem	Short description	Steps to reproduce
Workflow	PRB616510	For the sc_req_item, the system ignores the UI Action for setting a stage	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2. Create a new Choice for Stage field on 'Requested Item' with Value : item_cancel Label : Item Cancelled</li> <li>3. Create a UI Action on sc_req_item table as following: Name : Cancel RITM Form Button : True Script: cancelMyWorkflows();  function cancelMyWorkflows() { //get workflow helper var workflow = new Workflow(); //cancel all my workflows var numCnxd = workflow.cancel(current); if (numCnxd &gt; 1) gs.addInfoMessage(numCnxd + " " + gs.getMessage("Workflows for {0} have been cancelled", current.getDisplayValue())); else if (numCnxd == 1) gs.addInfoMessage("1 " + gs.getMessage("Workflow for {0} has been cancelled", current.getDisplayValue())); }  current.stage = 'item_cancel'; current.state = 4; current.update();</li> <li>4. Now open any RITM and click on the 'Cancel RITM'. You can see that the Stage is set to 'item_cancel', but its not hshowing its Label 'Item Cancelled'.</li> </ol>
Workflow	PRB602053	Workflow timer activity is not calculating correctly	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Create a workflow for the Change Request table that contains Begin -&gt; Timer -&gt; End activities.</li> <li>3. For the "Timer" activity, use the following: Timer based on: A date/time or duration field Wait: Some time after Field: Planned start date Time after: 12 hours Schedule: no schedule</li> <li>4. Create a new Change Request. In this record, set the "start_date" field to a date/time that is a few hours prior to the current date/time.  For example, if it is 2014-06-04 18:00:00 current time, choose a value like 2014-06-04 12:00:00.</li> <li>5. After you save this record, go to the sys_trigger table, and sort by most recently created to find the "WFTimer" record that was created by this "Timer" activity.  Notice that the "Next action" date/time, is set for 12 hours after the current time you created this Timer activity, not 12 hours after the "start_time" field.</li> </ol>
Workflow	PRB602599	Mutex is obtained, but not released, when the nudger fires a command into a cancelled, finished or faulted workflow	
Workflow	PRB613385	When the Max Activity Count is blank, the workflow fails	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Create a new incident.</li> <li>3. Review the activity. Notice the error: Activity count exceeds max allowed for this workflow version current count: 1 max count: -1</li> </ol>
Workflow	PRB594561	The condition builder doesn't work properly when you are using the Is not empty property on a Glide/List field type	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Use the comprehensive workflow on change_request.</li> <li>3. Set the condition builder to watchlist is not empty.</li> <li>4. Open a change request with no one in the watch list. Notice the workflow fired when it should not have.</li> </ol>
Workflow	PRB613609	The due date on Create Task, Approval - User, and Approval - Group is incoorect using Generate	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2 Import an update set.</li> <li>3. Click Try it.</li> <li>4. Click Order now.</li> <li>5. Open a Request Item for example, REQ0010010.</li> <li>6. Open a Request Item for example, RITM0010010.</li> <li>7. Click the Task tab. Notice The due dates that fall on the weekend.</li> </ol>
Workflow	PRB608006	The stage field displays vertically instead of horizontally	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Locate Self Service &gt; Requested Items in the navigator.</li> </ol> <p>Notice that the stage field is displayed vertically instead of horizontally</p>

Problem category	Problem	Short description	Steps to reproduce
Workflow	PRB587312	When a user approves the Group Approval record instead of an individual Approver, the workflow fails to progress to the next stage	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2. Create a workflow with group approval activities.</li> <li>3. Approve the group approval record.</li> </ol> <p>Notice the individual approver records are set to "no longer required". Notice the workflow does not progress.</p>
Workflow	PRB603407	Workflow stage text does not translate to another language	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Change the language to French.</li> <li>3. Go to the Service Catalog &gt; Top Requests &gt; Apple iPad 3.</li> <li>4. Click Order Now.</li> <li>5. Submit Order.</li> <li>6. Expand the work flow icons.</li> </ol> <p>Notice that the stage status is still displayed in English.</p>
Workflow	PRB590551	When workflow activity inputs are in the format \${variable_name}, the sub-workflow input type must be set to String	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2. Create 2 workflows - lets call them "Workflow" and "Subflow".</li> <li>3. In Subflow: <ul style="list-style-type: none"> <li>- Edit Inputs, and add an Integer input. Call it u_input.</li> </ul> </li> <li>4. In Workflow: <ul style="list-style-type: none"> <li>- Add a script activity to write a scratchpad variable. e.g. workflow.scratchpad.u_var = 5;</li> <li>- Add a workflow activity for the Subflow, and in the properties try and enter "\${workflow.scratchpad.u_var}" in the input field.</li> </ul> <p>Cannot add the activity.</p> </li> </ol>
Workflow	PRB598281	Workflow stage, which is waiting for approval, is not translating the word "by" in the list view	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Navigate to System Definition &gt; Plugins.</li> <li>3. Activate com.snc.i18n.french.</li> <li>4. Refresh your browser so the Language dropdown appears. Set the value to French.</li> <li>5. Navigate to sc_req_item.list.</li> <li>6. Expand the Étape field for the default value of RITM0000003.</li> </ol> <p>Notice that the first value listed will display the word "by" instead of the translated value "par": "Attente d'approbation BY Fred Luddy (en cours)"</p>
Workflow	PRB603572	Workflow stages metadata updates in workflow version unnecessarily when diagram is loaded	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Open a workflow diagram but do not change it.</li> </ol> <p>Notice that the workflow version has been updated.</p>
Workflow	PRB605208	Error in Workflow Nudger after a clone causes NullPointerException	<p>Clone an instance which contains records in both "wf_context" and "wf_command". Clone and do not include "wf_context" (default clone option) Run the "Workflow Nudger" after the clone in the target instance. You will see the NullPointerException in the logs</p>
Workflow	PRB608653	Stages for sc_req_item do not display for gateway approval	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Create a workflow against sc_req_item table.</li> <li>3. Have a Begin and End. Assign a new stage to the End activity.</li> <li>4. Create a new item against this workflow in the Service Catalog.</li> <li>5. Request for the item so that it goes through the gateway approval ( &gt;\$1000 worth).</li> <li>6. Order the item and see that the stages for the requested item remain blank. It should render the stages.</li> </ol>
Workflow	PRB603620	Parent workflows do not observe changes made to 'current' by subflows	
Workflow	PRB607257	Update set causes duplicate workflow rules, tasks, and approvals	<ol style="list-style-type: none"> <li>1 Log on to an instance.</li> <li>2. Run an update set.</li> <li>3. Execute and update a minor change.</li> <li>4. Check for duplicate records.</li> </ol>
Workflow	PRB604324	The Abort action on approval business rule is not creating the new approval	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2. Create a catalog item with workflow which has a group approval.</li> <li>3. Add some people in that group and yourself.</li> <li>4. Write a business rule on 'sysapproval_approver' to not create approval if it's yours by abort action:</li> </ol> <p>When: before Insert: checked Condition: current.sysapproval.sys_class_name == "sc_req_item" Script: if(current.sysapproval.opened_by == current.approver    current.sysapproval.request.requested_for == current.approver){ current.setAbortAction(true); }</p>
Workflow	PRB605872	Change approval workflow does not behave as expected	<p>Create a change request when the Approval Coordinator has the following properties:</p> <ul style="list-style-type: none"> <li>- Approval coordinator: Any Child Activities to be approved</li> <li>- Add three Approval Users and one Manual Approval</li> <li>- Add Tasks after approval</li> </ul> <p>Manually add an approver before triggering the approval process. Result: Approval User changes to No longer required. The manual approver is skipped. Tasks are created.</p>

Problem category	Problem	Short description	Steps to reproduce
Workflow	PRB599454	The UI actions Import Stages from Choice List and Import from Stage Set hang when used in Internet Explorer 11.	Create a new service catalog workflow. Using IE11, open the workflow editor and select Edit stages. Click Import Stages from Choice List or Import from Stage Set.
Workflow	PRB597850	If the same stage is added to consecutive workflow activities, the workflow-driven stage rendering will incorrectly show the stage as Pending.	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2. Create a workflow with stage rendering = workflow-driven, computed.</li> <li>3. In the workflow, create two Create Task activities and make sure the workflow stops on the 1st create task activity.</li> <li>4. Set the stages for both activity the same, for example, Fulfillment.</li> <li>5. Trigger the workflow.</li> </ol> <p>Notice the list icon view of the activity will be "PENDING" even though it arrives at the 1st activity.</p>
Workflow	PRB603875	Error message appearing in workflow following upgrade to Dublin Patch 2: Cannot determine approval state :null	
Workflow	PRB606578	Workflows move from existing domain to Global domain after upgrade to Eureka	<p>In a pre-Eureka instance (Dublin, Calgary):</p> <ul style="list-style-type: none"> <li>- Install plugin "Domain Support" or "Domain Support - MSP Extensions Installer"</li> <li>- Create a new workflow and publish it</li> <li>- Add domain field to the workflow version form</li> <li>- Set wf_workflow_version.sys_domain to e.g. "TOP/Initech"</li> </ul> <p>Note at this point the wf_workflow has no domain field.</p> <p>Upgrade to Eureka...</p> <p>The domain field has been moved to the Workflow (wf_workflow) record from the Workflow Version (wf_workflow_version), and it is now set as Global:</p> <pre>&lt;wf_workflow&gt; &lt;name&gt;Initech domain workflow&lt;/name&gt; &lt;sys_created_by&gt;david.piper@snc&lt;/sys_created_by&gt; &lt;sys_created_on&gt;2014-08-19 14:50:55&lt;/sys_created_on&gt; &lt;sys_domain&gt;global&lt;/sys_domain&gt; &lt;sys_id&gt;b2083fba28a621004acfa22240533cca&lt;/sys_id&gt; &lt;sys_mod_count&gt;0&lt;/sys_mod_count&gt; &lt;sys_overrides/&gt; &lt;sys_updated_by&gt;david.piper@snc&lt;/sys_updated_by&gt; &lt;sys_updated_on&gt;2014-08-19 14:50:55&lt;/sys_updated_on&gt; &lt;vars/&gt; &lt;/wf_workflow&gt;</pre>
Workflow	PRB605581	Starting subflow contexts creates extra wf_workflow records	
Workflow	PRB610161	When one workflow branch goes to the End activity, and another branch still pending, the workflow overrides the stage with the wrong value	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2. Create a workflow.</li> <li>3. Assign the workflow to a catalog item.</li> <li>4. Open a request for the catalog item.</li> </ol> <p>Notice that when the workflow reaches the End activity that the stage assigned there is not reflected in the requested item record. Instead the cancelled activity's stage is assigned to the RITM.</p>
Workflow	PRB615865	Switch Activity does not always show up in Workflow	
Workflow	PRB187228	Requested Items Stage is not appearing on PDF report	<ol style="list-style-type: none"> <li>1. Log on to an instance.</li> <li>2. Navigate to Service Catalog Request Items.</li> <li>3. Right-click the list and choose Export to PDF.</li> </ol> <p>In the PDF, notice the values for the dynamic stages from workflow are missing (only the default values are present). Report should show all stages on exported PDF.</p>