Fuji Fixes

Issues fixed in the Fuji release.

Problem category	Problem	Short description	Steps to reproduce
Access Control	PRB616274	Description for sys_remote_update_set.* write ACL does not match the actual function of the ACL	
Approvals	PRB596335	sysapproval_group.write ACL does not require any roles	
Approvals	PRB603048	Certain users experience performance issues because of ACL record/sysapproval_group/read	
Apps - ITIL	PRB592061	"Comments Mandatory on Reject" client script does not evaluate as expected.	1. Install the plugin "com.snc.facilities_management.demo". 2. Open /sysapproval_approver.do and set the following fields: - [Approver]: Abel Tuter - [Approving]: FMR0000002 3. Save the approval. Modify the State to be "Requested", and Save the form again. 4. With the Approval Summarizer present, click the Reject button. Notice that the Client Script "Comments Mandatory on Reject" does not fire. 5. Remove the Approval Summarizer from the form. Set the approval record back to a "Requested" state, save the form, then try clicking the Reject button again. 6. Client Script works as expected.
Apps - ITIL	PRB586072	Approvals with e-Signature plugin throwing 'User name or password invalid' error message	1. Enable Approvals with e-Signature 2. Change Userid of Abel Tuter to Abel.Tuter 3. Assign Abel Tueter an approval 4. Log in as Abel Tuter. 5. Enter username in all lowercase letters and you will get an error message 'User name or password invalid' If you enter Abel.Tuter, it's successful.
Apps - ITIL	PRB584492	Change Management Risk Assessment not enforcing mandatory questions	1. Activate the Change Management Risk Assessment plug in and load demo data 2. Navigate to Change Management > Risk Assessments, and click the new button to create a new assessment master 3. Give it the name Test Change Risk Assessment, and click Save 4. Add a question to the survey; make it a single line of text, mandatory is true, order 100, weight 100, call it Test Question 5. Add an assessment condition; enable this survey for Category is Other 6. Click the Take Survey button; click Submit without entering anything into the Test Question box; you will get an pop-up informing you the Test Question is mandatory 7. Create a new change; make sure the Category is Other and fill in a Short Description and click Save 8. Click on the Fill Out Risk Assessment UI Action link; click Submit without entering anything into the Test Question box; the risk assessment will be saved, there is no enforcement of the mandatory setting for the question
Apps - ITIL	PRB602352	Timeline Visualization gives an error if the instance does not have high security settings enabled.	1. Log in to an instance that does not have the High Security Settings plugin enabled. Alternatively, set the glide.ui.escape_text system property to false. 2. Navigate to Timeline Visualization > All. 3. Click CIO Roadmap or any other timeline record. 4. Click the View button. The following message is displayed: The element type "canvas" must be terminated by the matching end-tag.
Apps - ITIL	PRB603263	User interface issues on the Timeline Visualization panel.	1. Activate the "Timeline visualization" plugin 2. Create a new TimeLine Visualization record by navigating to: TimeLine Visualization -> All -> New 3. Create some pm_project records with the same planned_end_date 4. Open the Timeline Visualization record you have just created: TimeLine Visualization -> All -> test visualization 5. Click on the View UI Action. The 3D Timeline Visualization displays. 6. Look for the Panel on date "June 30, 2014, 64 Projects" and click on it to get the list of records There are 10 records displayed. There is not a scroll bar to facilitate the user to navigate the list 7. Click on right single arrow to navigate to the next 10 records. It will display the next 20.
Apps - ITIL	PRB580947	Schedule (cmn_schedule_span) has an issue when selecting "All Day" option	1. Create maintenance schedule an select timezone "pacific" and all day 2. Create user with timezone of 8hr forward from pacific. 3. Open maintenance schedule in both timezones (pacific and Europe / Madrid)
Assessment	PRB608374	Viewing asmt_assessable_record records from the Assessment plugin throws error if Live Feed plugin is not active. Also impacts surveys and survey scorecards)	1. Login to an instance that does NOT have the "Live Feed" plugin enabled 2. Activate the "Assessments" plugin 3. Display a record from the asmt_assessable_record You will see an error: Error running business rule 'Check Live Feed Groups' on asmt_assessable_record:sharepoint 2013, exception: org.mozilla.javascript.EvaluatorException: GlideRecord.addQuery() - invalid table name: live_group_profile (sys_script.144a62c3d7e10100fceaa6859e61030e; line 2)

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Asset Mgmt	PRB615065	The Status from the existing CI is not used when creating an Asset from a CI if Enforce CI Verification is used and the hardware asset default value is custom	1. In the dictionary, change the default value of alm_asset.install_status 2. Turn on "Enforce CI Verification" for "Computer" model category, which should already be linked to alm_hardware asset class 3. Create a new Computer on a blank form (cmdb_ci_computer.do) 4. Change (hardware) status [cmdb_ci_hardware.hardware_status] to: "retired" 5. Save 6. Click "Create Asset" button. This will reload the form, but now it will be linked to the newly created asset. 7. Open the newly created asset. This will have used the default value 50 (still in the box) rather than the expected value of 7 (retired)
Asset Mgmt	PRB617364	CMDB to Asset not returning expected results	
Asset Mgmt	PRB601469	When a stockroom's location is changed, the location of the assets in the stockroom is not changed.	Navigate to alm_asset and select one that is in stock, available. On the asset form, change the stockroom. Notice that the location is changed. Save the record. Click the asset's stockroom link and change the location of the stockroom. Navigate back to the asset and notice that the location of the asset has not changed
Asset Mgmt	PRB606105	The inventory_management role is undefined	1. Go to the Asset Management application > Stockrooms 2. Personalize dictionary for assignment group Notice the reference qualifier There is no role in the system called inventory_management
Asset Mgmt	PRB603982	Enforce CI Verification on CI not working when model category gets changed on a model record that matches the CI's model category	Without Discovery: 1. Go to the cmdb_model_category table and find the record for Computer [cmdb_ci_computer]. This record should have the asset class set to Hardware [alm_hardware]. 2. Open this record and set the Enforce CI verification field to true. 3. Go to the cmdb_ci_computer table and create a new record with the following values: Name: Any value (for example, Test Computer) Model ID: Choose a model where the category is only "Computer" (for example, Asus G Series) 4. Save the record. You should see in this record that there is no asset value. 5. Go to the cmdb_hardware_product_model table and choose a model record that only has "Computer" for the model category. You can choose the same record as above or a different record. 6. For this step and the previous step, make sure that the asset tracking strategy for the model record(s) you select is not set to "Don't create assets". 7. Open this record. 8. For the model categories, remove the "Computer" reference and save the record. 9. Reopen this same record and add the "Computer" reference again. If you refresh the cmdb_ci_computer record, you should see that an asset record has now been created for this CI. With Discovery: 1. Prepare to scan a CI via Discovery for which you know the model and what class it will create. For example, if you scan an Apple computer, this will create a "cmdb_ci_computer" record with a model like "Apple MacBookPro10,1". 2. Repeat steps 1-4 above but make sure the cmdb_model_category record where you enable the "Enforce CI verification" matches what will be created by the CI that you scan. 3. Scan your CI. 4. After scanning, check the following: A new cmdb_hardware_product_model record should be created. For the dummy CI you created, check to see if an asset record is now created for this CI.
Asset Mgmt	PRB605632	alm_hardware display name is not searchable after a model is updated	1. Go to the "cmdb_hardware_product_model" table and create a new record with these values - Name: TestModel - Model categories: Computer 2. Go to the "alm_hardware" table and create a new record with these values - Model category: Computer - Model: TestModel 3. Open a list view of the "alm_hardware" table and search for the display_name = TestModel You should come back with one result. 4. Open the Model record and change the name to whatever you would like. (ex. ChangedModel) 5. After saving this record, you should see the Display name changed to this new value, and if you open the alm_hardware record, you should also see the Display name reflecting this new value. 6. Go back to the list view of "alm_hardware" and now search for display_name = ChangedModel (or whatever name you give). - You should see that you get no results back 7. In this same list view, search for the old Model name ("TestModel") You should see that you get a result back, but it shows the new value.
Asset Mgmt	PRB606227	Clearing the "Assigned to" field on an asset doesn't clear it on the related CMDB CI	
Authentication	PRB599622	After upgrading to Dublin Patch 1, customers using SAML may have users who are not able to log in and are continuously returned to their SAML page. This occurs for users who have a space or special characters in their username.	1. Upgrade to Dublin Patch 1. 2. Log in as a user with a space or special characters in your username. Note that, upon submission, you are returned to the login page in a loop that prevents you from entering anything else.

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Authentication	PRB577496	SSO authentication is required to access public pages if navigating with nav_to.	1. Make Survey public on instance with no SSO enabled. 2. Confirm that pages can be accessed with and without nav_to.do?uri=. 3. Enable SAML. 4. Attempt to navigate to link with nav_to.do?uri=.
Authentication	PRB601767	CMS login page directs users to a page without navigation after logging out	1. Log in as Admin and navigate to Content Management > Configuration Page Login page: Portal - Login Page 2. Update 3. Content Management > Login Rules 4. Set Active to "true" for "Users with Roles to FrameSet" 5. Open the instance in a new window / tab. 6. In the original tab, go to Content Management > Sites (selecting any module will work) 7. In the second tab, press Logout 8. In the original tab, go to Content Management > Sites (selecting any module will work) You will be prompted to log in. Sign back in as Admin content_site_list.do will load with the header and left nav missing.
Authentication	PRB607586	Passing /login_with_sso.do?glide_sso_id=<sys id> in the URL leads to Page Not Found error	
Authentication	PRB593740	Adding Active Directory users to groups creates multiple roles for the user	
Authentication	PRB591456	Users unable to open emailed attachment from catalog item	
Authentication	PRB576390	SSO-authenticated users are unable to use the application if "Password Needs Reset" is flagged as true.	1. Enable SSO 2. Change a user's "Password Needs Reset" flag to "true" 3. Log in with the affected user (log out first to clear the session if necessary.) You will be unable to leave the login_cpw page.
Authentication	PRB574120	When a user's ID and email address are more than 40 characters, users are logged off after 30 minutes.	
Authentication	PRB582127	SAML v2 RelayState should not exceed 80 characters	
Authentication	PRB594205	OpenID redirection does not preserve original target URI properly	1. Enable OpenID plugin and enable the installation exit script 2. Clear out all cookies (or open a new incognito window in Chrome) 3. Click a nav_to link. 4. Sign on with a valid account to pass OpenID authentication 5. Trace the network calls and you will notice that /navigator.do is redirecting session. 6. Click the same link again and it should open the sys id record because session already has a valid OpenID cookie
Authentication	PRB616269	SSO error when the SAML login script or SAML script object has been updated before the upgrade to Eureka Patch 5 or above or when the IdP-initiated process is used to access the instance	
Authentication	PRB617034	After upgrading to Eureka, clicking Logout redirects to logout page.	1. Configure instance to set to sign the logout request. 2. Configure instance to throw the signing request exception.
Authentication	PRB590783	Could not generate DH keypair. SSL certificate parsing error	
Backup	PRB608237	FY14 Backup fills /backup partition to 100%	
Business Logic Processing	PRB608054	Unable to set dotwalked values using Business Rules value setter capability	1. Log into the instance as Admin. 2. On the homepage, click Business Logic. 3. Click Business Rules. 4. Click New. 5. Create a business rule that will have an action that dot walks. For example: ".Assignment group-->Group field". 6. Test the business rule. The action will not occur.
Business Logic Processing	PRB600425	core_company.parent hierarchy loops should be prevented	1. Make one core_company record the parent of another 2. Make the second record the parent of the first.
Business Logic Processing	PRB608323	Business rule does not save when there is a [same as] condition for a date/time field	1) Add a custom date/time field to incident table. 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] 3) Save the business rule 4) Reload the business rule. 5) The action will revert to the following. When to Run: [Task Type] [is] [Incident] Actions: [date/time field] [same as] [approval set]
Business Service Map	PRB600641	Keylines BSM maps are missing Set as CI context menu actions. Redraw layout does not work on a link.	1. Open an incident which references a CI 2. Open the BSM Map by clicking the icon next to the CI field 3. Right-click on any node. There is no Set as CI action below the Add affected CI action 5. Select a link 6. Move the link 7. Right-click and select Redraw layout. The map is not redrawn.

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Business Service Map	PRB588105	In a CI, the Flat View does not now all levels when the level is updated.	1. Log into any out-of-box instance on Berlin Patch 7, no hot fox. 2. Go to 'Configuration' > 'Servers' > 'All' > 'ApplicationServerHelpdesk' 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. 4. Go back to 'ApplicationServerHelpdesk' and adjust the 'Level' to one then compare 'BSM Map' against 'Flat View'. 5. Do this for all five levels. The 'Flat View' does not show all the levels.
Business Service Map	PRB599904	Business Service Map indicators do not work as expected with clusters and relationships of other CIs to these clusters.	1. Create two records in the "cmdb_ci_cluster" table (ex. Cluster1, Cluster2). 2. Create two records in the "cmdb_ci_netgear" table (ex. Gear1, Gear2). The CI type should not matter. 3. Create the following three relationship records in the "cmdb_rel_ci" table. a) Cluster1 ---> Connects to::Connected by ---> Cluster2 b) Cluster1 ---> Members::Member of ----> Gear1 c) Cluster1 ---> Members::Member of ----> Gear2 4. Create an outage record in the cmdb_ci_outage table against either of the two "Gear" records 5. Set the Begin date to current date/time. Do not set an End date. 6. Open the BSM map against the "Cluster1" CI and expand this node. 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.
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	1. Navigate to BSM Maps 2. Select Map Filters 3. Create a filter by giving a name. Unable to create the filter on specific tables and fields. Also there is no way to link the View with filters. In Dublin and earlier versions: 1. Navigate to BSM Maps 2. Select Map Views 3. Create a View and save it You can see Map Filters. 4. In Map Filters, create a filter. You are able to add filters on table and fields.
Business Service Map	PRB600037	The wrong label is displayed when visualizing a configuration item (CI) with an empty Name field.	Create a CI with no name. Click on the BSM Map icon from the CI's form.
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.
Change Management	PRB604584	Error [Planned end date must be after Planned start date] appears on Change form	Log in to an out-of-the-box instance running Eureka. Navigate to the sys_properties.LIST, glide.sys.date_format and change the value to [dd-MM-yyyy] Navigate to Change request > Create New and select the Planned start date as today, and the Planned end date in the future Save or submit the change request.
Chat	PRB603141	New chat messages are not read to users with screen readers.	Enable Chat. Go to /ess as Joe Employee using Internet Explorer with the Jaws screen reader or Firefox with the NVDA screen reader. Open Service Desk Chat. Type messages into the chat window. The messages you type and the messages you receive from the technician should be read through the screen reader.
Chat	PRB601173	Chat (queue) error message disconnects previously held chat sessions	Log in with two separate agents: agent1, agent2 Initiate a chat with customer user: client1 Allow agent1 to pick up the call from client1 Initiate a chat with a second customer: client2 Attempt to pick up the call with client2 with both agent1 and agent2 Result: If agent2 is successful in picking up the call, agent1 will receive an error message informing them that the customer is no longer queued. The error message renders the previous call for client1 inactive for agent1.

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Chat	PRB599682	Duplicate messages display in chat window if internet connection is lost	Enable the chat plugin with demo data. In one browser log in as user1 using the /ess site [<instance-name>.service-now.com/ess] In other browser login as user2. Do not impersonate. Start the chat session and send 2-3 messages from each side. Turn off wi-fi. Once there is no internet connection, close the chat_desktop window for user2. Turn on wi-fi after a couple of minutes. From user2's window, click the Chat module again. This again shows chat_desktop in another window/tab. As User1, send a message. Note that it shows a duplicate message in user1's window.
Chat	PRB598937	Chat sessions between a chat agent and ESS user are lost if there is a network outage.	Log in to an instance. Enable the Chat plugin. You will need to use two different browsers. In one browser (Chrome) impersonate David Loo (Chat agent) and in another browser (Firefox) impersonate Joe Employee as ESS user. In Firefox, while impersonating Joe Employee, navigate to the ESS portal and click on Service Desk Chat and initiate a chat with the help desk. In Chrome, while impersonating David Loo (Chat agent), answer the chat in the queue initiated by Joe Employee" in step 4. Type a few messages from both ends and notice that the message flow is fine in the chat window for both users. Disable the network connection for two minutes and enable again. Do not close the chat windows. After enabling the network connection, try communicating using both chat windows. Notice that messages from David Loo (Chat agent) are reaching to Joe Employee (ESS user) but, at the same time, messages from Joe Employee (ESS) are not reaching David Loo (Chat agent). Also notice on the chat window for Joe Employee (ESS user) that messages are duplicating like they are echoing but are not reaching David Loo (Chat agent).
Chat	PRB592745	Firefox memory leaks can be triggered while visiting an instance which has the Chat plugin enabled.	
Chat	PRB579030	Chat does not work with French and Quebecois languages	1. Go to plugins and install: Chat (Instant messaging and Help Desk Chat) I18N: French Translations 2. Switch to French language. 3. Search for "chat" and click on it.
Chat	PRB592078	Cannot join a chat room when room is created from a record from ESS page	1. Install Chat plugin 2. Install CMS plugin 3. Content Management > Sites, drill in to Employee Self-Service 4. Related list: Pages [New] 5. Choose any name, URL suffix: = incident_chat_test, Save form 6. Drill in to "Edit Page" link 7. Add content >> Content Blocks > Active Incidents 8. Go to /ess/incident_chat_test.do 9. Drill in to any Incident 10. Use "Create or Join Chat Room" link; click on created chat room entry OBSERVE: Nothing happens. Console error: Uncaught ReferenceError: LiveEvents is not defined This doesn't happen if you use the CMS site within the navigator or if you ctrl-click the incident to open it in a new tab.
Chat	PRB605959	Chat status icon cannot be clicked to change status using IE10	1. Use IE10 2. /chat_desktop.do 3. Try to change status - it may work 4. Close IE10 5. Open IE10, navigate to /chat_desktop.do 6. Try to change status again. If this still works, repeat steps through a few times and it will break.
Chat	PRB616472	Character that is not visible in chat_message prevents active members of the chat_channel from launching Chat	
Chat	PRB618904	Using IE 9, IE 10, or IE 11, you cannot place the cursor in the middle of a word when in the chat window	0. Install Chat plugin in an out-of-box instance 1. Log in to the instance in two different browsers and impersonate two different users. Use Chrome and IE 9/10/11. 2. In Chrome, log in as 'Abel Tuter' and navigate to https://demoxxx.service-now.com/ess/ and click on the 'Service Desk Chat' to initiate the chat with service desk agen 3. In IE9/10/11, log in as 'David Loo' as Chat user -> Navigate to 'Social IT' -> 'Chat' to go to Chat desktop 4. In IE browser as 'David Loo', answer waiting chat from step 2 5. Type some misspelled text and try to place the cursor to be placed on the misspelled character to correct it. In IE, you cannot do it.
Chat	PRB585183	AJAXChat checks GlideSession.get().getUser() == null instead of GlideSession.get().isLoggedIn(). Leads to polling of guest users and null pointer exception in logs.	

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Chat	PRB592026	Cannot close "Create or Join Chat Room" window in IE9	1. Install Chat plugin with demo data 2. Open any incident using IE9 3. Click "Create or Join Chat Room" 4. Try to close using [x]. This is unsuccessful. 5. Create a chat room 6. Close the chat desktop 7. Click the "Create or Join Chat Room" link 8. Try to close using [x] - you can't and there is no 'Cancel' button.
Chat	PRB591271	Users can enter closed public chat rooms	0. Open two sessions 1. Impersonate two users 2. Create a public chat room using User 1. 3. Leave chat room. 4. As User 2, click the "options" cog and choose "Public Rooms" 5. Observe the chat room that was just closed is still there. 6. Join the chat room as User 2.
Chat	PRB591964	No proper way to upload a sound file in Chat	
Chat	PRB584043	Chat room records still remain active if an incident was created from the chat session	1. End user opens a helpdesk chat session 2. Help desk tech answers the end user, starting chat room 3. Help desk tech opens an incident using the "Open incident from chat" drop down option from the chat window 4. Both users (tech and end user) leave the chat window 5. Go the chat_room record and notice that it is still in state "Active" (expected that it be in "Closed")
Chat	PRB598747	"Add me" button creates blank entires in invite glide list on Create or Join Chat Room	1. Enable chat plugin 2. Navigate to any open incident 3. Click "Create or Join Chat Room" 4. Click the "add me" icon next to the glide list. Nothing seems to appear. If you click into the "blank" list, you'll be able to select the blank entries. Or add someone before and after yourself and you'll see the blank spaces
Chat	PRB582880	CMS chat button does not re-establish timed-out user session	1. Ensure chat plugin is installed 2. Go to content management > sites > ess and make sure chat checkbox is checked. 3. Set up ess portal so your session will expire. 4. Go to ess portal and wait 30 minutes. 5. Click chat button. You get no information.
Chat	PRB592699	If a user is already in a chatroom created from an incident, they cannot join a chatroom by following the relative link generated when the room was created	1. Install chat 2. Open an incident, create a chat room via the 'Create or Join Chatroom' link 3. Open a second incident, do the same but copy the relative link to the chatroom 4. Leave the second chat room (close the window on the chat_desktop.do page) 5. Go to the link for the second chat room. OBSERVE: room is not joined - first chatroom shows instead. 6. Close first chatroom. 7. Follow link again. OBSERVE: chatroom is joined
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.	

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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.
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.	Sign in to an instance as an admin. 1. Go to Windows>Cluster 2. Create New 3. Save the new record and then view the History > Calendar or History > List. All the updates are numbered as 0. 4. Add a relationship using the green + 5. Save the record and go to the History > Calendar or History > List. Adding the relationship was not recorded. 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. 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. 0. Add a type 'string' system property named 'glide.ui.cmdb_ci_activity.fields' and set the value to 'sys_audit_relation' 1. Go to Windows>Cluster 2. Create New 3. Update the IP address and save the record. The audit log update number is now 1. 4. Add a relationship using the green + and save the record 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.
CMDB	PRB606083	Grammar error in module name	
CMDB	PRB602028	Printing CMDB form does not include CI title	1. Log into a demo instance 2. Go to the cmdb_ci_appl table and drill into a record. 3. Click the print button. 4. In the new window, you see the CI titles: "Runs on - Linux Servers" and "Located in Zone - Data Center Zones". 5. Click "Click to Print". In the print preview, these titles don't display.
CMDB	PRB604430	CI Rollups trying to update the "parent" field on the "child" CI	

Problem category	Problem	Short description	Steps to reproduce
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.	1. Set the business rule "Affected ci notifications" as active. 2. Create an incident record 3. Associate a task record with it. 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. 5. Update the task. The issue only occurs with large CMDB relationships, and with relationships that might form circular relationships.
CMDB	PRB604976	Unable to add more than one affected CI at a time from BSM view.	Navigate to Incident > Create New. Create an incident and set the Configuration item field to CMS App FLX. Click Save. Open the BSM map by clicking the reference icon next to the field. Using shift + left mouse click, select the boxes MySQL FLX and Oracle FLX. Right-click and select Add Affected CI. Refresh the incident form. Notice that only two affected CIs exist in the related list.
CMDB Baseline	PRB609556	Translation missing for Baseline CMDB	1) Activate any language translation plugin. 2) Go to any cmdb_ci record and add "CMDB Baseline Diff" on the form 3) Switch language Baseline is not translated.
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
Content Management System	PRB590472	Expand to fit content sizing property is not working for iFrames.	Log in to an instance. Go to Content Management > iFrames and click on Order Hardware. Change the sizing property from Fixed size to Expand to fit content. Check the ESS page and notice that the iFrame gets cut off.
Content Management System	PRB601177	CMS pages were displayed in UI11, not UI14.	- Navigate to the ESS CMS: instancename.service-now.com/ess - Select Get Help > Get Help Status - Remove filters if necessary to show results. Note that the form is not displaying with UI14
Content Management System	PRB585438	Non-admin users get a security restriction when trying to use Order Guides and Record Producers in the CMS	- Log in as an employee - Go to /ess/catalog_grid.do - Click 'Grant role delegation rights within a group'. The error message 'Security constraints prevent the display of this record' appears - Alternatively, click on 'Reset a password'. The error message 'Security constraints prevent the display of this record' appears.
Content Management System	PRB608370	Missing German translation for seach error "The search text contains only very common words, please refine your search and try again"	Install the German plugin Enter a search string that contains a common word, such as "/" or "a" The system displays the search results After clicking on one of the results (and opening the catalog item), the message that appears is not translated into German.

Content Management System	PRB598653	When a GlideDialog box appears in the CMS, if the list below is not long enough, the dialog box is cut off	1) Create a new UI Action on task table called "GlideDialogWindow test".
			2) Fill in the fields: Active=true, show insert= true, show update = true, client = true, list choice= true.
			3) With onClick function as
			function myWindow(){
			var dialog = new GlideDialogWindow('test_report');
			dialog.setTitle('HTML Report');
			dialog.setSize(600,300);
			dialog.render();
			return false;
			}
			
			3) Navigate to https://<InstanceName>.service-now.com/ess/order_status.do
			open any one request Item and check the list choice and select "GlideDialogWindow test". It will open a pop-up window where lower half gets cut off.

Content Management System	PRB591396	Catalog Page displays with cursor at the end of the page	1. Navigate to Product Catalog -> Software Models 2. Click on a model and choose one that has not been published to the service catalog yet. You will see a link 'Publish to Software Catalog' under Related Links. Click this link. 3. Choose 'Software' as category. Click Ok. 4. Log on using the ESS portal, e.g. https://demoxxxx.service-now.com/ess/ 5. Click 'Software' under 'Order Things' 6. Click the item that you just published. Try this with the three different browsers.
Content Management System	PRB610480	CMS pages no longer render system applications blocks after upgrade to Eureka	1) Create a new CMS page 2) Use the "Add Content" link to add any of the blocks under the "System Applications" category to the page 3) Add some other content as well other than a system application block 4) Preview the page Note that the system application block does not render

Problem category	Problem	Short description	Steps to reproduce
Content Management System	PRB602988	Basic Accessibility Compliance for ESS Portal	
Content Management System	PRB599531	Report text is centered instead of left justified in CMS in Internet Explorer 9	- Navigate to Sites - Select a page such as main.do - Click Edit Page - Click Add Content - Gauges->contract->Expiring Contracts. Add to a dropzone - View the page
Content Management System	PRB602452	Pagination is misaligned on CMS pages on list views	1. Change the language to any non-English language. 2. Go to /ess/incident_status.do Notice the pagination is displayed to left side
Content Management System	PRB604667	iFrame footer does not resize when you change the number of rows to show per page for a list on a CMS page	1) Log into an instance. 2) Go to /ess/incident_status.do 3) Change the filter to All 4) Change the rows shown to 50/100 Notice the page expanding to fit the new records 5) Change the rows back to 10/20 Notice white space and the footer are at the bottom of the page. The iFrame did not resize.
Content Management System	PRB579056	CMS drop down menu will open the incorrect self-service site after you use the Copy Site (copySite) button	1) Click Content Management > Sites 2) Open the Employee Self Service example site record 3) Click the "Copy" button 4) At the prompt, enter a new site name. 5) Click OK 6) When the operation finishes, go to demo##.service-now.com/new site name/ 7) Click Order Things > Services Notice you are redirected to the ess site
Contract Mgmt	PRB609714	Invalid query in ConditionChecks script include	1. Go to System Definition > Script Includes 2. Search for and select Name = ConditionChecks 3. Verify that line 133 is a query to the compliant field on the clm_condition_check table: gr.addQuery('compliant', 'true'); 4. Navigate to clm_condition_check.list 5. Open any record. 6. Right-click the header and Personalize > Dictionary Note that there is no field named "compliant"
Core Platform	PRB611467	Two semaphores allocated to a single browser session	1. Open three browser tabs: tab#1 localhost:<port>/navpage.do tab#2 localhost:<port>/navpage.do tab#3 localhost:<port>/stats.do. Verify that there are no semaphores used . 2. Add a endless for loop in VersionsProcessor.java 3. On tab1 in navgator search box, type: versions.do 4. Check stats.d. You would see one semaphore is occupied. 5. Go back to tab 1. The cancel box should show up. Click cancel (this should keep spinning) 6. On tab2 in navgator search box, type: versions.do 7. Check stats.do. You should still see only one semaphore is occupied.
Core Platform	PRB610717	HTTP Status 505 - HTTP Version Not Supported - while using Direct Web Services on Eureka	1. Set Expect: 100-Continue header 2. On client side, specify HTTP 1.1 protocol 3. Specify INVALID credentials + preemptive auth 4. Submit a POST request against https://demoxxxxx.service-now.com/sc_task.do?SOAP 5. Send the request a few times and you'll see the 505
Core Platform	PRB607247	[Tags] Global tagging with Eureka and UI14 tagged documents	1. Log in to a Eureka instance. 2. Go to Plugins > Activate Plugin NG shared components which will activate the tags 3. Impersonate a user who is both an admin and itil admin 4. Go to Tags > Create new called Major Incident 5. Before you save the tag, check the Global check box 6. Open an incident. Create tags using the edit tags icon at the top of a form or via Content Menu. Click the menu icon and select Assign Tag . 7. Click on the edge Tagged documents to see the tags 8. Impersonate an itil admin. Follow step 7 and note that the tagged document Major Incident is not showing 9. Open the same incident you opened in step 6 and the tag is showing when clicking the tags icon at the top of a form.
Core Platform	PRB608292	Unable to update comments on task from a context menu in Eureka	
Core Platform	PRB614363	Javascript not executing in a List Filter	Go to Incident list view Modify the filter to 'Assignment Group' 'is' 'javascript:gs.getUser().getMyGroups()' List is refreshed with Assignment Groups listed as '(empty)'
Data Certification	PRB604627	Upgrades from Berlin to Calgary reset the CRT numbering prefix for cert_task records to TSK.	

Problem category	Problem	Short description	Steps to reproduce
Data Certification	PRB602170	Certification Task Elements UI formatter on cert_task.form breaks UI Actions of Related Lists	1. Log onto a demo instance 2. Activate the Data Certification plugin 3. Go to cert_task and drill into any record. 4. Personalize the Related List and any (Time Worked) to the form. 5. The New UI Action will not appear next to the related list. 6. Personalize the form layout and remove Certification Task Elements from the form. 7. Now the New UI Action correctly appears next to the related list
Data Certification	PRB607284	When you delete referenced certified data before it is certified, and the rest of the data is certified, an error occurs	1. Install Data Certification plugin with demo data. 2. Go to a task on cert_task. 3. Choose one of the CIs under "Certifications required for Certification Task" and open it. 4. Delete the CI. 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). You will get the error message: This certification task includes records you cannot access - contact your Certification Administrator 6. Set the assignment group and put text in "work notes". Click "Close Incomplete" The page refereshes infinitely.
Data Certification	PRB614561	Data Certification CertificationTaskScript UI Script has a syntax error - missing semicolon	- Install plugin: Data Certification - Open UI Script: CertificationTaskScript - Click Check Syntax button WARNING at line 372: Missing semicolon.
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.	1. Using a demo instance, navigate to System Definition > Plugins. 2. Activate the Data Certifications (com.snc.certification_v2) plugin, with demo data. 3. Navigate to User Administration > Users. 4. Search for and select Bow Ruggeri. 5. Personalize the Form Layout, and add the Manager field to the form. 6. Set the Manager to any ESS user (for example, Abel Tuter). 7. Click Update. 8. Navigate to Data Certification > All Tasks. 9. Open TSK0009064 in a new tab/window: https://[instance_name].service-now.com/cert_task.do?sys_id=ce25bcdf9751300000f8d7b8fa29758c. 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. 10. Impersonate user Abel Tuter. 11. Refresh the tab containing TSK0009064. No content will display.
Demand Management	PRB604293	In the Demand Management application, creating a new stakeholder [dmn_stakeholder_register] record displays a system error message when an existing user and portfolio combination is given.	Open a Eureka instance. Activate the Demand Management plugin with demo data. Navigate to Demand Management > Stakeholders > Create New. Enter an existing stakeholder user and portfolio. For example, enter Alva Pennigton (user) and Finance (portfolio) from the demo data. Click Submit. Note the error messages that are generated.
Discovery	PRB600017	VMware reclassification does not handle custom fields	
Discovery	PRB609203	Private key credentials failing with some Tectia SSH servers	Configure an SSH server not to support ssh-rsa signature algorithms. Configure the server with an rsa public key. Configure the only supported credential on the instance with the corresponding RSA private key. Run a probe or discovery against the host.
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	1. Create a before business rule on update and insert on the cmdb_ci_hardware table with the following script: gs.log("Current model ID:" + current.model_id); 2. Create a discovery against an SNMP device 3. When the business rule is triggered by SNMP Identity Sensor, the model ID will be missing.
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.	

Problem category	Problem	Short description	Steps to reproduce
Discovery	PRB596862	Inconsistent results with CPU count and CPU core count with Linux VM Servers	Run Discovery scans on different Linux VM machines with different types of processors/CPUs. Observe results from "Linux - CPU" probe to see if there are differences in what is being discovered from these devices.
Discovery	PRB579804	AIX OS Version is updated twice during Discovery	
Discovery	PRB586011	Discovery for CIM Storage devices is clearing out location field	1) Have a CIM Storage Device with a value in the "Location" field. 2) Run Discovery on this device with an empty (or "Null") Location value. 3) After Discovery completes, the Location value is removed (not expected behavior).
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.	1. Run WMI and SNMP classify probes against an IP address, where the device has Windows 2003 Enterprise with SNMP configured. The sysDescr value is potentially the same as one for 2003 Standard.
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.	
Discovery	PRB617561	Linux Discovery does not update the model number	Discover a new Linux server The model number is not poulated
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	

Problem category	Problem	Short description	Steps to reproduce
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.
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 "ltmVirtualServAddr"	
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.

Problem category	Problem	Short description	Steps to reproduce
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 ony 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.	
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.	1. Set mid.ssh.use_keyboard_interactive = true for a mid server. 2. Connect to a machine that supports password but not kbi. 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.
Discovery	PRB601103	Application Dependency Mapping: Process Handlers do not prevent the pending process from being recreated.	1) Point a Windows MID server to an instance. 2) Enable the glide.discovery.auto_adm parameter and the glide.discovery.adm.map_local_connection parameter. 3) Discover the MID server host. Note that a pending process classification is created, for example "Pending: wrapper-windows-x86-64.exe..." 4) Navigate to Discovery > CI Classification > Pending Process > Pending: wrapper-windows-x86-64.exe connecting & listening. 5) Click on the related link "Create "No classify" process handler" > Yes. 6) Delete the pending process classification so it also deletes the relationship to the host. 7) Re-run the ADM probe. Note the pending process is recreated.
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.	
Domain Support	PRB600502	Domain-separated instances can display an error message when a user session times out.	1. Install the domain separation plugin. 2. Activate the domain_select or domain_picker macro. 3. Log in as a user belonging to a domain. 4. Go to Enhancement Request > Open and select a record. 5. Leave the screen on that record for 45 minutes (until session token expires). 6. Click on another link in the navigator. The following error message appears: "Your domain has been changed from {0} to {1} because of session timeout." While the error message may list the global domain as the new domain, users do not actually change to the global domain and cannot see records from other domains.

Problem category	Problem	Short description	Steps to reproduce
Domain Support	PRB604100	After upgrade from Dublin to Eureka, UI actions from subdomain overwrite global UI actions, even if session is in global domain	In a Dublin instance: Install the MSP domain separation plugin. Set your session domain to TOP (instead of global). Edit the global submit UI action, change the name, and save the changes. Result: A copy of the UI action is created in the top domain to overwrite the global UI action. Upgrade to Eureka. Result: Even when the session is in the global domain, the TOP UI action appears instead.
Domain Support	PRB604006	Four domain properties are missing from the Domain Configuration module	1. Go to Domain Admin > Configuration 2. Compare the results in Eureka and Dublin
Domain Support	PRB584120	Record domains are bypassed in Ajax calls	1) Enable Domain Support plugin 2) Create a new problem in the domain 'Network'. 3) Create an incident in the domain 'Network' and associate it with the problem just created. 4) Create another incident in the domain 'Database' and associate it with the problem just created. 5) Open 'Domain Configuration' and select the option to use the domain of the record instead of the user domain for queries. 6) Navigate to the problem that was created in step 2. 7) Notice that there is only one incident shown in the related list of incidents (the incident that belongs to the 'Network' domain). 8) Click on the Slush-bucket 'Edit' button of the related list of incidents and notice that both the incidents are shown (as opposed to just the one that belongs to the 'Network' domain). 9) Click the 'Problem = <problem number>' filter. Both the incidents show up now.
Domain Support	PRB602177	Domain separated tables do not generate update records with no override	1. Choose a table and domain that do not already have domain overrides. 2. Within a chosen domain, personalize the form and add a field. 3. Verify that there is a domain override in sys_ui_form for the table. 4. Verify that there are associated form section (sys_ui_form_section) entires for the form. 5. Look for any of the form section sys_ids in any sys_update_xml record. None of the form sections appear in the XML record.
Domain Support	PRB605058	Users in different domains unable to reset passwords from reset password link on login page	After a user clicks the "reset password" link, this error message is displayed: "Either the username or email address does not match as active user in our system".
Domain Support	PRB591682	Domain overrides do not work with query conditions.	1. Enable the Domain MSP plugin. 2. Create a domain A under TOP, and another domain AA under A. 3. Create a new table u_mytable, enable domain separation, and add the sys_overrides column to the table. 4. Create two string columns in the table: ColA and ColB. 5. Add the following records when in the Global domain: • ColA: B • ColB: BB 6. Go to the A domain, open the first record, and modify it as follows: • ColA: 'A' 7. This will cause a new record to be created for the A domain, overriding the one in Global domain. 8. Go back to the global domain and navigate to the table, where you can see all the three records. 9. Switch to the new UI and create a bookmark with the filtering condition: ColB startswith B.Clicking the bookmark from 'global' domain should display the two records that start with B. 10. Switch to the A domain and open the records in the table by typing u_mytable.list in the application filter. Without the filter, just two records in this domain, with ColB values A and BB, appear. With the filter, just one record, with the ColB value BB, should appear. However, two records, with ColB values B & BB, appear. This occurs because the overridden record from the Global domain has been put into domain A when the filtering condition is applied.
Domain Support	PRB600082	Record total from grouping includes all records in the table, even those which are not visible because of domain separation	1. Activate domain separation. 2. Activate the domain_select UI Macro, so you will have a domain picker to change domains. 3. Navigate to the Configuration > Base Items > Accessories table (cmdb_ci_acc). 4. Click the gear widget on the list to personalize the list and display the Domain column. 5. If there aren't any records in the table, create several. 6. Once you have some sample records created, list-edit the records to change the domain (from global); put some in one domain, and the rest in a different domain. 7. Use the domain picker to change your domain to one of the domains you used for the record. 8. Navigate back to Configuration > Base Items > Accessories. You will now see only those records you put into that domain. 9. Right-click on the Assigned to column, and group by it - note that the grouping summary will list all the records total, instead of the total of the records in your domain.
Domain Support	PRB613777	sys_domain value read from Oracle DB is padded with blank spaces	1. In an Oracle DB-backed instance, create a workflow in global domain. 2. Try to checkout that workflow for editing. Notice the 'IllegalStateException' in the console. The expectation is that the workflow should be checked out correctly from the global domain.
Domain Support	PRB584704	Users are able to domain separate the Script Include [sys_script_include] table, which may lead to an incomplete script include cache.	

Problem category	Problem	Short description	Steps to reproduce
Domain Support	PRB610442	Use Record Domain property is not honored for a Delegated Administration only configuration	1) Enable domain separation 2) Disable the new properties for using record's domain for data & process. 3) Disable 'domain separation' property & enable just 'delegated administration' property 4) Enable 'use record domain' & 'use record domain for client scripts' properties 5) Create a new table & create 'colA', 'colB' and 'sys_domain' fields on the table 6) Create 3 records in the table with some random values and set them in 'global', 'ACME' & 'Cisco' domains respectively 7) Create a UI policy on the table that sets 'colA' as mandatory & 'colB' as leave alone in the 'global' domain 8) Override the 'global' policy in the 'ACME' domain and set both the columns as mandatory 9) Override the 'global' policy in the 'Cisco' domain and set both the columns as leave alone 10) Open each of the records & verify if the UI policy is applied based on the record's domain and notice that it is not. It applies the policy based on the user's session domain.
Email	PRB599353	For MSP instances, outgoing notifications use the incorrect domain.	
Email	PRB600604	Some delegates do not receive notifications or calendar invites in Eureka	There are three variations to reproduce: A, B, C 1. Create a delegate record for Fred Luddy, delegate to Abel Tuter1, (check all delegation checkboxes) Steps A: Inactive User: A2. Uncheck the 'active' checkbox in the Fred Luddy user record. A3. Assign an incident to Fred Luddy to fire an 'incident assigned' notification. A4 The notification debug log shows Fred Luddy is correctly excluded, but Abel Tuter is not included as expected. Steps B: Notifications Disabled: B2. Check the 'active' checkbox in the Fred Luddy user record. B3. Disable notifications in the Fred Luddy record. B3. Assign another incident to Fred Luddy to fire an 'incident assigned' notification. B4. The notification debug log shows Fred Luddy is correctly excluded, but Abel Tuter is not included as expected. Steps C: Calendars Disabled: C2. Check the 'Active' checkbox in the Fred Luddy user record. C3. Enable notifications in the Fred Luddy record. C3. Disable 'Calendar Notifications' in the Fred Luddy record C4. Create a new Change record to Fred Luddy to fire an 'Notify Change Calendar' notification. C5. The notification debug log shows Fred Luddy is correctly excluded, but Abel Tuter is not included as expected.
Email	PRB606365	For emails sent to an instance from certain email clients, the body of the inbound email is missing	
Email	PRB598544	Excessive size or quantity of email attachments causes performance issues and outages.	
Email	PRB603978	Line breaks in the body of an email client template are lost when the template populates the email client message text	Create a client template. Set the table to incident and enter text onto the body. Ensure that you enter a few new lines. Open the email client on incident and notice that the line breaks are missing.
Email	PRB606324	For a notification that is set to be sent to a group, if the group's Exclude manager field is false and there is no group Manager specified, the notification may locate a user record with a blank email address to use as a recipient.	1. Create a group with no Manager specified and the Exclude manager check box cleared. You may need to configure the form to see the Exclude manager check box. 2. Create an email notification and configure it to send to the group. 3. Create a user record with no Email address specified. 4. Trigger the notification. 5. Review the log entries for the notification. Note that the user record with the empty email address was excluded or included. This means the user was considered as a possible recipient, which should not be the case.
Email	PRB582911	Delegates for notifications do not receive notifications if the notification is sent to a group	Add a delegate to a test user and enable the delegate to receive notifications. Ensure that the delegate will receive notifications if the recipient field of the notification goes to one user. (For example, set the notification to send to the assigned_to.) Reset the notification to send to a group (for example, send to assignment_group), where the only member is the test user. Note that the delegate does not receive the email.
Email	PRB605536	In UI14, the email client Spelling icon does not work.	Ensure the email client is enabled for the Incident [incident] table. Open any incident. In the form header, click the email icon. In the email client window, enter a message with spelling mistakes. In the toolbar, click the Spelling icon. Note that nothing happens.
Email	PRB608307	If an email address is specified as a notification recipient and the address matches a user's email address, but has different capitalization, a null pointer exception may occur.	Open any incident record. Add ABel.tuter@example.com to the watch list. Enter text in the Additional comments field and save the record. Navigate to System Logs > System Log > Errors.

Problem category	Problem	Short description	Steps to reproduce
Email	PRB608946	The Email Accounts plugin fails to create account records when email properties are missing.	On an instance without the Email Accounts plugin, re-provision the email settings. (This should delete the glide.pop3.port property.) Activate the Email Accounts plugin. View the sys_email_account table and verify that there are no records.
Email	PRB603063	Notification devices display an invalid choice for the Type field. The value, email, appears in blue text and does not exist as one of the sys_choice values for the Type field.	
Email	PRB606193	Quick message formatting may be lost when the email client loads the quick message	Navigate to System Policy > Email > Quick Messages. Open a quick message and note the formatting. Navigate to Incident > All. Open any incident. Click the email icon to open the email client. Select the quick message you opened previously. Note that the formatting is not preserved in the Message Text field.
Email	PRB600531	Email notifications with advanced conditions that contain only white space cannot be triggered	1. Navigate to System Policy > Email > Notifications. 2. Click New. 3. Create an email notification that can be easily triggered. 4. Under Related Links, click Advanced view. 5. In the When to send section, locate the Advanced condition field. 6. Enter a single space in the Advanced condition field. 7. Save the notification. 8. Attempt to trigger the notification. Note that the notification does not fire.
Email	PRB584499	The email handler ${report:reportID:[report.sys_id]} does not work	Create an email notification. Add ${report:reportID:[report.sys_id]} (with a valid report sysid) to the email body. See if you get an attached report in the email.
Email	PRB597470	Inbound email that contains text in the body appears blank in the activity log	
Email	PRB593194	Watch list notifications: the notification_engine.process is not generated (on a notification, 'watch list is not empty' condition always evaluates to false)	1. Browse to an open incident, ensure there is a user in the watch list. 2. Add new comment to incident. 3. Observe that notification 'Out of Office Watchlist' is not triggered. Now: 1. Remove single condition from notification 'Out of Office Watchlist'. 2. Add new comment to the same incident. 3. Observe that notification 'Out of Office Watchlist' is now triggered.
Email	PRB593360	Conditions 'is different' and 'is same' not working	1) Create a notification on Incident - Record inserted or updated 2) Put the weight at 0 3) Conditions: Caller 'is different' (From) Assigned to 4) Use a valid user with an email address as the recipient. Put any Subject and Message. 5) Create a new incident - make the 'caller' a different user from the 'assigned to' 6) Check the email logs 7) No email is created. The same steps can be followed for the 'is same' condition and changing the 'caller' to be the same user as 'assigned to'
Email	PRB580382	When HTML is added to the "incident event" business rule the HTML is being escaped.	
Email	PRB599704	Hi email notifications are not displaying apostrophes (we see ' instead)	1) Add a comment or work note that includes an apostrophe (') to any ticket 2) Review the related email notification that goes out
Email	PRB607716	Unnamed email attachments are downloaded as files with no extensions	1) Send an email with an attached image that has no name to a Dublin instance with no patches The attached image is saved as "". 2) Click on the file name with IE to download a file named "sys_attachment.gif". 3) Send the same email to a Dublin Patch 3 instance. The embedded image is saved as "unnamedAttachment". Clicking on the file name in IE makes you download a file named "unnamedAttachment" with no extension.
Email	PRB589372	When an email template is transferred to a target instance via update set, line breaks may be missed	When an email template is transferred to a target instance via update set, line breaks may be missed because they are not recognized. The first line in an email template is used as the hyperlink text and subsequent lines are used in the body of the email. When line breaks are not recognized, the system registers the all text in the email template text as one line and uses all the text as the hyperlink.
Email	PRB609794	The EmailDiagnostics script include queries an excessively large time frame	If the email table is too big it will cause the email properties page not to render
Email	PRB597188	For instances that use the Domain Support - MSP Extensions feature, email updates can result in the generation of duplicate task SLA records.	
Email	PRB604733	User IDs longer than 40 characters are truncated in the Created by and Updated by fields	Create a user with a User ID longer than 40 characters. Impersonate the user. Create a new incident. Personalize the Incident list to show the Created by and Updated by columns. Note that the user ID is truncated to 40 characters in the Created by and Updated by columns.

Problem category	Problem	Short description	Steps to reproduce
Email	PRB606437	The Diagnostics script include contains a typographical error.	Navigate to System Definition > Script Includes. Open the script include named Diagnostics. In the Script field, note that line 147 is: this.smptStatus = ''; It should be: this.smtpStatus = '';
Email	PRB583569	Email filters do not work unless an action script is present	1. Activate the Email Filters plugin. 2. Navigate to System Mailboxes > Administration > Filters. 3. Click New. 4. Name the email filter and add a condition. 5. Save the record. 6. Under Filter Actions click New. 7. Select a Type such as Mark as Ignored. 8. Save the record. 9. Send an email to the instance. Ensure the subject contains Ignore this email. 10. Navigate to System Mailboxes > Inbound > Received. 11. Locate the email you sent. Note that the State is Processed, not Ignored. 12. Open the email filter you created. 13. Add an action script such as current.error_string = "Email ignored by 'Ignore this email'"; 14. Send another email to the instance. Ensure the subject contains Ignore this email. 15. Navigate to System Mailboxes > Inbound > Received. 16. Locate the second email you sent. Note that the State is Ignored.
Email	PRB602379	When CIs have no parents, resulting ci.affected events contain blank Parm1 and Parm2 parameters.	1. Create a [cmdb_rel_ci] record and have no reference to a parent. 2. Invoke the "ci.affected" event by generating an example [incident] record related to the CI. 3. Observe that the "ci.affected" event will have blank values for both "Parm1" and "Parm2" parameters.
Email	PRB599625	"Ignore duplicates" business rule allows duplicates with the same weight to go through	Optional: Turn off the "SMTP sender" job so you can create similar emails in the "send-ready" state. 1) Open an incident record. 2) Set assigned_to to UserA. Click Update. 3) Set assigned_to to UserB. Click Update. 4) Set assigned_to to UserA. Click Update. After the event processor runs, there are 2 send-ready emails to UserA. They are duplicates in every way, except the watermark.
Email	PRB607331	Emails from email client lose their body contents when glide.ui.email_client.html is 'false' and glide.ui.html.editor is 'htmlarea'	1. Create a client template to use with incidents. Use the following contents in the body: [code] <!-- HTML --> <table><tr><td><pre style="margin: 0; line-height: 125%">1 2 3 4 5 6</pre></td><td><pre style="margin: 0; line-height: 125%">Short Description: ${short_description} Description: ${description} </pre></td></tr></table> [/code] 2. Go to All Properties. Set the following properties: glide.ui.email_client.html -- false glide.ui.html.editor -- htmlarea 3. Open an incident and click the email client to sent an email. 4. Send the email 5. Go to the Outbox -- the Body section is empty.
Email	PRB606424	The ${URL} variable in the Notify Change Calendar notification is broken.	Fire notification by creating a change and meeting all trigger conditions.
Email	PRB607185	ServiceNow instance responds to email from another ServiceNow instance, causing an email loop	

Problem category	Problem	Short description	Steps to reproduce
Email	PRB584508	Inbound email actions that use key-value pairs are parsed incorrectly when certain characters are present in the "value" portion.	Create an inbound email action with the following line: gs.log('Agent - ' + email.body.agent); Send an email with the following body: Agent: pool: mkt_web_pool Entries in the log will show this message: Agent - pool:mkt_web_pool Note that the space after the colon in pool is removed. Send an email with the following body: Agent: afsb_notes1:acfs-mt-01 Entries in the log will show this message: Agent - afsb_notes1 Note that the text after the colon is removed.
Email	PRB588385	Emails from untrusted domains are delivered when there is no Guest user and there is a user in the instance with no email address defined	
Email	PRB600956	Email reports that have attachment but no body will not include watermark (Eureka)	
Email	PRB602560	Reference field display value ('caller_id' field) is not resolved if the value is 32 characters long	On an instance with: -- OOB 'Create Incident' inbound email action enabled -- glide.pop3readerjob.create_caller set to true -- glide.user.trusted_domain set to '*' 1) Change this line : "current.caller_id = gs.getUserID();" to this : "current.caller_id = email.from;" 2) Send an email to the instance from a 32-character-length email address (make sure no users in the user table have this email address). 3) Navigate to the target record (of type 'incident') and notice that the 'caller_id' field has an empty display value.
Email	PRB573648	Skipped Emails should display why they are skipped	
Email	PRB608406	Accepting a calendar invitation sent from an instance causes an incident to be created.	Ensure the change management feature is integrated with Microsoft Outlook. Create an incident and assign it to yourself. Create a change request from the incident. In the change request, schedule a date and time. Once you receive the meeting invitation in Outlook, accept it. Wait approximately two minutes, then check the Incident [incident] table. Note that a new incident is created from accepting the meeting invitation.
Email	PRB609507	The email.getSubject() and email.getBody() mail script accessors do not work	
Email	PRB602022	Large number Business.affected events slowing down email processing	
Email	PRB587790	If you code email recipients dynamically using <mail_script></mail_script> in a notification and any of the recipients are subscribed to SMS notifications for the email, all coded recipients receive SMS messages.	
Email	PRB577622	Subscribable Notifications sending to all users after one user changes subscribable preferences	Choose any email notification, such as 'Change commented' 1. Open any Change, add individuals to the watch list, and to the Assigned to / Caller field. 2. Add a comment to the ticket Notice one email goes out to appropriate individuals 3. Check the 'Subscribable' box on the email notification 4. Remove all but 1 individual from the watch-list and update the CHG Notice all 5 individuals receive the update even though they are no longer on the watch list or subscribed to it under sys_user notification preferences 5. Update a different change All of the same users receive the notification
Email	PRB616528	For inbound emails, the system breaks anchor links by prepending the instance name	
Email	PRB616714	Images with names that contain spaces are not embedded in outgoing notifications.	Navigate to System UI > Images. Upload an image that contains a space in the file name. Navigate to System Policy > Email > Notifications. Open an email notification. In the Message HTML field, add the image you uploaded. Trigger the notification. When the email notification is received in the recipients mailbox, review the email source. You will find the img tag as expected but the encoded image will be missing.
Email	PRB602481	Conditions for email filters are case sensitive	
Email	PRB616957	Clone a source instance over a target that has email accounts disabled: Email config is not migrated to clone.	1. Enable email accounts on an instance. 2. Clone that instance over an instance that does not have email accounts plugin enabled. 3. Notice that the email configuration is not migrated to the clone email accounts.
Email	PRB604319	Using the email.setBody mail script in an email notification causes duplication of body content	
Email	PRB607138	For email notifications generated by workflows, the mail script function setSubject() does not set the subject.	1) Create a V1 notification with <mail_script> email.setSubject("Test Email"); </mail_script> in the message field 2) Cause the notification to fire and observe that the resulting email has an empty subject.

Problem category	Problem	Short description	Steps to reproduce
Email	PRB606290	For notifications triggered by events, unsubscribe does not work when multiple email recipients are set in parm1 or parm2	1. Ensure that the subscription-based notification plugin is enabled 2. Create three users with email addresses 3. Create a business rule (e.g. fired on "update" an "incident") which will send an customized event to trigger notification 4. Create a notification and use the "parm1" as the recipients of the emails 5. In the notification messages (cmn_notif_message), unsubscribe this notification, and use the "unsubscribe" filter not to send notification 6. Register the event sent in step 2.
Email	PRB591475	Emails from mailer-daemon are not ignored as expected.	
Email	PRB596710	The email property glide.pop3.reply_separators does not register trailing spaces.	
Email	PRB608683	glide.smtp* properties are not preserved during a clone	Source instance: Has one of the following smtp properties configured: - glide.smtp.port - glide.smtp.tls - glide.smtp.auth Target instance: Use the default values for the smtp properties: - glide.smtp.port: 110 - glide.smtp.tls: false - glide.smtp.auth: false 1. Clone the instance. 2. Notice that the email configuration no longer works on target instance.
Email	PRB610796	Upgrading changes the POP3 server port configuration, which prevents the instance from receiving email if the POP3 server uses SSL encryption.	
Email	PRB611105	Email client templates do not work after upgrading.	1. Navigate to System Policy > Client Templates 2. Click new to add a new template 3. Provide a name and select the Incident for the table 4. In the body section, add the following script: <mail_script>template.print("Hello World");</mail_script> 5. Save 6. Go to an incident and click the email client. Notice that the body does not have the text "Hello World". 7. Navigate to System Policy > Notification Email Scripts 8. Add a new script to use the above script: template.print("Hello World"); 9. Provide a name (mailtemplate) and save 10. Return to the template created in step 3. 11. Remove the mail_script line from the body and use the following line instead: ${mail_script:mailtemplate} 12. Repeat step 6. Notice that the line is now printed in the body section.
Email	PRB580307	Inbound email entries in activity formatter display broken image cid (content ID) links	1. Draft email and drag picture into body 2. Send email to an instance. 3. Open resulting incident. Open activity formatter entry for the email. Note broken image link has src of cid: for embedded base64 encoded attachment. Should have been converted to sys_attachment something or stripped.
Email	PRB611733	Inbound Email actions module: Email to internal@server.com creates spam of CHG, PRB, Stories, or KB article in HI	1. Send email to internal@server.com with the following values: Subject: Re: Body of the message: Error: Invalid user address Error message below: 550 - Requested action not taken: no such user here Message details: Subject: Sent date: Tue Oct 28 11:07:37 GMT 2014 MAIL FROM: internal@service-now.com RCPT TO: 858-337-2907@vtext.com From: "Service-now.com Internal Server" <internal@service-now.com> To: 858-337-2907@vtext.com Size (in bytes): 92 2. Notice that Inbound Email actions have failed and that one or more of the following are created: -- Change request -- Story -- Problem -- Knowledge article

Problem category	Problem	Short description	Steps to reproduce
Email	PRB599783	The auto-complete list count is not correct for the email client To, Cc, and Bcc fields.	1. Open an incident and click the email client icon 2. Enter "A" in the "To" field Note that the auto-completer list shows the following: "Showing 1 of 15 of more than 251" But only 11 values will be in the auto-completer list. The title count does not match the values shown.
Filters	PRB618923	sc_task record with an email notification: Throws exception when using variable in condition field	Create an sc_task record with an email notification. Result: sc_task throws an exception when it is created. The email condition builder is using the variable field. Null pointer exception in the logs. Null pointer exception in the workflow viewer.
Filters	PRB619930	Filter for "Label" content in Choice List results in Syntax Error	1. In System Definition, go to Choice Lists. 2. Click the arrow to open the filter. 3. Set: Search field: label Search value: lease 4. Click 'Run' to run the filter. Result: error message
Financial Mgmt	PRB609762	Allocation rules always allocate 100% of the cost to each rule and ignore the percentage setting in the rule	Create an expense allocation rule with less than a 100% allocation. Create an expense line that will trigger the rule, and set the Status field to Pending. Run the scheduled job that processes allocation rules: Process Allocation Rules. The cost is the full amount instead of the percentage you selected.
Financial Mgmt	PRB613787	IT Cost Management: Rate Card Number is not set in Expense Lines	
Financial Mgmt	PRB581512	The cost center does not get copied to the expense lines from the originating distribution cost.	
Financial Mgmt	PRB617430	IT Cost Allocation: Last Fiscal Period and This Fiscal Period properties are not available on certain date filters.	1. Click "Allocate by Actual Project Cost". 2. In the Cost Allocation section, select the "Filter" check box. 3. Pick any date field. Result: Notice that the date filter option does not display properties that are related to the fiscal calendar.
Financial Mgmt	PRB609982	Cost center does not get copied to expense lines from the originating distribution cost	1. Login to an instance. 2. Navigate to Distribution Cost 3. Create a new record. You might need to create a new distribution cost rule to select in the 'Distribute cost rule' -> Select 'Cost center' -> Submit -> Take a note of this distribution cost number 4. Navigate to sys_trigger.LIST. Open the [Process FM Costs] job and click 'Execute Now' 5. Navigate to Distribute Cost Center and open the record you created in step 3. Scroll down to the Expense Lines related list. Include the Cost Center via personalize list. Notice the Cost Center is empty
Financial Mgmt	PRB603555	A very large amount of jobs caused excessive database contention.	
Financial Mgmt	PRB619593	Create new Expense Line with User as the source: User field is cleared on save.	1. Open Financial Management > Expense Lines 2. Create a new Expense Line record. 3. In the Source section, in the User field, select a user. 4. Save the record. After the save, the Source DI field shows "User: <username>", but the User field is now blank and has no value. The Expense Lines related list is also empty. 5. Reopen the record that you created in step 2. 6. In the Source section, in the User field, select the same user. 7. Save again. This time the field is retained and the expense appears on the related list as expected.
Financial Mgmt	PRB607548	Distribution Costs: Adds expense lines for two extra days after End Date	1. Create a distribution cost rule to filter for the assets. For example, use condition '''name starts with b'''. 2. Create a distribution cost and assign it the distribution cost rule. Under the '''General''' tab, select an '''End date''' and the interval '''Daily'''. 3. Select the '''Recurring''' option. 4. Go to an asset that matches the rule and add a recurring expense line. 5. Assign a rate card. 6. Wait for the distribution cost to go past the '''End date'''. Result: After the end date is reached, the distribution keeps adding expense lines for two days. Then it becomes disabled.

Problem category	Problem	Short description	Steps to reproduce
HR Service Automation	PRB613389	'HR case has been opened' notifications are not generated for non-admin users	1) Log on to an instance. 2) Give one user all of the HR roles. 3) Impersonate the user. 4) Create a new record on hr_Case. A notification is generated: HR Case HRCxxxxxxx has been assigned to you' 5) Log out and then log on to the same instance. 6) Impersonate an admin user. 7) Create a new record on hr_Case. Result: Two notifications are generated: 'HR Case HRCxxxxxxx has been assigned to you' 'HR Case HRCxxxxxxx has been opened'
HR Service Automation	PRB613555	The StateFlow script include references a nonexistent field	Set up a StateFlow record for two different tables for the same state values that have mandatory fields. Result: When the StateFlow checks mandatory fields, it attempts to validate mandatory fields from both records, even though they are for different tables.
Import / Export	PRB597391	Change the default FTP connection to passive.	Set up an FTP connection. Set it to active. The connection fails and generates the following error: The Import log return the following "Warning" message : java.io.IOException: /glide/nodes/gfimspdev002_16016/bin/../tmp/gurlfa1a3a1c78b69500107e66c5bf3ae0aa.tmp size:0
Import / Export	PRB602201	LDAP via MID-Paging enabled on LDAP server but instance does not page result set. MID is paging unaware.	Ensure that AD has paging enabled (often the case). Ensure that the Glide property glide.ldap.paging has been added to the instance and to the MID server configuration parameters (ecc_agent_config). This is a Glide property, so its application to the MID server configuration requires clarification. "Nibbling" is observed rather than paging in the instance logs. The MID server does not seem to be paging aware.
Import / Export	PRB600356	When you export an import template and save the file locally, the import template is blank when a related list is included.	Navigate to the Incident List view and personalize the List Layout. Add a caller and save the record. Navigate to list all the Open Incidents, right-click the form header, and select Import. Select 'Insert' and click on Create Excel Template. Select Download to download the template.
Import / Export	PRB602805	After upgrading to Dublin, the onAfter transform script does not execute when the onBefore transform script has ignore = true.	
Import / Export	PRB605483	The transform history record is missing the Set and Import set table values when there are two or more transforms and the transform is done by processor ImportProcessor.	1. Create an Excel file with a couple of columns and rows. 2. Create a data source. <file_retrieval_method>Attachment <format>Excel <type>File 3. Create >=2 transform maps for it. They can be identical. 4. Load the following URL, replacing the parameters shown in all caps. https://www.INSTANCENAME.service-now.com/sys_import.do?create_new_module=ON&sysparm_extends=sys_import_set_row&import_source=data_source&selected_application=import_sets&sysparm_data_source=SYS_ID_OF_DATASOURCE&sysparm_tablelabel=DATASOURCE_LABEL&sysparm_transform_after_load=true&sysparm_tablename=DATASOURCE_TABLENAME&sysparm_recreate_table=false 5. Load the module Transform History. Of the most recent transforms, only one will contain the Set and Import set table values.
Import / Export	PRB607375	Importing Microsoft Projects should import resources assigned to the task	1. Navigate to Project > Administration > Import Project. 2. Import a Microsoft Project with resources. After importing the project, note that the resources assigned to the task are not imported, even if they match the user in the Service Now instance.
Import / Export	PRB608464	When using mapping assist for a new transformation map you cannot recreate removed fields.	
Import / Export	PRB618230	Coalesce on reference field without specifying Referenced value field name does not work	
Import / Export	PRB597722	Date formats not showing up for certain data/datetime data types in transform mapping	1. Create a target table with a field of type 'Other Date'; for example: dTarget. 2. Create a source table with a Date field; For example: dSource. 3. Create a transform map for the two tables. 4. Map dSource to dTarget. In the mapping page the option to specify the format for the the date is not available. 5. Change the target field to another date; for example: 'Created'. The date format field pops up and you can change it to the format you want.
Import / Export	PRB603096	When exporting to Excel the glide.sys.date_format is ignored	1. Change glide.sys.date_format to dd/MM/yyyy. The new date format is displayed for incident sys_created_on, for example. 2. Export from listview, including sys_created_on, to Excel. 3. The date format in excel remains as yyyy-MM-dd - the default.

Problem category	Problem	Short description	Steps to reproduce
Import / Export	PRB608686	LDAP listener status displays Greenwich time	1. Activate the demo/example LDAP Server on OOB instance. 2. Navigate to LDAP Monitor. Expected Results: timezone in LDAP Listener Status pane matches instance timezone Actual Results: timezones in LDAP Listener Status pane is GMT
Import / Export	PRB592695	Clicking "Import log" after a transform results in excessive render time	1. Open an import set. 2. Navigate to Reprocess > Transform > Transform > Import Log. Note that the Response time(ms) is excessive.
Import / Export	PRB605650	Duplicate records created - The option 'Coalesce case sensitive' in the Field Map is not working if the field map is on a reference field.	
Import / Export	PRB578920	Cannot export datetime dictionary type to Excel	1. Create a new table. 2. Add a datetime column (not glide_date_time). 3. Give the new table a few columns of data. 4. Try to export to Excel. The export works but the datetime column will be blank. 5. Export to CSV. The export works fine. 6. Change the dictionary entry for the column from datetime to glide_date_time. 7. Export to Excel. The column exports properly.
Import / Export	PRB600169	Instance creates Active Directory groups via listener with LDAP OU Definition inactive	1. Disable the LDAP OU Group Definition. 2. Restart LDAP Listener. 3. Create test group in Active Directory. 4. Wait to see if test group is created.
Import / Export	PRB608188	Import sets do not transform a negative (-) currency value if the source table has a Price data type	1. Create a data source which has data set to a negative number. 2. Test Load 20 records to create the source file. The source file should contain u_name, u_count and u_amount. 3. Go to the source table and change the data type of the 'u_amount' field to 'Price'. 4. Create a Target table with the same 3 fields: u_name, u_count and u_amount. Make sure the data type of u_amount is 'Price'. 5. Create a transform map to transform the source tables data to the target table. Coalesce on 'u_name'.
Import / Export	PRB608549	Instance is not building hostname correctly for SCP protocol	
Import / Export	PRB597416	Phone number imported from XLS file interpreted as decimal value	1. Import XLS file into new import table. Examine imported data notice the phone number is not displaying properly because it is a decimal. 2. Import the CSV into another new table. Examine the imported data notice it is correct.
Import / Export	PRB606339	LDAP via MID server is failing to import binary data such as User Photo	
Import / Export	PRB594416	If table is restricted with privliged role, export does not work	1. Create a custom role (such as cmdb_test) and elevate the privilege for this role. 2. Create ACLs on the table "cmdb_ci_rack" for read, write, create and delete operations and restrict the ACLs with privileged custom role. 2. Grant the role to itil user eg, beth.anglin. 3. Log in as the itil user. 4. Activate the elevated privilege for the current session. 5. Create list report on the restricted table "cmdb_ci_rack". 6. Export the report to Excel / CSV. The file is empty without the list rows.
Import / Export	PRB600799	HTTP Data Import fails if there is a space in one of the directories in the file path	1.Create a data source. 2. Import data.
Import / Export	PRB608669	Unable to import BLOB data via MID server/JDBC and Oracle	1. Setup a MID Server and point to the instance. 2. Create a Data Source with the following attributes: * Import set table label: oracle_blob_import * Import set table name: u_oracle_blob_import * Type: JDBC * Use MID Server: <enter MID server created in step [1]> * Format: Oracle * Database name: snc * Database port: 1521 * User name: snc * Password: ************ * Server: localhost * Query: All Rows from Table (also tested a specific SELECT statement) * Table name: a table in the Oracle database that contains BLOBs 3. Create the transform for this this Data Source (BLOB field was mapped). 4. Run the import.
Import / Export	PRB603979	LDAP does not properly read Active Directory OU with "&" in name	
Import / Export	PRB610574	Date values not imported using easy import	
Import / Export	PRB603868	FTP and FTPS connections throw a null pointer exception if the username ends with a capital C	

Problem category	Problem	Short description	Steps to reproduce
Import / Export	PRB605817	Transform to a choice value selects an inactive sys_choice value	1. Create 2 sys_choice records: Table: incident Element: category Value: EMAIL Label: EMAIL Inactive: true Sequence:1 Table: incident Element: category Value: email Label: email Inactive: false sequence:2 2. Create a transform map that maps "email" to category. The resulting incident will have a category of "Email". If you change the sequence number for the sys_choice records the one with the lowest value is chosen.
Import / Export	PRB591498	Field Map (sys_transform_entry) source script field is set to string	1. Open a dictionary entry for a sys_transform_entry. 2. Select source_script. It is set to "string", when it should be a script.
Import / Export	PRB609733	Import with setAbortAction business rule is not causing an error during transform	

Import / Export	PRB607262	Large number of user roles results in no status screen when running a transform on an import set	1) Run the following script to add 1800 random roles:
			
			var HOW_MANY = 1800;
			for(var counter = 0; counter < HOW_MANY; counter++) {
			gs.print("counter:"+counter);
			//32-character random string
			var randText = "";
			var possible = " ABCDEFGHIJKLMNOPQRSTUVWXYZabcdefghijklmnopqrstuvwxyz0123456789";
			for(var i=0; i < 32; i++)
			randText += possible.charAt(Math.floor(Math.random() * possible.length));
			
			var role = new GlideRecord('sys_user_role');
			role.initialize();
			role.can_delegate = 'true';
			role.elevated_privilege = 'false';
			role.grantable = 'true';
			role.name = randText;
			role.insert();
			}
			
			2) create a user and add the import_admin, import_transformer, and all the random roles just created. Here is the script to add the 1800 roles just created to a user:
			
			var role = new GlideRecord('sys_user_role');
			role.query();
			while(role.next()) {
			var userRole = new GlideRecord('sys_user_has_role');
			userRole.initialize();
			userRole.state = 'active'
			userRole.role = role.sys_id;
			userRole.inherited = '0'
			userRole.user = '2deeeb86c53e2100e959836c2afd3a06'; //hardcoded sys_id of user
			userRole.insert();
			}
			
			3) impersonate the user just created with many roles. Perform a 'test load' , then a 'Run transform'
			
			Expected Results: After clicking the "Transform" button in the "Specify Import Set and Map", the import status screen appears.
			Actual Results: After clicking the "Transform" button in the "Specify Import Set and Map", the page reloads (user is NOT redirected to import status screen).

Problem category	Problem	Short description	Steps to reproduce
Import / Export	PRB604429	Issue with "Refresh from LDAP" link when non LDAP data source has a value for the LDAP target field	1) Ensure "LDAP target" for the 'User Import CSV' data source is set to 'Users' 2) Find any user record that has LDAP server and LDAP Source field populated. I used Lisa Goyer (User ID: lgoyer) 3) Click "Refresh from LDAP" link 4) Review recently created import set and note the Data Source is set to "User Import CSV" and not the LDAP Server datasource (LDAP NYS/Users) 5) Import set remains as 'Loading' 1) Ensure "LDAP target" is set blank 2) Find any user record that has LDAP server and LDAP Source field populated. I used Lisa Goyer (User ID: lgoyer) 3) Click "Refresh from LDAP" link 4) Review recently created import set and note the Data Source is set to the LDAP Server datasource (LDAP NYS/Users) 5) Import set is marked as complete.
Import / Export	PRB596389	Data source connection properties not honored through MID Server	
Import / Export	PRB158401	Unable to specify character encoding "UTF-8" for JDBC connection to SQL server	
Import / Export	PRB599260	Importing fields of Document ID type does not transform correctly	1. Create a new Data Source with the following settings: Name: Translated Text Test Label: Trns Text Test source Set Type as file Format as Excel File retrieval method: Attachment 2. Attach the file to the data source. 3. Save the record. 4. Upload all files. 5. Create a transform map. 6. Enter a name for the transform map. 7. Select the target table as "Translated Text sys_translated_text". 8. Right click on the header and select Save. 9. Click Auto map matching fields from the related links. 10. Ensure that all columns in the excel file are mapped correctly. 11. Click Transform from the Related Links section. A completion error occurs with even though you see the message "transform complete".
Import / Export	PRB609179	Easy Import fails to import float values and rounds up to two decimal places	1. From a list view of the location table that includes the longitude and latitude fields (note that some of these values contain more than 2 decimal places), right click on a column header and select "Import". 2. On the next screen select Update. 3. Select "Create Excel Template". 4. On the popup window select Download. 5. After the file downloads, select "Choose file" and select the file you just downloaded. 6. Select "Upload and Preview Import Data". Note that the longitude and latitude values are rounded to 2 decimal places.
Import / Export	PRB603934	Script include "ImportSetCleaner" doesn't work for a specific table when daysAgo() value is set.	
Import / Export	PRB599348	CSV and XML files are not deleted after an import.	Upload an XML file to an instance. Check the glide/temp directory for the file after the import completes.
Import / Export	PRB574520	Oracle date fields not importing as datetime fields	
Import / Export	PRB601342	Importing date/time data into Planned start and Planned end fields in the change_request table shows the wrong time unless the user's timezone is set to US/Pacific.	
Import / Export	PRB603569	Transform maps update via Mapping Assist related link.	1. When building a transform map in Eureka, click on the Mapping Assist related link. 2. After modifying the map and saving it, specify coalesce field and update. This action always wipes out the 1 coalesce value from true to false. It also wipes out the Script field map value of Use source script (true to false) as well as the source script itself (blanks it out).
Import / Export	PRB595319	Import set fails during transformation process with java.lang.NullPointerException error	
Incident Alert	PRB610465	PIR Report erroring breaks if glide.ui.escape_text is false.	1) Enable Incident Alert Management. 2) Set glide.ui.escape_text to false. 3) Create a new record for incident alert management. 4) Set state to resolved. 5) Click "View PIR Report". An error returns in the popup: "The entity name must immediately follow the '&' in the entity reference."
Incident Alert	PRB605179	A ghost update is occurring for the "Show related incident alert" UI Action.	1) Make sure the Active field on the"Show related incident alert" UI Action is set to true. 2) View any open incident. 3) Open the UI Action again. The versions will show that the UI action was updated when the incident was opened. It was made inactive.

Problem category	Problem	Short description	Steps to reproduce
Incident Management	PRB603157	The Show related incidents UI macro works on the caller_id field only in Dublin and later releases	Open any incident record. Right-click the Location field and select Personalize Dictionary. In the Attributes field, enter tree_picker=true,ref_contributions=user_show_incidents. Click Update. Navigate to Incident > Create New. Set the Location to any value. Click Submit. Navigate to Incident > Create New. Set the Location to the same value as in the previous incident. Right-click the form header and select Save. Click the Show related incidents icon beside the Location field. Note that no results are displayed. In our Calgary builds, the list renders as expected with both new Incidents in place. In the Dublin builds, no results return, since the updated user_show_incidents Macro hard codes the field to caller_id rather than letting this be variable based on the associated field.
Incident Management	PRB602983	The Incident Management (com.snc.incident) plugin in the Dublin upgrade changes the value of the glide.ui.autoclose.time property to 0.	Upgrade a Calgary instance to Dublin. The Best Practice-Incident Resolution Workflow (com.snc.bestpractice.incident) plugin in the Dublin upgrade sets the value of the glide.ui.autoclose.time property to 1. Then the Incident Management (com.snc.incident) plugin in the Dublin upgrade sets the value of the glide.ui.autoclose.time property to 0.
Integrations	PRB602232	Task_Survey fails to update unless user is already logged into ServiceNow	Enable email on the instance Instance needs to have SSO set up Turn on out of box surveys on tasks. Resolve / complete a task. You should receive an email to take a survey. Log out of the instance Click the link in your email. Take the survey and submit View the task_survey table. You should see that the "instance" field (survey_instance) is blank. View the "task_survey_detail" database view. Search for the survey you just completed. Result: The survey does not appear.
Integrations	PRB575492	In the Netcool Omnibus integration, UI actions are created, but they are not visible on the form.	Activate the Integration – IBM Netcool/OMNIbus plugin. See the following wiki article for instructions. http://wiki.servicenow.com/index.php?title=Netcool_Integration#NetCool_Integration_Setup_Record Notice that the two UI actions are created, but they are not visible on form per the wiki documentation.
Integrations	PRB592162	The UI action to stop the Netcool socket monitor doesn't work.	
Integrations	PRB608095	ACLs are incorrectly updated after the Procurement plugin is installed.	1) Review an out-of-box instance for ACLs for sc_task, sc_request, and sc_req_item. 2) Install the Procurement plugin. Notice that ACLs for those tables have changed.
Integrations	PRB597627	The Google Maps integration displays multiple Client ID property fields.	1) Navigate to System Properties > Google Maps 2) See field 'Client ID for Google Maps API for Business. To obtain your own key, visit http://www.google.com/enterprise/earthmaps/maps.html for details.' duplicated
Integrations	PRB607063	Google maps API 3.14 deprecated - Only one marker is placed on map	
Integrations	PRB608949	Longitude and latitude information is not populating with the "get_lat_long" business rule.	
Integrations	PRB614104	Icon on Map pages does not display when using Google Chrome version 38.0.2125.122	1) Upgrade Chrome to the latest version (38.0.2125.122). 2) Go to your instance. 3) Go to any Map page. Note that the icon does not display.
IT Governance Risk and Compliance	PRB612988	Error while adding condition in Condition Collection (Message Centre) in HI	1. Navigate to a Condition collection record. 2. Click on the "Add condition" related link.
IT Governance Risk and Compliance	PRB599138	For IT Governance Control Test Definitions, there is not a custom UI Action for Insert which will generate a new Definition ID for the new copy of the record	1. Activate the IT Governance plugin; load demo data. 2. Navigate to Control Test Definition list. 3. Select a Control Test Definition record, right-click on the record header, and select Insert. 4. Go back and refresh the Control Test Definition list, and order by the Definition ID; note that you have two Control Test Definition records with the same Definition ID. 5. If you choose Insert and Stay, you will get a new record with a new Definition ID, because of the custom UI Action for Insert and Stay.
IT Governance Risk and Compliance	PRB600634	Activating IT / GRC plugin breaks Visual Task Boards	1. Activate IT / GRC plugin in master. 2. Try to view a Visual Task Board.

Problem category	Problem	Short description	Steps to reproduce
IT Governance Risk and Compliance	PRB616756	IT Governance reverting customizations to OOB state for the task closer BR during an upgrade	1. Activate the IT Governance plugin. 2. Make a customization to the task closer BR. 3. Upgrade the instance. 4. Look at the upgrade history for target name contains task closer. The upgrade details show a disposition of updated even though there was a customization made that should have a skipped disposition. Also observe the file name that appends the _Before_1458a4faeee51f2e9949fb3241e375238fc26dfc after the sys_id of the BR.
Knowledge Management	PRB578864	Knowledge search logs show wrong value for Results field.	Navigate to Knowledgebase >View, and search for a term that would return a large result set possibly spanning multiple pages. Navigate to Search Log, notice the log entry for that search shows Results incorrectly.
Knowledge Management	PRB584603	Localized instances display multiple English entries when openning articles from the kb_view UI macro	1. Enable "I18N: Knowledge Management Internationalization Plugin v2" (com.glideapp.knowledge.i18n2). This is to get the Languages box and the respective UI Macro that builds it (kb_languages) 2. Navigate to https://instancename.service-now.com/kb_view.do?sys_kb_id= Expected results: Have one option for English (or none) Actual results: Observe a large number of "English" entries in the Languages box
Knowledge Management	PRB603820	The label for the "attached_knowledge" UI Macro could not be translated	1. Install a language plugin on the instance. 2. Open a problem record. For example, PRB0000055. 3. Attach a KB Article to the PRB using the KB icon on short description, and save. This adds the "Attached knowledge:" field just below work notes. 4. Change to another language. This label is not translated.
Knowledge Management	PRB592911	Self service knowledge search only returns one result regardless of search results	
Knowledge Management	PRB620168	HTML in Knowledge articles don't show properly	
Knowledge Management	PRB618169	Knowledge search fails when there is a more than one kb_find_query UI macro	1. Launch https://instance.service-now.com/kb_find.do. 2. Verify search works and there are results. 3. Navigate to UI Macro > kb_find_query. 4. Right click header and select Insert and Stay. 5. Click back to list view and set the new version: active=false. 6. Launch https://instance.service-now.com/kb_find.do. 7. Search no longer works and the system generates two entries in the error log: 1st Error log entry: -------Source: com.glide.ui.ServletErrorListener -------Message: /glide/nodes/[instance node]/webapps/glide/itil/WEB-INF/ui.jtemplates/kb_find_query.xml (No such file or directory): no thrown error 2nd Error log entry: -------Source: com.glide.ui.ServletErrorListener -------Message: GlideJellyContext: /glide/nodes/[instance node]/webapps/glide/itil/WEB-INF/ui.jtemplates/kb_find_query.xml (No such file or directory): no thrown error
Knowledge Management	PRB593923	Localized knowledge articles still display when inactive	1. Install I18N: Knowledge Management Internationalization Plugin v2. 2. Install a language translation. 3. Create a new knowledge article. 4. Create a translated version of the knowledge article. 5. View them make sure they are working. 6. Deactivate the translated article. The article is still visible.
Knowledge Management	PRB595964	Typing symbols or letters into the kb_list.do page field causes the list to break	1. Browse to Self-Service > Knowledge. 2. Select any of the "View all items" links. 3. Change the page number field on the list to one of the following !, @, +, A. 4. Press Enter. The list is blank, and the error message: to NaN of org.mozilla.javascript.Undefined@8a16d7 is displayed in place of the page count. Occasionally, the list will just appear as a blank page with no error or list at all. This is not the same behavior on other list views, for example incident or cmdb_ci. In these lists, the list just reloads show records 1 to X of Y.
Knowledge Management	PRB585994	A wiki_text field on a form breaks the CSS of subsequent form section headers	1. Add the "Wiki" field to the Knowledge [kb_knowledge] form. 2. Create a new Form Section on the Knowledge [kb_knowledge] form. 3. Look at the header of the new form section See that the CSS formatting is wrong on the form section: the header text is white instead of black, and the height of the header is wrong. 4. Remove the Wiki field from the form. 5. Look at the header of the new form section again. The section looks fine now.

Problem category	Problem	Short description	Steps to reproduce
Knowledge Management	PRB609575	Global search returns retired articles as exact matches	1. Navigate to the Knowledge [kb_knowledge] form. 2. Open any article and set the state to "retired". 3. Search the article number in global search. The search returns the article as an exact match.
Knowledge Management	PRB590003	Before business rules do not run on kb_find.do UI page when there are multiple languages on the system	1. Activate at least one i18n language. 2. Activate 'I18N: Knowledge Management Internationalization Plugin v2' plugin. 3. Go to kb_knowledge list and make at least 3 KBs of type Known Error. 4. Create a simple query business rule. For example: Name = kb query test Table = kb_knowledge Condition = gs.isInteractive() Script = current.addEncodedQuery('topic=Known Error'); When = before Query = True This should only query kb articles of topic = Known error. 5. Global search for a keyword that does not appear in those KBs which are marked Known Error, for example 'VPN'. Notice no results are returned, which is expected due to the query business rule. So global search honors the query business rule. 6. Now go to KB > View and search for VPN, see KBs that are not of topic Known error are also returned. If you turned ON debug business rule you'd see the query business rule is not being run. Only happens on kb_find.do
Knowledge Management	PRB615043	Wrong link to help in the Knowledge Management v3 plugin	
Knowledge Management	PRB600002	Feedback comments section in Knowledge application does not reappear when you check Flag Article after submitting feedback	1) Go to Self-Service -> Knowledge 2) Click an article 3) Click the + (plus icon) next to the Feedback: label 4) Enter comments and click "Submit Feedback" 5) Check the "Flag article" check box Note that the comments section is not redisplayed for you to enter additional feedback.

Knowledge Management	PRB593342	The "Count Knowledge Use" scheduled job not properly calculating view count	1. Bring up the "Count Knowledge Use" sys_trigger record.
			2. Note the following lines:
			
			var num = kbv.getAggregate("SUM","times_viewed");
			if (num > 0) {
			
			We do an aggregate to sum up the times_viewed values but only update the kb article if the value is greater than zero.

Knowledge Management	PRB615816	The publication homepage does not show default list elements	
Knowledge Management	PRB588878	Knowledge search returns different results than global search	
Knowledge Management	PRB609226	Cannot bookmark KB search results from a global search	1. Search for any knowledge article in global search. 2. From the results drag the link to the book mark bar.
Knowledge Management	PRB583915	Knowledge breadcrumbs not displaying translated topic value	1. Activate these plugins: I18N: Internationalization (com.glide.i18n), I18N: French - Canada Translations (com.snc.i18n.french-canada), I18N: Quebecois Translations (com.snc.i18n.quebecois) 2. Create translated knowledge articles. 3. Navigate to the translated articles. 4. The breadcrumbs change to the non-translated value as you navigate.
Knowledge Management	PRB617146	Broken related search results in email notifications	1. Login as the admin user. 2. Create an incident and set the Caller to itil the user (whose email is enabled). 3. Type 'email' in Short description field. The system displays some articles as search results. 4. Submit the incident. 5. Navigate to Email > Logs. 6. Open the 'Incident INCxxxxxxx -- opened on your behalf' notification for the incident. 7. Click 'Preview HTML' . The system displays some articles listed under Related Search Results 8. Click the article links. The system does not open the article.

Problem category	Problem	Short description	Steps to reproduce
Knowledge Management	PRB591933	Later versions of Chrome silently block knowledge searches against SN wiki due to insecure content.	This can be reproduced with Chrome 30: 1) Log on to an instance, then go to Self-Service -> Knowledge 2) Click Advanced Search 3) Change the 3rd drop down field from "Knowledge" to "ServiceNow wiki" 4) Enter "UI Actions" in the search field 5) Click the Search button 6) Note that nothing happens The console will have the following error: <instance-name>/navpage.do ran insecure content from http://wiki.servicenow.com/search-results.php?cx=005409823165138974380:bltnnmgfoek&cof=FORID:10&ie=UTF-8&q=UI%20action. This is similar to PRB591244
Knowledge Management	PRB600330	Mobile Knowledge (knowledge_base/home) does not filter out "Retired" articles like the native UI	Choose a KB article and verify that it comes up in a search Change the state of the KB article to retired Verify that the KB article no longer shows up in a search Search for the same article in the Mobile UI. The article shows up in searches.
Live Feed	PRB606839	Some catalog tasks created from a catalog are displayed as [group e48f] instead of their incident number	Access the catalog item. Fill out any Required fields, and press Order Now. Navigate to the Catalog Task associated with this record. Click the Live Feed icon.
Live Feed	PRB603616	Setting glide.ui.show_live_feed_activity to true causes severe performance degradation when multiple users access the same task record.	1. Set the system property glide.ui.show_live_feed_activity to true. 2. Simulate a live production environment by having groups of users access the same task record simultaneously. 3. CPU usage will peak to 90% causing monitoring alerts.
Live Feed	PRB594225	Bug in Live Table Notification for message "#joined Live Feed"	1. Go to the Live Table Notification. 2. Notice that the "before script" uses the variable "fieldsChanged" instead of "changedFields." To check the effect of this bug: 3. Go to the Social IT > Feed administration > Profiles. 4. Show the "Joined feed" column. 5. Choose a profile with Joined feed=false and change it to true. 6. Go to the logs and after a few moments notice the following error being printed: ============= org.mozilla.javascript.EcmaError: "fieldsChanged" is not defined. Caused by error in <refname> at line 3 1: // switch the profile used to the user that joined 2: profileID = current.sys_id; ==> 3: if (!fieldsChanged.contains("joined_feed")) 4: answer = false; 5: ============= 7. Go back to the list of profiles and change the name of a profile which already has Joined feed=true. 8. Notice that the message "<user name>: #joined Live Feed" appears in the live feed despite the "Joined feed" field not having changed, because of the bug in the "before script."
Live Feed	PRB604760	Image upload icon missing from Live Feed	1. Log in to an instance. 2. Navigate to live feed; notice the attach image icon is not there.
Live Feed	PRB598097	Adding live feed widget to homepage causes "back" context menu button to go to Live Feed page, instead of Homepage.	1. Add Live Feed to Homepage. 2. Drill into a record from another gauge on the homepage. 3. Within this record, click the green back arrow. 4. You should see Live Feed instead of the typical homepage.
Live Feed	PRB610812	Customers experiencing latency or inaccessibility when querying the Live Feed table: live_message table	1. Customer or alerting identifies instance performance degradation or inaccessibility: 2. Support identifies that instance is becoming very slow for users because the semaphores are all used up by requests to xmlhttp.do. 3. The xmlhttp.do is causing requests to back up because they are running hundreds of queries like the following: ==== SELECT live_message0.`sys_id` FROM live_message live_message0 WHERE ((live_message0.`reply_to` IS NULL AND live_message0.`group` = '7cf072f40fb721009799e64be1050ef2') OR live_message0.`sys_id` IN (SELECT live_message0.`reply_to` FROM live_message live_message0 WHERE live_message0.`group` = '7cf072f40fb721009799e64be1050ef2')) AND live_message0.`last_activity` > '2014-10-21 09:22:36' limit 0,1 ==== 4. These queries take several seconds to finish and have no supporting indexes. 5. Adding indexes on live_message (`sys_created_on`) and one on live_message (`last_activity`) resolves the issue.

Problem category	Problem	Short description	Steps to reproduce
Live Feed	PRB579699	Users cannot download files attached to Live Feed posts	1. Log in as admin. 2. Social IT\Live Feed\Company feed. 3. Attach image file and some txt or doc file. 4. Post the message and click on update. 5. Log out. 6. Login as another user ex: itil. 7. Go to Social IT\Live Feed\Company feed. 8. Find the message with the attached files. 9. Click on the image. actual: the image does not appear . Blank popup appears Click on the txt/doc file actual: the file is not downloaded. Blank popup appears
Live Feed	PRB579567	In Live Feed, groups that are private, but not unlisted, do not appear in list of groups	1. Log in to an instance as a user. 2. Go to Live Feed. 3. Create or join private, unlisted group as non-admin for that group. 4. Confirm that the group doesn't show up under "Groups" in left hand menu. OR 1. As admin, go to livefeed and make a new private group. not unlisted, just private. 2. Invite itil user to it 3. Leave the group 4. Go to live feed > groups > view all groups. Although you are no longer a member, your private group should show up.
Live Feed	PRB584993	Live feed tags ignore certain non-English characters	1. Navigate to Live Feed. 2. Enter #SwedishÅÄÖ as hashtag it will create tag Swedish. 3. Enter #åäö as hashtag. Notice tag is not created. 4. Login to instance with which has French Language Translation enabled. Enter #àäô as hashtag. Notice tag is not created.
Live Feed	PRB603461	Live Feed displays character entities in links added in user posts	0. Go to any instance with Live Feed enabled. 1. Navigate to Social IT > Live Feed. 2. Enter some text into the primary post field. 3. Click the "Add Link" icon and: -- a. Enter a URL. -- b. Enter link text to include special characters (like & or "). -- c. Click Enter. 4. Click Update. 5. Observe that the characters are replaced with their entity-representations, which is unexpected (and ugly).
Live Feed	PRB611487	"Show live feed" image showing on the Problem, Incident and Change Request form even if the Live Feed plugin is not active	1. Go to any instance where the live feed plugin is not active. 2. Open the incident form. 3. Notice that the "Show live feed" icon is present on the form. 4. Click on it, a dialog will open with a "Page not found" message.
Managed documents	PRB589194	Unable to download a copy of a managed document	Open an instance. Activate the Managed Documents plugin and make sure demo data is loaded. Navigate to Managed Documents > All. Right-click Coding Standards and select Copy Document. Navigate to the Copy Coding Standards document. Check the Download file box and then check out the document. You do not see a download box and the page turns white.
Managed documents	PRB590781	Group approvals for Document Management not working	Log in to an instance. Activate the Managed Documents plugin. Navigate to Managed Documents > Approval Rules. Configure the form to add the Group Approvers related list. Set up an approval rule; for example, set the Type field to Policy. Add an entry to the User Approver related list and add an entry to the Group Approver related list. Create a document which meets the criteria of your approval rule. Note that approvals go the user but not to the group.
Managed documents	PRB599315	Changing default date format breaks ast_contract UI Action	Activate the Contract Management plugin. Change the glide.sys.date_format property to dd-MM-yyyy. Navigate to any active ast_contract record. Click the Adjust UI action. Choose two valid dates and update. When the form reloads, note that the Starts and Ends fields contain incorrect dates.

Problem category	Problem	Short description	Steps to reproduce
Managed documents	PRB586192	For Managed Documents, inactive approval rules still apply.	Log in to an instance. Activate the Managed Documents plugin. Navigate to Managed Documents > Administration > Approval Rules. Click on any approval rule (for example, Internal policy). Set the Active field to false. Navigate to Managed Documents > Documents > Create New to create a new document. Create a document which meets the criteria of your approval rule. Click Save. Under the related links, notice that the Approvers section has been updated.
Managed documents	PRB595102	For managed documents, there is a date/time mismatch when documents are checked out.	Open an instance running Berlin, Calgary or Dublin. Navigate to Plugins > Managed Documents. Activate the Managed Documents plugin. Navigate to Managed Documents > All and open a document. Click the Check out link. This brings up a window which displays the revision date. This date should be the same as the date in the Document Revisions tab but it does not match.
Managed documents	PRB613506	When a user attempt uses the New and Edit buttons in related lists on managed document lists, "Action not authorized" errors occur	1) Install the "Managed Documents" plugin. 2) Bring up a sys_user record. 3) Add the "Document > Owner" related list to the form. 4) Login as a user who has the document_management_user role. 5) Go to the Documents related list. 6) Click the New button.
Managed documents	PRB579265	The user receives a blank page when checking out a managed document with the Download file box unchecked.	- Navigate to System Definition > Plugins and activate the Managed Documents plugin. Make sure to Load demo data. - Managed Documents > All - Click on Coding Standards - Click on the Check Out Document Related Link. - Uncheck the Download file box, and press Check Out - You will be directed to a blank page, and a number of HTML Errors will appear in the logs.
Managed documents	PRB602128	An alert is displayed when the incrementation revision number of managed document being published is greater than or equal to two decimal places (for example, 0.10).	1. In Managed Documents choose "Create New". 2. Fill out details and select auto increment revision and save 3. After submitting in that same document "Click Upload/Check In Revision". 4. Notice that revision number is incremented. Choose file and attach. 5. If you repeat step 3 and change revision number from 0.2 to 0.9 and save -next revision number is going to be 0.10 6. After creating 0.10 revision number click "Check out document" 7. In related list "Document Revisions" open 0.10 revision document and "Submit for Review" 8. In Related list "Document Revisions" document 0.10 is in state "Ready for publishing" now 3. If you open that again and click "Publish revision" alert is displayed:"Please enter a valid revision number"
Managed documents	PRB613018	When using "Upload/Check In Revision," multiple attachments appear in Document Revisions related list	1) Open an instance. 2) Install the Managed Documents plugin and load demo data. 3) Go to dms_documents.list. 4) Choose Coding Standards. 5) Click on Upload/Check In Revision. 6) Add an attachment. 7) Click OK multiple times. 8) Go to the Document Revisions related list. 9) Click the latest one. Notice that it has multiple attachments.
Memory: Heap Space	PRB606052	MultipleDelete using large amount of memory, which can cause a node to run out of memory	Create a large amount of records in sys_user_token. Set the expiry date to the current timestamp. Run the "Clean user token" job. This should delete all records. Notice high memory usage.
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)	

<table>
<tr><th>Problem category</th><th>Problem</th><th>Short description</th><th>Steps to reproduce</th></tr>
<tr><td>MID Server</td><td>PRB599692</td><td>Unpredictable results in Discovery when a fetched WMI entry contains an illegal XML character.</td><td>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).
2. Navigate to Discovery Definition > Probes > Windows - Classify > WMI Fields and add "Win32_Service.Description".
3. Navigate to Discovery > MID Servers > (your mid server) > Configuration Parameters (related list) and add "mid.use_powershell: true".
4. Perform a quick discovery of the computer configured in Step 1.
5. After the discovery finishes, search the ECC Queue for the input data (returned by MID server) of the "Windows Classify" probe.
6. Open that ECC Queue message and click the XML button by the "Payload" field.
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 XMLwithout illegal XML characters.</td></tr>
<tr><td>MID Server</td><td>PRB609300</td><td>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.</td><td>1. Add a JAR file to the instance
2. Restart the MID Server to sync it.
3. Replace the JAR file attachment in the instance with a new file or a different sized version of the file.
4. Restart the MID Server.
The MID Server does not start.
5. Delete the JAR File
6. Start the MID Server service.
It starts and fetches the new version.</td></tr>
<tr><td>MID Server</td><td>PRB602435</td><td>MID server produces 'java.io.IOException: Too many open files'</td><td></td></tr>
<tr><td>MID Server</td><td>PRB601964</td><td>Running a Perl script on the MID Server (via a Scheduled Job) does not return the STDOUT</td><td>1) Write the next script on the MID Server filesystem (eg /tmp/script.pl):

| #!/usr/bin/perl
| use strict;
| use warnings;
| print "Hello ServiceNow!";

Make sure that this script is runnable by the user with which the MID Server is running.

2) On the Instance, go to System Definitions > Scheduled Jobs > New
3) Set it the job to run "On Deman" and enter the next script:

| var ecc = new GlideRecord('ecc_queue');
| ecc.initialize();
| ecc.agent = 'mid.server.Mid1@Centos1';
| ecc.topic = 'Command';
| ecc.queue = 'output';
| ecc.payload = '<parameters><parameter name="name" value="/tmp/script.py"/><parameter name="skip_sensor" value="true"/></parameters>';
| ecc.insert();

Replace "Mid1@Centos1" in "ecc.agent" with the name of your MID Server.

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 > Queue and search the message returned by the MID Server. You can fine tune the search with the next values:

| Topic: Command
| Queue: input
| Name: /tmp/script.py

7) Access the message, click the "XML" button to see the Payload formatted and observe the "results".

~ Observed behaviour: the "results" are empty.

| <result command="/tmp/script.pl">
| <stdout/>
| <stderr/>
| </result>

~ Expected behaviour: "stdout" should contain "Hello ServiceNow!"</td></tr>
<tr><td>Misc</td><td>PRB576886</td><td>Attachments look like they can be deleted even when the ACL for delete returns false</td><td></td></tr>
</table>

Problem category	Problem	Short description	Steps to reproduce
Misc	PRB592124	If the glide.invalid_query.returns_no_rows system property is set to true, the slush bucket Available column does not show any values when you use the Edit button from the Groups related list on a role record.	Create the glide.invalid_query.returns_no_rows sys_properties record and set the value to true. Open a role record. Add the Groups related list to the form. Use the Edit button on the Groups related list. Note that no values are shown in the Available column. Set the property to false and repeat steps 2-4. Note that values are shown in the Available column.
Mobile Browser	PRB599202	When External Authentication is enabled (SAML Auth), and the mobile app accesses the instance with external auth, there is no way to get back to the app's home page	1. Activate SAML 2.0 plugin & enable external authentication 2. In the mobile app, enter the instance name/ url Notice the user is redirected to the SAML authentication page. Expected Result: There should be a way to get back to the App Home page. Actual Result: now the user has no way to go back to the App Home page. User is forced to uninstall the app and start fresh.
Mobile Browser	PRB599294	[Mobile UI] The blank Date field cannot be changed using a mobile platform.	Log in to an instance. Customize an incident form by adding a Date field to the mobile view. Using an iPhone or Xcode iOS simulator, navigate to the incident. Attempt to choose a date value. The date cannot be chosen and there are no console errors.
Mobile Browser	PRB598629	[Mobile UI] Updates to HTML fields are ignored on mobile platforms.	1. Personalize the incident form. 2. Create a new HTML field and add it somewhere to the Mobile view. 3. Navigate to any open incident using an iPhone (or emulator) and ensure that this field is visible. 4. Type anything into that field. 5. Save the form. The form refreshes and retains the old value.
Mobile Browser	PRB594777	Catalog variable reference qualifiers are not applied on the mobile service catalog.	
Mobile Browser	PRB592662	After adding a condition to the filter in the My Approvals module in the Dublin mobile UI, the filter does not appear. For filters with more than one condition, the last condition is truncated.	1. Install the Mobile UI plugin. 2. Navigate to My Approvals module. 3. Add the following condition to the filter: State is Requested. 4. Save the filter. 5. Go to the mobile site ($m.do). 6. Navigate to My Approvals. Note the filter has not changed. 7. Add another condition to the filter. Note that two conditions now appear on the mobile UI but not the newest.
Mobile Browser	PRB600758	In the mobile UI, if a requested item is opened from a reference field on an approval record, then the variables are not shown	
Mobile Browser	PRB599318	Live Feed is not available on the Dublin smartphone interface prior to Dublin Patch 3.	

Mobile Browser	PRB602364	Reference variables are not working correctly while using mobile UI	1. Create a clients script similar to the following:
			function onLoad() {
			 //Type appropriate comment here, and begin script below
			 var gr = new GlideRecord('sys_user');
			 gr.addQuery('sys_id', g_user.userID);
			 gr.query(function(gr) {
			  gr.next();
			  //(e.g. assigned_to or caller_id)
			
			  g_form.setValue('caller_id', gr.sys_id, gr.name); //test to see that sys_id is properly set
			  g_form.setValue('assigned_to', gr.sys_id); // test to see if display name is still set, even without setting it
			 });
			}
			
			Note that g_form.setValue('fieldName', gr.sys_id, gr.name); is not working in the mobile UI.

Mobile Browser	PRB593286	Field dependency does not work correctly when viewing an incident form on the mobile browser.	From the desktop UI, navigate to any form that has a standard dependent choice list. Create a new incident. Set the Category to Request. Notice that the Subcategory field displays three options. Set the Category to Software. Notice that the Subcategory field displays two options. Switch to the mobile UI (/$m.do) and repeat steps 1-4. Notice the number of options in the Subcategory field.

Problem category	Problem	Short description	Steps to reproduce

Mobile Browser	PRB602616	[MobileUI] Reference qualifier script does not evaluate "current" variable	1. Login to an out-of-the-box instance
			2. Navigate to Create new incident form and change the reference qualifier on task.assigned_to to "javascript:dosomething()"
			3. Create a global business rule:
			Name: dosomething
			Script:
			function dosomething() {
			gs.print(current.getTableName());
			return "roles=itil";
			}
			
			4. Create a new incident on the normal full interface, and click on the Assigned to field. Returned records are based upon reference qualifier in step 1.
			5. Log in to the mobile interface using $m.do and navigate to Create a new incident.
			6. Click on the Assigned to field. All the records are returned and the reference qualifier from step 1 is not honored.

Mobile Browser	PRB602676	Tablet Popup (reference icon) view freezes with a Processing message when there are too many variables on the item	In the target instance, go to Retrieved Update Sets. Select Import Update Set from XML. Point to the new file that you created. Perform normal update set preview procedures. Note: Records might be marked as skipped. Change to Commit as necessary. Create a u_account_heirarchy table. TABLET: Locate the target Record Producer. TABLET: Click Try It. TABLET: Click the magnifying glass next. Result: Popup hangs with a Processing... message.
Mobile Browser	PRB601210	Application navigator separators do not appear in the tablet interface	
Mobile Browser	PRB600067	The mobile user interface Card view uses either the Smart Phone list view or the Default list view to determine the columns that are displayed instead of using the Mobile view	1. Log in to an instance with the mobile user interface. 2. Navigate to a list. 3. Open the Card view. Note that the displayed columns are determined by the Smart Phone list view.
Mobile Browser	PRB604365	[Tablet] In Portrait mode, pagination arrows are not present to go to next page on the results from the reference lookup	1. Login to OOB instance using iPad or XCode simulator in Portrait mode 2. Navigate to Incident -> Open 3. Click on Configuration item reference lookup. Notice that pagination arrows are not present to go to next page on the results 4. Repeat the step 3 in landscape mode and see that pagination arrows are not present to go to next page on the results
Mobile Browser	PRB611602	g_form.setReadOnly in Category UI Policy script only works once	
Mobile Browser	PRB606942	[Mobile] SmartPhone "My Approvals" search does not work	On a mobile device, log in as a user. Select My approvals Search for something. Nothing is returned.
Mobile Browser	PRB593186	The Insert a new row functionality on embedded lists is not selectable from the Tablet view when using Safari on an iPad. Tapping the text will highlight it but not allow the user to insert a new value.	Open an instance in Safari on an iPad. Navigate to Incident > Create new. Right-click the form header and select Personalize > Form Layout. Move Affected CIs from Available to Selected and click the Save button. Note that tapping Insert a new row only highlights the text.
Mobile Browser	PRB598639	[Mobile-UI] Smartphone interface: created ACLs not working correctly	
Mobile Browser	PRB608001	[Mobile] Using mobile UI it is not possible to get/process the answer of an AJAX request before submitting the form	
Mobile Browser	PRB600967	Mobile is not honoring system property for work note field color	1) MOBILE: Navigate to mobile and look at field color for work_notes 2) DESKTOP: Go to System Properties > All Properties 3) DESKTOP: Search for name is 'glide.ui.activity.style.work_notes' 4) DESKTOP: Change the value to anything else, for example, 'background-color: PowderBlue' 5) DESKTOP: Save 6) DESKTOP: Go to a table that contains work notes and see the color changed to a light blue 7) MOBILE: Go to a table that contains work notes and see the color is still the default OOB gold/yellow
Mobile Browser	PRB609240	On iOS 8.0 / 8.0.2 iPhone devices, the password field on login disappears when logging in	1. On an iPhone running iOS8, open a Safari browser 2. Enter the name of instance to log into 3. Enter the user name 4. When you type the password, the screen is blank

Problem category	Problem	Short description	Steps to reproduce
Mobile Browser	PRB604608	[Mobile] UI Policy acts on both desktop and mobile if 'Run scripts in UI type' is set only to Mobile	1. Create a UI policy on incident table. 2. Ensure 'Run scripts in UI type' is set to Mobile only. 3. Make any field (Category) to Read only Category becomes read only on both mobile and desktop. 4. Create a UI policy on task table. 5. Ensure 'Run scripts in UI type' is set to Mobile only. 6. Make any field (Category) to Read only
Mobile Browser	PRB580516	[Mobile] Links with attachments do not download if logged in	
Mobile Browser	PRB603781	[Mobile] Can't save mobile record with a mandatory journal field	1. Create a UI Policy on incident that makes work_notes mandatory 2. Add work notes to Mobile view 3. Navigate to an incident via /$m.do 4. Fill out work_notes and try to save incident.
Mobile Browser	PRB609317	Xcode 6 simulator cannot open mobile UI	1. Open Xcode 6 simulator 2. Go to an instance Screen is blocked.
Mobile Browser	PRB604607	[Tablet] When using Safari to access ServiceNow from an iPad, you cannot remove the prepopulated email address of the Requester when sending email from the Incident ticket.	Open an Incident from an iPad using the Safari browser. Click on the email icon and try to remove the default email address in the "To" field. You will find that you can add names, but you cannot delete the default name. This only happens on the iPad, not on the desktop version.

Mobile Browser	PRB598754	[MobileUI] g_form.getReference does not work in Service Catalog on Mobile UI	1. Create a Catalog Item with two variables
			- one referencing sys_user (I called it caller_id)
			- one single line text (I called it user_name_string)
			
			2. Make the Catalog Item available to Desktop and Mobile
			
			3. Create an onChange client script on the Catalog Item
			- name: getEmail
			- variable: caller_id
			- ui type: both
			- script:
			function onChange(control, oldValue, newValue, isLoading) {
			  if (isLoading || newValue == '') {
			    return;
			  }
			
			  //Type appropriate comment here, and begin script below
			  var requestor = g_form.getReference('caller_id',requestorUpdate);
			}
			
			function requestorUpdate(requestor) {
			  g_form.setValue('user_name_string', requestor.email);
			}
			
			4. Log onto the MobileUI and navigate to the Catalog Item created in step 1
			
			5. Select a user in the reference variable created in step 2
			
			Expected results:
			The single line text variable created in step 2 should be updated per the scripted created in step 3
			
			Actual results:
			Nothing happens

Mobile Browser	PRB581198	[Tablet] Catalog navigation in ESS portal is cut off on tablet	On an iPad, navigate to the ESS site (e.g. <instancename>.service-now.com/ess) Click the 'Hardware' link Notice the content is cut off.
Mobile Browser	PRB593155	[Tablet] Reference lookup not displaying on a Catalog Item when using Tablet $table.do interface	
Mobile Browser	PRB610116	g_form.setValue('assigned_to', '', '') not working correctly. Sets an empty value to a field	
Mobile Browser	PRB604784	[Tablet] Cannot scroll horizontally on incident form on iOS. Form does not resize correctly on iPad	Log onto a Dublin instance using an iPad. Open an incident. In landscape mode, all fields are displayed. In portrait mode, the screen is cut off and there is no scrolling

Problem category	Problem	Short description	Steps to reproduce
Mobile Browser	PRB600272	[MobileUI] Changing the glide.sys.date_format property can break updates to glide_date_time fields	1. Log in to a Dublin instance from a desktop browser. 2. Modify the glide.sys.date_format system property. For example, set it to dd/MM/yyyy. 3. Log in to a Dublin instance from the iOS Simulator or iPhone. 4. Navigate to the change request list. 5. Open any change request where the Planned start time field is populated. 6. Modify the time value in the Planned start time field and save the record. The field should be updated with the entered value but the time value is reset to 12:00 AM. If viewed from the desktop browser, the displayed time value is 00:00:00.
Mobile Browser	PRB599377	[Mobile UI] Long content overlaps with other rows in the list	1. Log in to any instance as a user who has access to create filters 2. Navigate to Incident > Filters 3. Create a filter, which consists of 5-6 fields (such a short description contains test, caller is Joe Employee, Category is Software, Assigned to = ITIL user, Assignment Group = Database] 4. Run the filter 5. Wait for ~30 minutes, so that this filter is displayed in the Filter's Recent Tab When it is displayed, then it will overlap with other filters in the list.
Mobile Browser	PRB598431	Searching on the mobile UI bypasses the reference qualifier settings.	Change the reference qualifier on a reference field to limit the results in some way. For example, Name starts with "A" In a desktop browser: 1. Click the search icon (magnifying glass) on the form where the field appears. 2. Try searching for a result that should be filtered out by the reference qualifier. Note that you are not able to find these results. In the mobile UI: 1. Click on the same reference field as in the step above. Notice that the default list is properly limited by the reference qualifier. 2. Search for a result that should be filtered out by the reference qualifier and then delete the search. Note that all results are shown, ignoring the reference qualifier.
Mobile Browser	PRB604177	Integer type fields on forms are not saved when edited via mobile browser	Log in to an out-of-the-box instance and create a field of type integer on any table Open a record on that table using the mobile browser and enter an integer value (e.g. 100) into that field using the mobile browser Save.
Mobile Browser	PRB593838	Adding a .walk field on list layout tablet view breaks view	1. Navigate to any incident 2. Click on the magnifying glass of caller id 3. Once the search pop up is opened right click on the header and personalize list layout 4. Add any .walk field then press the plus icon and then choose anyone from the list 5. Open up the is instance is tablet view by going to instancename/$tablet.do 6. Navigate to create a new incident 7. Click on the pencil in calgary or magnify glass in dublin Notice the blank screen

Mobile Browser	PRB612904	g_form.isNewRecord() does not work on mobile	1. Log into an instance.
			2. Make a test client script with UI Type : both and type : onload for table incident
			3. Write a simple script. For example:
			
			function onLoad() {
			//Type appropriate comment here, and begin script below
			alert(g_form.isNewRecord());
			if (!g_form.isNewRecord()) {
			alert("old record");
			}else{
			alert("New Record");
			}
			
			}
			Notice how it displays old record if its old record or new record if its new on desktop. However, on mobile it does not display correcly: It returns undefined.

Mobile Browser	PRB590188	Recent Documents Preview icon gives a self service tablet/UI14 user the default view of the form, not the ess view	1) Log into the ipad interface and impersonate Joe Employee 2) Open an incident from the homepage 3) Note that you can only see about 6 or so fields 4) Now go to the Recently Accessed Documents area You should see the incident that you just viewed listed - click on the Preview icon next to Incident INCXXXXXX - this opens the form as read only but displays the default view.
Online Alter	PRB598751	Adding multiple columns to a single table triggers multiple online alters when using slushbucket UI	1. Go to an Incident Form 2. Personalize the form 3. Add 4 fields using the slushbucket 4. Save your changes

Problem category	Problem	Short description	Steps to reproduce
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	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.
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	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
Password Reset Application	PRB598325	Password Reset plugin shows sys_id instead of the display value on "Personal Data Confirmation Verification Type" type verification	On a Dublin instance 1. Activate "Password Reset" Plugin and load the demo data 2. Navigate to "Password Reset > 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 > Service Desk" and enter a User and select a Process to continue Note that the Verification shows sys_id instead of the Display value
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"	Navigate to Workflow > Workflow Editor Click Open Select the workflow "Pwd Get Lock State - Master" Hover over the workflow activity "Step 1: Process Input Parameters"
Performance	PRB609308	Possible redundant queries in case a 'group by' clause	1. Load incident_list.do 2. Group by Category 3. Compare the number of queries and the content of the queries. You'll note that there are multiple count(*) queries issued as stated above.
Performance	PRB603510	Indexing a very large Excel document can cause a node to run out of memory	
Performance	PRB602268	Huge numbers of journal entries can cause excessive memory usage	
Performance	PRB598455	sys_trigger_system_idGetChoices() runs for each row in sys_trigger list view increases rendering time (Calgary)	Using Internet Explorer 8 Log into an instance running Calgary Navigate to /sys_trigger_list.do Add the system_id column to the list view Reload the list view. Compare to the rendering time spent without the column on the list view.
Performance	PRB605577	Setting the property "glide.ecmdb.find_relationship_issues" = false does not hide the relationships on the next level	
Performance	PRB613377	Hi Performance	
Performance	PRB620047	Re-occuring performance issues on Hi Nodes	
Performance	PRB602273	"Explain Plan" fails if the SQL text is greater than 4000 characters	
Performance	PRB601306	Excessive number of errors in logs: QuotaManager: Exception - 45037 log entries created today.	
Performance Analytics	PRB601154	An Indicator with a condition using a dot-walked field never matches anything.	1. Create an incident and assign to assignment group "IT Finance CAB" 2. Create an indicator source based on facts table "incidents", leave the conditions empty 3. Create an automated indicator based on the indicator source from the previous step 4. In the "Advanced Conditions" section of the automated indicator add a condition using a dot-walked field. For example: "Assignment Group.Name" "contains" "CAB" 5. Run a DC Job for this automated indicator Result: no scores are ever collected
Performance Analytics	PRB601665	Time chart widgets with additional indicators with a second Y axis checked still show their series on the first Y axis	
Performance Analytics	PRB605698	Add Content dialog box on Dashboards slow and out of context.	.
Performance Analytics	PRB611656	Paging on a scorecard (PA Widget) does not appear to be working	
Performance Analytics	PRB606664	Breakdown dashboard element scrollbar is not scrollable	1. Go to Dashboards 2. Open Incidents by Group 3. Click on Element selector. Do not use middle mouse button to scroll. 5. Try to click on the scrollbar to scroll Window is hidden
Performance Analytics	PRB608532	Domain separation is applied to scores on an instance that is not domain separated	

Problem category	Problem	Short description	Steps to reproduce
Performance Analytics	PRB603805	Scoresheet has incorrect dates when changing glide.sys.date_format	
Performance Analytics	PRB608425	Increase max length of pa_breakdowns.field and pa_dimensions.field	
Performance Analytics	PRB618578	Save as PNG/JPG doesn't save with the breakdown applied.	1. Log on to an instance and impersonate a user. 2. Type Dashboard in navigation filter 3. Go to a dashboard 4. Choose the "Online" breakdown for the dashboard (all the charts are updated accordingly). 5. Click the button to save the widget as PNG/JPG. The picture saved is the global one and doesn't have the breakdown applied.
Persistence	PRB615782	Burst worker cannot process jobs because its thread died	
Persistence	PRB612491	MySQL query optimizer chooses less performant indexes and can randomly change query plans as data volume grows.	
Persistence	PRB603581	Creating a brand new Task-Extending table can take a long time if task is large and flattened	
Persistence	PRB606036	Java service wrapper fails to execute on Linux hosts that predate September 2006	
Persistence	PRB606129	When adding more than one reference column on a table, only the first index is created successfully	
Persistence	PRB606824	No results returned when using reference fields in _encoded_query field	
Persistence	PRB601628	NULL table name in sys_db_view_table prevents instance startup	
Persistence	PRB604427	Creating a UNIQUE index via the UI with online alter enabled corrupts the table if the data is not unique	1. Enter the Tables and Columns UI menu and create an index with a UNIQUE constraint on a field that is sure to not contain unique data. 2. Obtain record counts before and after to see the delta.
Persistence	PRB601506	Email filters disabled causes "Delivery has failed" email messages to be added to the journal	
Persistence	PRB584563	Trend Charts Filtered by Keyword do not display dates in order	1. Navigate to Reports > View / Run. 2. Create a new chart: Type: Trend Chart Table: Incident Group By: Configuration item Trend Field: Created per Month 3. Click Run Report. Note that the results are displayed organized by month, oldest to most recent. 4. Add the following filter: Keywords ARE request 5. Click Run Report. Results are no longer organized by date ascending.
Persistence	PRB585998	Message implies archive rule archives previously archived records	1. Install Data Archiving plugin 2. Set up an Archive rule with certain condition for a table. 3. Click Recalculate Estimate. The system displays how many records meet the condition in the Record estimate field. 4. Click "Run Archive Now". 5. Go to Archive Log and click the log item that was just created. 6. Click Restore Record. 7. Try to run "Run archive Now" again for the same archive rule, you will see the number of records that meet the rule displayed in Record estimate filed again and a message "Running archive rule: <rule name>" even though you cannot archive restored records. A different message is needed.
Persistence	PRB604626	Uber-OR queries not working with Mongo tables (^NQ queries)	
Persistence	PRB600471	Domain Path installation can corrupt incident form while installing into rotated table, such as sys_email	
Persistence	PRB603515	Table.java needs to force a one pass query when using the RotationGuesser.	
Persistence	PRB602570	"Connection Timed Out" appears when you add new fields to incident, task, change, problem tables	Ensure you have 2 millions rows in your task table before you proceed. 1. Go to the incident form 2. Personalize layout and create a new field. 3. Add it to the form and save Connection will timeout.
Persistence	PRB599283	Transform maps are taking a lot of time to be executed.	

Problem category	Problem	Short description	Steps to reproduce
Persistence	PRB587054	Archiving journal entries on custom extended tables fails	1. Navigate to System Definition > Plugins. 2. Activate the Data Archiving (com.glide.auxdb) plugin. 3. Navigate to System Definition > Tables. 4. Create a new table. Label: Request Name: u_request Extends table: task 5. Right click on the header and click Save. 6. Click on "Show Dictionary Record" in Related Links. 7. Set Audit to true and click Update. 8. Navigate to Request > Requests. 9. Create a new request.; Short Description: Test Work Notes: Test - Note the Number, and Submit - System Archiving > Archive Rules - New Name: Test Task Extended Table: Task Conditions: Number IS [Number from u_request] 10. Right click on the header and click Save. 11. In the Archive Related Records related list, press New. 12. Create a new achive record Action: Archive Reference: Element ID in Journal Entry This should direct you back to the "Test Task Extended" Archive Rule. 13. Set Active to true, and click Save. 14. Click on the "Run Archive Now" Related Link. An archive record will be created on ar_u_request for your Task, but no archive will be created on ar_sys_journal_field.
Persistence	PRB585442	GlideRecord setForceUpdate updates on inherited tables but not Task table	
Persistence	PRB570912	Invalid trend query created in Oracle resulting in invalid results	
Persistence	PRB610302	When a record that contains a GlideList element on the form is archived, only the sys_ids of the record is displayed on the form of the archived record.	Create a list element on a task extended table (for example, Incident) Populate the field with one or more entries. Create an Archive Rule and archive the record. Open the archived record and note that the field contains the sys_id(s) of the assigned records. Other reference fields display the values of the referenced records.
Persistence	PRB614601	Inserting a pm_project_task record with a blank value for assigned_to causes the record to be inserted into the database as an empty string instead of a null value	
Persistence	PRB613571	Update sets can unnecessarily create database indexes increasing overall commit duration and potentially introducing duplicate indexes	Create an update set adding new field to task table Add a custom index to the task table directly in mysql (name it something like "task_myindex") on the target instance Commit update set on the target Observe custom index is attempted to be re-added, in the log, the index filed is dropped and then re added. After the fix, you shouldn't see the index field is dropped and added back in the log
Persistence	PRB610108	Filters after task flattening on "shared" DB columns restrict records of all different task types	
Platform	PRB586195	Table cleaner creates a blocking session in Oracle.	

Problem category	Problem	Short description	Steps to reproduce
Platform	PRB602851	List Choice UI Action can run against more records than are selected	/demo - System UI > UI Actions - New Name: Test Table: Incident List choice = true Condition: current.state == 1 Script: current.state == 2; current.update(); - Submit - Incident > Open - Check the box next to the "Actions on selected rows..." drop down to select all records. - Note that your new action displays as "Test (x of 20)", where x is the number of displayed Incidents where State == 1 - Unselect all records - Press the checkbox next to a single record where the State is New (1) - The Dropdown will still display "Test (x of 20)" instead of just "Test" - If you select the Test action, then all records that match the condition will be updated, even though only a single record is selected.
Platform	PRB603225	Okta user provisioning may not have the source field populated	

Platform	PRB602395	Additional select statement causes performance to slow after upgrade to Dublin	Create custom table u_speedtest w/ field u_blob (string) prior to test
			
			Run the following scripts in scripts background (with session debugging turned on):
			
			//Beginning of Script
			//This is a speed test. It will insert 10 records into u_speedtest
			
			var watch = new GlideStopWatch();
			
			var testString = "aaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaaa";
			for(var x = 0; x < 10; x++){
			var rec = new GlideRecord("u_speedtest");
			rec.initialize();
			rec.setValue("u_blob",testString);
			rec.insert()
			
			watch.log(x + 1 + ": ")
			}
			
			//End of Script

Platform	PRB597881	Reference table not being honored on Variable form	1. Create a new variable 2. Select a type of Lookup Multiple Choice or Lookup Select Box 3. In Type Specifications, choose a Lookup from table and Lookup value field 4. Keep the Use reference qualifier = Simple 5. Attempt to add a Reference qual condition The message First select a table appears.
Platform	PRB599946	Instance is not recoverable from encryption error caused by bad user input.	
Platform	PRB611892	Business rule conflicted with upgrade causing instance outage	1. Create a Business Rule on the Global table 2. Set the type to Advanced. 3. In the script box, create a script that is not wrapped ina function. Something like this should be sufficient: gs.print("hello"); 4. Save the rule. 5. Notice that a message tells you that global rules should have content wrapped in a function, but the rule did get saved.
Platform	PRB608591	Instance runs out of memory	
Platform as a Service	PRB600081	Upgrading to Dublin breaks the Move to Application option when the glide.ui.escape_text system property is set to false.	1. Ensure that the glide.ui.escape_text system property is set to false. On newer instances, this property is set to true by default. On older instances, this property is set to false but is not visible in the sys_properties.list and must be added manually. 2. If using an out-of-box Dublin Patch 1 instance, navigate to sys_properties.list and set the glide.ui.espace_text system property to false. 3. Navigate to sys_ui_section.list and enter any form section record. 4. Right-click on the header and select Move to Application. Note that the following error is displayed: The entity name must immediately follow the '&' in the entity reference.

Problem category	Problem	Short description	Steps to reproduce
Platform as a Service	PRB608169	Adding "Peers" in the Related Lists of a configuration item locks up the form	1. In the text filter, enter configuration. 2. Under Server, select one of the items. 3. Personalize the form's Related Lists. 4. Add "Peers" and save. Note that some of the feature do not work.
Platform Miscellaneous	PRB588732	Sorting the Asset list by the Cost field causes the list to be sorted alphabetically and returns incorrect min and max values.	Navigate to Asset > All Assets. Add the filter condition [Depreciation] [is not empty]. Sort the list. Personalize the calculations to show min and max values.
Platform Miscellaneous	PRB603028	Uploading ZIP images with capital letter file extension results in broken images.	1. Open a Eureka instance. 2. Navigate to System UI > Image ZIP Upload and upload a file with images containing an extension with capital letters such as .JPG. 3. Go to System UI > Images and check the image name. The name should display as <name>.JPG. However, if you try to upload an image with extension .JPG when using System UI > Images, that is not possible and a popup shows the following message: Image names must end with .gif, .png, .jpg, .ico or .bmp. Also we can image the extension to capital letters via list accessing System UI > Images and editing the name. 4. Go to Service Catalog and click the Edit icon for Hardware. 5. Open Sales Laptop abd try to add an image with capital letters which was created using image ZIP upload.Note that the image does not display.
Platform Miscellaneous	PRB606497	File types with uppercase extensions not allowed in Eureka, even if listed in glide.attachment.extensions	1. Populate glide.attachment.extensions to contain a named extension both upper and lower case (JPG,jpg) 2. Open a record that inherits from task 3. Attach the file with lowercase extension, it will get attached 4. Attach the file with uppercase extension, it will get not attached, the alert "JPG is not an authorized file extension"
Platform Miscellaneous	PRB597203	Translated values revert to the English value when a table contains more than one field of the type Translated Text.	1. Create a new table with two string fields of type Translated Text. 2. Create a record in the table. 3. Change to a non-English language. 4. Open the record you previously created and update with the translation. 5. Save the record. 6. Re-open the record, update one of the fields, and save the record. Notice that the other field resets from the translation back to the English value.
Platform Miscellaneous	PRB611903	Plugins not available after upgrade to EP6HF1	
Platform Miscellaneous	PRB610841	'Match' method not returning null when no is match found	
Platform Miscellaneous	PRB614256	Disabling/enabling SN objects takes more than one step	
Platform Miscellaneous	PRB612355	Condition builders do not evalute OR condition	
Platform Miscellaneous	PRB614655	SizeLimitedCompactCache incorrectly casts CompactCacheEntry to Map.Entry	
Platform Miscellaneous	PRB613664	Code issue on ACL 'sys_attachment' script	
Platform Miscellaneous	PRB603926	Number overflow when com.glide.attachment.max_size is set to 2048 MB or higher	1. Navigate to System Properties > Security. 2. Set 4000 in "Maximum file attachment size in megabytes". 3. Click Save. 4. Navigate to Incident > Open and open an incident. 5. Try to attach a file. This results in the following error message: Attachment size exceeds the limit of 4,000MB, configured by com.glide.attachment.max_size.
Platform Miscellaneous	PRB600375	Recursive replaceAll in Business Rule: String class extensions	
Platform Miscellaneous	PRB603900	Special character '\' getting escaped in Saved Filters	1. Open an instance. 2. Go to Incident table. 3. Add a "\" to a few short descriptions. 4. Add the following in the filter: Active is true, Short description contains \. 5. Click Save, name the filter, and click Save on the right. Note that the filter works. 6. Click All in the breadcrumb to remove the filter. The screen reloads. 7. Select the filter from the dropdown menu. Note that the filter shows with no '\'.
Platform Miscellaneous	PRB603986	StringUtil.isNumeric() fails to recognize "3.E03" as a numeric value	
Platform Miscellaneous	PRB592888	Trying to build a filter on a conditions field using the Show Matching action or filter wizard will produce an incorrect filter and remove all records.	1) Navigate to Email > Notifications 2) On the list, go to the Conditions column, find a record where the condition is not null, right-click, and select Show Matching The filter breadcrumbs will show a garbled argument; the filter expression parsing seems to have issues because of the condition delimiter characters (the ^ and similar) The filter arguments start to get repeated and recombined together. You get the same effect if you take the encoded query and paste it as a string into the filter wizard: Conditions contains <encoded query string>
Platform Miscellaneous	PRB580542	org.mozilla.javascript.EvaluatorException: Invalid JavaScript value	

Problem category	Problem	Short description	Steps to reproduce
Platform Miscellaneous	PRB592863	Cascade delete rules persist old disposition after being changed until JVM restart	1. Create a Company record, with "Customer" set to true. 2. Open or create a Computer CI. 3. Set the Computer CI's Company field to the test company created in step 1. 4. Personalize the dictionary for the Company reference field on the Computer CI form. 5. In Advanced view for the dictionary, set the "Reference cascade rule" to "restrict". 6. Open the test Company record, and attempt to delete it. Note that the system does not permit the delete, citing that the Company is referenced on the Computer CI record. So far, this is correct behavior. 7. Personalize the dictionary for the Company reference field on the Computer CI form, again. 8. In Advanced view, set the "Reference cascade rule" to "clear" 9. Open the test Company record, and attempt to delete it. Note that once again (and erroneously), the system does not permit the delete, citing that the Company is referenced on the Computer CI record. This behavior follows the "restrict" option, even though the cascade rule is now set to "clear". What should be happening at this point is that the delete is permitted, and the Company value is cleared from the Computer CI record. 10. Restart the instance. 11. Open the test Company record, and attempt to delete it. Note the correct behavior. The delete is permitted and the Computer CI record has its Company value cleared.

Platform Miscellaneous	PRB602378	price.getCurrencyCode() returns null	Run the following code in BG - Scripts and observe the NULL:
			
			var gr = new GlideRecord("alm_asset");
			gr.get('00abe08d3790200044e0bfc8bcbe5d55'); //sys_id may not be on all instances - use any one from alm_asset table
			
			gs.log(gr.cost.getCurrencyCode());
			gs.log(gr.cost.getCurrencyString());
			gs.log(gr.cost.getReferenceDisplayValue());
			
			Or
			
			1. Log in to an instance.
			2. In the application navigator filter, type sc_req_item.
			3. Copy a sys_id of any requested item.
			4. Navigate to Background Scripts.
			5. Run the following script.
			
			var ritm_sysid = 'bafb27d42b11e100df08af64b4da15c7'; //add the sys_id here
			
			var grri = new GlideRecord('sc_req_item');
			grri.get(ritm_sysid);
			
			gs.print('grri.price.getCurrencyCode() '+grri.price.getCurrencyCode() + ' should be EUR');
			gs.print('grri.price.getCurrencyString() '+ grri.price.getCurrencyString() + ' correct: EUR;101.04');
			
			gs.print('grri.price.getReferenceDisplayValue() '+grri.price.getReferenceDisplayValue() + ' correct: 101,04 €');
			
			It returns the following:
			
			*** Script: grri.price.getCurrencyCode() null should be EUR
			*** Script: grri.price.getCurrencyString() EUR;101.04 correct: EUR;101.04
			*** Script: grri.price.getReferenceDisplayValue() 101,04 € correct: 101,04 €
			
			Notice the issue is only with Script: price.getCurrencyCode() it returns NULL

Platform Miscellaneous	PRB601743	UI Policy "Display Time" on Scheduled Jobs [sysauto] does not apply to the run_type choice "Once"	1. Navigate to System Definition > Scheduled Jobs [sysauto]. 2. Click New. 3. Select one of the Interceptor options. 4. From the Run [run_type] field, select "Once". 5. Note that the Time [run_time] field remains visible when it should be hidden.

Problem category	Problem	Short description	Steps to reproduce
Platform Miscellaneous	PRB595025	Using condition for date field with "trend" on day of the week (such as Monday) fails to calculate false for another day	1. Log in to a Dublin instance. 2. Create a new SLA definition > table=incident. Start Condition: Due date trend on Monday and Due date trend on or after 8am and Due date trend on or before 6pm 3. Save the SLA. 4. Create an incident. 5. Select a due date with a time between 8am and 6pm on a Thursday. 6. Submit the Incident. 7. Note that an SLA is created on the incident when it should not have been created.
Platform Miscellaneous	PRB599262	Unable to filter lists on the "label" field	1. View the sys_choice table as a list. 2. Open the filter and try to create a query based off of the "label" field. 3. You should find two fields called "label" both with a new "Label" operator for records.
Platform Miscellaneous	PRB602015	JSON script include can take a long time to encode a large JSON object	
Platform Miscellaneous	PRB619800	Cannot view any stories under sprints when navigating from workareas	Issue Reproducible : Yes Details (including steps to reproduce) : After Fuji upgrade we can not see any stories under sprint - if navigated via workarea. Issue 1) Navigation : Workarea > Search for HI: DevOps (India & SD) > it would show you sprints at the bottom. > Click on any sprint > Sprint opens but does not show any stories. Issue 2) Navigation : Workarea > Search for Dev-Interfaces Team > It would not show any sprints below. Locally, to reproduce (first setup mongo and copy audit to mongo): 1) install/run mongo (brew install mongodb) 2) Activate plugin "Data Access Gateways) 3) Migrate sys_audit to mongo: go to system gateways > new > mongodb type migrate tables ui action, choose sysaudit click "hot swap" once in replicating phase should say "completed" when done. Now audit data is reading/writing mongo (and all data was copied over) 4) Install sdlc, sdlc scrum plugins. Load demo data 5) Go to a sprint, create/edit a story and change reference fields and add some comments. Save. You'll see an exception in the logs/activity will be blank. With the fix there should be no errors.
Platform Miscellaneous	PRB603001	Bitmap (.bmp) images do not work in Eureka.	1. Open a Eureka instance. 2. Navigate to Images > New. 3. Upload a .bmp file and click Save. 4. Try to view the file by clicking on . Note that the file is not found.
Platform Miscellaneous	PRB605582	Choice Table and Choice Field do not show all expected options	1) Go to Scripts - Background 2) Execute the following line of script: gs.print(new DictionaryChoiceTables().process().length -1);
Platform Miscellaneous	PRB616224	Calling SNString endsWith with an argument that is 1 character longer than the string it is being called on causes the method to erroneously return true	
Platform Miscellaneous	PRB604506	Price fields display SFr. vs. CHF when glide.system.locale is de.CH	1. Login to OOB Instance 2. Change the system property ""glide.system.locale" to de.CH 3. Create a new Price field and add it to a list 4. Navigate to the list and notice that Price is showing the currency Symbol as [SFr.] , it should be CHF Expected : Price symbol for Swiss franc should be CHF ACTUAL: Price symbol for Swiss franc showing as [SFr.] in the Price field in a list
Platform Miscellaneous	PRB593160	Use of Native Regular Expressions is inefficient and can lead to an outage.	

Problem category	Problem	Short description	Steps to reproduce
Platform Miscellaneous	PRB611129	After adding Incident=>Parent related list to incident form and adding Relationship Changes via Personalize Activities, the message "Incident ### 'Parent' Field added to" no longer appears in activity formatter	1. Navigate to Incident => Open. 2. Open any incident. 3. Right-click the header and select Personalize => Related Lists. 4. Add Incident->Parent if it's not already in the related lists and save. 5. In the activity formatter, click the >> to the right of Activity to expand the Activity Types. 6. Right-click an activity type and select Personalize Activity. 7. Add the Relationship Changes type if it's not already there and save. 8. In the incidents related list, click Edit. 9. Select an incident from the left and add to the right. Click Save. Actual result: no update to the activity formatter takes place.
Platform Miscellaneous	PRB606226	Filter match does not work for LESSTHAN or MORETHAN conditions	1. Open a Eureka instance. 2. Go to PA Indicator form. 3. On Advanced Condition, create the condition: "Resolved" is less than "1" Hours after "Opened" 4. Create a test data collection job. 5. Add the indicator to the job. 6. Run a collection. The console log shows: *** WARNING *** Javascript compiler exception: missing) in parenthetical (<refname>; line 1) in: function trecord() {return !!(current.resolved_at.dateNumericValue('')LESSTHANcurrent.resolved_at.dateNumericValue('opened_at@hour@after@1'));}trecord();
Platform Reliability	PRB613341	On Oracle, use of the Form Design feature can cause unexpected fields to be dropped from the database	On an instance using Oracle, navigate to the Business Rule form. Right click on the form's header, and click "Personalize > Form Design". Remove the "Advanced" field from the form, and save.
Platform Reliability	PRB599161	Jrobin Rebuild will break performance graph	
Platform Reliability	PRB609929	Calling GlideSysAttachment.getBytes() for a large attachment can cause a node to run out of memory	
Platform Reliability	PRB613195	In the new Upgrade Monitor page, the slave nodes status is wrong	1) Make sure you have multiple nodes on the cluster 2) Trigger upgrade process on one of the nodes 3) Go to the Upgrade Monitor page and observe the state of the slave nodes. Sometimes the nodes are shown as down even though they are not.
Platform Reliability	PRB608730	Transient database connection issues can cause a far node to pick up "any" scheduled jobs	
Platform Reliability	PRB602237	The instance becomes unstable after attempting to activate the com.glideapp.workflow plugin.	
Platform Reliability	PRB609945	"Back to Catalog" and "Continue Shopping" buttons on the Order Status page don't work	1. Log in as Admin. 2. Navigate to Service Catalog > Catalog. 3. Select an item, then click Order Now. The Order Status page displays. 5. Click "Back to Catalog" and "Continue Shopping". Note that nothing happens.
Platform Security	PRB608533	Stats.do information (including "Connected to cluster node" details) is missing for non-admin users.	
Platform Security	PRB560649	A deficiency in the caching system prevents cached form views from being cleared when Access Control Lists are updated.	
Platform Security	PRB617437	Errors when doing domain validation and using Oracle database	
Platform Security	PRB599860	Extended dot-walked fields do not display in list report	1. Turn property glide.ui.list.allow_extended_fields to true. 2. Create an incident. 3. Customize Incident form to show parent field. 4. Enter a change record as the parent. 5. Create a new list report on the Incident table and show columns: Parent, Parent [change] category. Notice the change category shows empty.
Platform Security	PRB591749	Access Controls that use getMyGroups() in the condition are not evaluated correctly	
Platform Security	PRB604171	Roles where "Grantable = false" can be assigned to users and groups	1. Uncheck the grantable checkbox on an existing role. The role is still available in slushbucket. 2. Create a role with the grantable checkbox not selected. The role is still available in slushbucket. 3. Create a role and select the grantable checkbox, save it, and then uncheck the checkbox. The role is still available in slushbucket.
Platform Security	PRB575170	Record producer does not populate encrypted text field	1. Follow instructions on the "Encryption_Support_Plugin" wiki article to create a context, add it to a role (EG ITIL), and create a new encrypted field on incident. 2. Edit the "Create new incident" record producer, and add a new variable with the same name as the field created in step #1. 3. Navigate to "Catalog->Create New Incident",and populate the new encrypted field (and any others of your choosing). 4. Submit the record. 5. Navigate to the incident as a user with the role associated in #1. Encrypted field is not populated as expected.

Problem category	Problem	Short description	Steps to reproduce

Platform Security	PRB577395	User object methods getRoles() and getUserRoles() return incorrect data	Using this background script:
			
			// START SCRIPT
			// NOT ACCURATE, NOT EVEN AFTER LOGGING OUT AND BACK IN
			var userObject = gs.getUser();
			gs.print('FROM USER OBJECT:\n' + userObject.getUserRoles() + '\n');
			
			// ACCURATE BUT ONLY IF NO NEW ROLES ADDED SINCE USER LOGGED IN - USES CACHE
			var gsm = Packages.com.glide.sys.security.GlideSecurityManager().get();
			var roles = gsm.getRoles();
			gs.print('FROM CACHED GSM:\n' + roles + '\n');
			
			// ACCURATE EVEN IF USER GRANTED A ROLE WHILE LOGGED IN
			var gsm = Packages.com.glide.sys.security.GlideSecurityManager().create();
			gsm.setUser(gs.getUser());
			var roles = gsm.getRoles();
			roles.addAll(gsm.getAvailableElevatedRoles());
			gs.print('FROM NEW GSM:\n' + roles + '\n');
			// END SCRIPT
			
			1. Login to any instance as admin.
			2. Verify admin only has roles "admin" and "security_admin".
			3. If you have to add or remove roles to only have "admin" and "security_admin", logout as admin, login as admin.
			4. Elevated to security_admin.
			5. Run above script as a background script.
			6. Notice roles from User object is only "admin" (incorrect). Notice roles from the cached GSM and new GSM are both "admin" and "security_admin" (correct).
			7. Add "catalog" role to "admin" user.
			8. Run above script as a background script.
			9. Notice roles from User object is still only "admin" (incorrect). Notice roles from the cached GSM are still only "admin" and "security_admin" (incorrect). Notice roles from new GSM are: "catalog", "admin", and "security_admin" (correct)
			10. Logout as admin.
			11. Login as admin.
			12. Elevate to security_admin.
			13. Run above script as background script.
			14. Notice roles from User object is still only "admin" (incorrect). Notices roles from the cached GSM and new GSM are both: "catalog", "admin", and "security_admin" (correct).

Platform Security	PRB601232	LDAP property form pointing to incorrect property	
Platform Security	PRB607733	ESignature- Reject does not work from Approval Form - When you add Comments & Click Reject UI Action	1. Set up SAML & E-signature 2. Login as Admin -> Go to "/sysapproval_approver_list.do?sysparm_query=" 3. Click on any Approval that is in "requested" state. 4. Add some comments in the "Comments" field && Click on "Reject" Ui action in the Form view 5. Enter credentials (SAML) 6. You will be taken to the list view & notice that the approval is not "Rejected"
Platform Security	PRB588766	Role containment changes do not update correctly for users with the parent role	1) Create separate roles: a, b & c. 2) Edit role "b" to contain role "c". 3) Select any user, and assign them with role "a". 4) Edit role "a" to contain role "b". The expected behavior is for the user above to now have all 3 roles (since "a" contains "b", and "b" contains "c"); however, they only get "a" and "b". Role "c" is missing.

Platform Security	PRB601904	Administrative users could lock themselves out by running a script that locked out all users.	1. Login as admin
			2. Go to background scripts
			3. Run the following script:
			var gr = new GlideRecord('sys_user');
			gr.query();
			while (gr.next()) {
			  gr. locked_out = true;
			  gr.update();
			}

Platform Security	PRB605758	eSignature no longer works after you upgrade to Dublin	

Problem category	Problem	Short description	Steps to reproduce
Procurement	PRB599639	If multiple model categories are associated with a model, procurement can create the asset, but not the associated CI.	1. Install the Procurement plugin. 2. Navigate to Product Catalog > Product Model > Hardware Models. 3. Click on MacBook Air 13. 4. Add another category In the Model categories field. 5. Create a purchase order for one of these product models. a. Navigate to Procurement > Orders > Purchase Orders and click New. b. Fill in the Ship to field with any selection and click Submit. 6. Open the purchase order. 7. In the Purchase order line items related list, click New and add the following information: Vendor: Apple Product Model: MacBook Air 13 8. Click the Submit button for the line item. 9. Click the Order button on the purchase order. 10. Receive the order to create the asset. a. Click the Receive button. b. Select the Allow Asset Tag Input check box. c. Leave the Asset tag field blank. d. Fill in the S/N with any number. e. Click OK. 11. Open the asset record for this asset. Note that the Configuration Item field is blank.
Procurement	PRB604008	Procurement for transfer orders calculates improper quantity for transfer orders from a second source.	1) Activate the Procurement plugin with demo data. 2) Prepare for the test case by creating two transfer orders and moving stock of Apple iPad 3 from the Southern California warehouse to the San Diego North and San Diego North Central warehouses, so only 3 are left in the Southern California warehouse, and 15 are in the San Diego North warehouse. 3) Use the Service Catalog to request a quantity of 5 Apple iPad 3s. 4) Go to Procurement > Requests, find the request, and go to the Approvals related list and approve the request. 5) Go to the Catalog Task related list and select the Source Request Items task. 6) Click the Source Request button on the task, and on the pop-up you will note a Quantity Remaining of 5; from the available stockrooms, you will see North, North/Central, and Southern California. 7) Select Southern California Warehouse, and you will see 3 in stock; for the destination, pick San Diego South Pickup/Dropoff and click OK; you will get a message 'A Transfer order to transfer 3 of 'Apple iPad 3' has been created'. 8) Click the Source Request button on the task, and on the pop-up you will note a Quantity Remaining of 2, and only the North and North/Central stockrooms will be available. 9) Select San Diego North as the warehouse and you will see 15 in stock, and once again select San Diego South Pickup/Dropoff and click OK; you get a message 'A Transfer order to transfer 5 of 'Apple iPad 3' has been created'. Since only two were remaining in the quantity, this transfer order incorrectly over-orders by three items.
Procurement	PRB615827	Business rule "Update Request Item CI" sets wrong CI on catalog tasks	
Procurement	PRB602976	Default value for the Requested field on the Purchase Order table is incorrect	1. Open a record on the Purchase Order [proc_po] table. 2. Personalize the form and add the Requested field. The field type is "Date/Time" and has a default value returned from "gs.now()", which only returns a date.
Procurement	PRB605262	Multiple assets are ordered when the OK button is clicked more than once on the Receive Purchase Order dialog	1. Open a purchase order that has not been ordered yet. 2. Click Order. 3. Click Receive. 4. Add a quantity. 5. Click OK multiple times on the dialog window.
Procurement	PRB611962	Purchase order value is not updated after purchase order line item is cancelled or deleted	1. Navigate to Procurement > Orders > Purchase Orders. 2. Click New and create a new purchase order. 3. Click the Purchase Order Line Items tab. 4. Click New and add a new order line. 5. Create additional line items. 6. View the Purchase Order. Note that the Total Cost field displays the sum of the cost of all three order line items. 7. Delete one of the order line items in the related list. 8. Update the form. Note that the order line item is deleted but that the Total Cost field still displays the same sum as before.

Problem category	Problem	Short description	Steps to reproduce
Project Management	PRB611361	Project Recalculation: For auto project, successor tasks are not recalculated after you update a predecessor task	1. Activate Project management v3 plugin 2. Activate Demand plugin 3. Activate PPS plugin 4. From PLATFORM (Not Workbench), create a project and some tasks by using "task creator" with relationship, so all sub tasks have a dependency. 5. Update any predecessor task duration from platform this project related task list. You can take look the project related task list for the duration. All the phases are have dependent relationship. 8. Check the successor task's start date. It is not recalculated. Go to Gantt Chart to see the issue. 9. Go to workbench, update another predecessor plan phase's duration. 10. Check its successor task's start date. It is not recalculated. Go to Gantt Chart to see the issue.
Project Management	PRB602572	The Week starts on field on the Time Card form displays an incorrect default value when user's date format is a non-default format.	1. Define a user and set the date format for the user to a non-default data format, such as MM-dd-yyyy. 2. Log in as the user. 3. Go to Time Cards and click the New button.You will see the default value as something like 10-06-0182. 4. Choose a task. 5. Click the Submit button.The new time card is not displayed on the page because the time card is created with an incorrect date.
Project Management	PRB612069	Project/Project Task Time constraint issues on workbench	
Project Management	PRB602037	The system hangs if a large number of days is entered for a project's planned duration.	1. Navigate to Project > Projects > Create New. 2. On the Project form, enter 7000 for the number of days in the Planned duration field. 3. Click Submit. Note that the system hangs.
Project Management	PRB587559	In single currency mode, rollup of project costs is incorrectly converting the rolled up amount to US dollars, but presenting the amount in the system currency.	1) Turn on the Project Management v2 plugin 2) Set the following system properties to turn on single currency mode and project cost rollup com.snc.project.rollup.cost - true glide.cost_mgmt.process_task_top_task - false glide.i18n.single_currency.code - CAD <-- sets to Canadian dollars glide.i18n.single_currency - true 3) Go to project management, and create a new project 4) Go to Personalize > Form Layout, and add the Actual cost field (work_cost) to the project form 5) Create a new child project task record 6) Go to project task record, Personalize > Form Layout, and add the Actual cost field (work_cost) to the project form 7) Fill in a value in the actual cost field on the child project, and save it 8) Go back to the parent project record, note the Actual cost value should be the same as the child cost, but the input value has been converted by the current exchange rate between Canadian dollars an US dollars *** The exchange rate today is US$1.00 = CAD$1.03 *** If I input CAD$1.03 in the project task, the value shown in the parent project is CAD$1.00 *** If I input CAD$1.00 in the project task, the value shown in the parent project is CAD$0.97
Project Management	PRB602801	The Demand [dmn_demand] table and Requirement [dmn_requirement] table state choices are not created after activating the Demand Management application.	Activate the Project Management plugin. Activate the Demand Management plugin. Note that the choice list for State in the Task table has duplicate values for Incident and Problem.
Project Management	PRB600098	The widget that displays project portfolio information on the Project Overview homepage does not filter correctly	1. Log in to your Dublin instance. 2. Ensure that Project Management v3 is active. 3. Navigate to the Project Overview homepage. 4. Look at the Project Portfolio: IT Projects and Project Portfolio: Business Projects lists. Note that these lists display all active records in pm_portfolio_project instead of the specific projects associated with each project portfolio.
Project Management	PRB609398	Gantt chart loads very slowly for projects containing large number of tasks	1. Import a project with 5000 tasks. 2. Open the Gantt Chart related link from the project form. Note that the page takes approximately 30 seconds to load.
Project Management	PRB610025	Resource Console does not display correctly in Internet Explorer 9 and 10 after Eureka upgrade	1. Open Internet Explorer 9 and 10. 2. Open a base Eureka Patch 4 Hot Fix 1 instance. 3. Activate the Resource Management plugin. 4. Under Resource Plans, click All. 5. Click New to complete a new form. 6. Complete all required fields. 7. Click Submit. 8. Under Resource Console, click Resource Console. Note that there is a display issue.

Problem category	Problem	Short description	Steps to reproduce
Project Management	PRB594310	Project Management V3 - In a Portfolio, the Projects related list does not provide an Edit button to permit you to add or remove projects from the portfolio via a slushbucket.	1) Get two Dublin demo instances; in one instance, activate Project Management V2, in the other activate Project Management V3. Check the box to load demo data. 2) In the V2 instance, access a pm_portfolio record and go down to the Projects related list - note there is an Edit... button to add/remove projects from the portfolio, per the wiki 3) In the V3 instance, access a pm_portfolio record and go down to the Projects related list - note the Edit... button is missing 4) If you go to List Control in the V3 instance, and click the Enable Edit button, it does nothing - it should make changes to support the Edit... button. (See http://wiki.servicenow.com/index.php?title=Project_Portfolio_Management#Adding_Existing_Projects_to_a_Portfolio)
Project Management	PRB595730	In Project Management v3, changing system date format to use 3-character month representation causes copy_project UI Page to throw a pop-up and require the month in numeric format	1. Open an instance. 2. Change the date format on your instance to one with the 3-character format for the month: dd-MMM-yyyy. 3. Open a project and select Copy Project. 4. On the pop-up window, the Start date displays in system format; for example 21-Feb-2014. 5. Click OK. You get an error that the date cannot contain alphabetic characters; it needs to contain numbers. 6. Change 21-Feb-2014 to 21-02-2014 and then click OK. The project and project tasks copy successfully and the dates in the copied tasks display in expected system format (21-Feb-2014, 10-Apr-2014, etc.). But you have to change the date input from the specified system format to make this work.
Project Management	PRB572274	The PPM formatter portfolio_update_dashboard_link needs to be translatable	
Project Management	PRB606174	Some projects are displaying the Gantt chart and some are not	1. Create a custom table derived from planned task. 2. Create a new project 3. Include the custom table in the related lists view. 4. Bring top_task of the custom table into the view. 5. Create new tasks of custom table. 6. Open the Gantt chart; it does not load.
Project Management	PRB582705	Time Cards > My Time Cards > Current page functionality does not work correctly when the instance or user has custom date format (something other than the yyyy-MM-dd format in the system	
Project Management	PRB609953	Loading project management planned task hierarchy can cause OutOfMemory (OOM)	
Project Management	PRB602539	Installing Project Management v3 plugin does not include Resource Timeline	1) Login to a Eureka instance 2) Install the the "Project Management" (com.snc.project_management_v3) plugin Note that neither the "Project Resource Timeline" schedule page nor the "Resource timeline" UI action exist.
Project Management	PRB604148	In Demand Managment, tables are extended off either task or planned_task; state choice values/labels have been customized but do not work with either Task Active State Management or mark closed business rules	1. Activate the Demand Management plugin and load demo data. 2. Look at the dmn_decision list; none of the states are correct. 3. Examine the sys_dictionary and sys_dictionary_override entries for task.state; there is an override for dmn_demand, but it does not include any of the state attributes, only the Readonly property. 4. Examine the sys_choice values for state for dmn_decision, dmn_demand, dmn_requirement, and task. One of the plugin activations is resulting in duplicate sys_choice records for task.state. Nov 07, 2014: Active button is on and off won't affect the demand State; also demand State changes wont affect the Active status.
Project Management	PRB602169	Gantt chart is displayed instead of project record after updating project task from project	1. Open an existing project. 2. Click on Gantt chart and then close the Gantt chart. 3. Open one of the project tasks in the project. 4. Update something in the project task record, like the description, and then click Update. 5. After updating, the Gantt chart appears in the main frame instead of redirecting back to the project page.
Project Management	PRB581414	Users with the document_management_user role cannot create new documents in the Managed Documents application.	Activate the Managed Documents plugin. Grant the document_management_user role to the ITIL user. Impersonate the ITIL user. Navigate to Managed Documents > Documents > Create New. The ITIL user can create a new document. Navigate to Managed Documents > Documents > Owned By Me. An empty list is displayed. The New button is also displayed because the ITIL user can create a new document. Navigate to Managed Documents > Documents > Requested By Me. An empty list is displayed. The New button is also displayed because the ITIL user can create a new document. Navigate to Managed Documents > Documents > All. An empty list is displayed, with rows removed by security constraints. The New button is not displayed because the ITIL user cannot create a new document from this list.

Problem category	Problem	Short description	Steps to reproduce
Project Management	PRB600336	The time frame buttons on the timeline page are not translated when viewing a timeline page in another language.	Activate the French language plugin. Change the language to French. Navigate to System UI > Timeline Pages. Click the Change Schedule record. Click the Afficher la chronologie (View Timeline) button. Note that the first letter of each button name for the day, week, month, and year views is displayed using the English letter.
Project Management	PRB601943	The Allocate Resource dialog in the Resource Management application does not scale properly. If you increase the font size, the dialog does not display messages.	Open a Dublin instance. Ensure Project Management v3 is active. Activate the Resource Management plugin with demo data. Click on the Increase Font Size icon and increase the font size to 11pt. Click on the RPDEMO project. Go to the Resource Plan related list and click New. Make it a User Resource plan type, add a user, and then request it. Click the View Resource Availability related link. Click on any of the time bars in the chart to get the Allocate Resource dialog. Note that with the 11-point text, the Cancel button wraps so that it is at the bottom left of the dialog instead of to the right of the OK button. Enter 4.5 in the dialog and click OK. Note that nothing happens. Change the font size to 10pt and repeat steps 5 through 10. Note that the Cancel button now appears to the right of the OK button. When you make your input and click OK, you get the following message below the input box: "Please enter a whole number."
Project Management	PRB606059	Translation issues in the Gantt chart and the Relationship Types list	1. Navigate to Project > Projects > All. 2. Open a project. 3. Click the Gantt Chart related link. 4. Note that the field used to add a new task is not translated. 5. In the application navigator filter, type task_rel_type.list to open the Relationship Types list. 6. Note that the Parent descriptor, Child descriptor, and Name fields are not translated.
Project Management	PRB579400	The text color under a timeline span cannot be changed.	Navigate to System UI > Timeline Pages. Select Change Schedule to open the record. Click View Timeline to display the timeline. From the Change Schedule record, select the outside_maintenance_schedule=true^EQ condition to change the Timeline Page Span Style. Change the Label color field to Red. Notice that the color of the text does not change.
Project Management	PRB608510	Planned cost is a calculated field but the calculation is hard-coded to work only for group resources and not user resources.	
Project Management	PRB594011	In the Time Card module, the Generate Task Cards button is not generating the expected cards.	1. Ensure that the project management and time card management plugins are activated. 2. Give the project_manager and itil roles to a user. 3. Pick a project and some associated project tasks and assign them to the user selected in step 2. 4. Make sure the planned start for the project and tasks is set several weeks in the future and not for the current week. 5. Impersonate the user from step 2. 6. Navigate to Time Cards > My Time Cards > Current. 7. Click the Generate Task Cards button and then click OK on the two resulting popups. Note that new time cards are generated for the planned tasks even though these tasks will not be active for several weeks and should have been filtered by the query.
Project Management	PRB596393	The calc effort and allocation business rule on time card records generates a new user resource record for any task, not just planned task records	Activate the Project Management v2 plugin and load the demo data. Configure the Incident form layout and add the Time worked field. Set these system properties to true: com.snc.time_card.autocreate com.snc.time_card.time_worked com.snc.time_card.update.effort com.snc.time_card.update.resource Impersonate the user Bow Ruggeri. Create a new incident and enter 30 minutes in the TIme worked field Click Submit. A message is displayed that the time card was created. Impersonate admin and navigate to the user_resource table. Note the new record that was just created.
Project Management	PRB605148	Setting glide.ui.escape_all_script to true breaks the SDLC Scrum planning board	1. Open a Eureka instance. 2. Activate the SDLC - SCRUM and the SDLC - Scrum Process Pack plugins. 3. Set glide.ui.escape_all_script to true. 4. Go to the Scrum planning board. 5. Note that the entity name must immediately follow the '&' in the entity reference.

Problem category	Problem	Short description	Steps to reproduce
Project Management	PRB572095	Copied project subtasks (using Copy Partial Project) do not display on Gantt chart; manually created subtasks do appear	Note: You need to create two levels of project tasks: a task and a subtask. Project Record ---> Project Task ---> Project subtask 1. Open an instance. 2. Create and save a project record (Project > Projects > Create New) 3. Enter a short description and click Submit. 4. Create one project task (Project Tasks tab > New), enter Task 1 in the Short Description field and click Submit. 5. Edit the new task by selecting Task 1 from the Project Tasks tab. 6. Create a subtask manually (Project Tasks tab > New), enter Manual SubTask A for Task 1 in the Short Description field, and click Submit. 7. Click the Gantt Chart related link to verify that the task and subtask both appear in the Gantt chart. 8. Now create a subtask for Task 1 by right-clicking in the header bar and selecting Copy partial project from the context menu. 9. The Copy Partial Project dialog box appears. 10. Select any task from any project to copy from the list, using the magnifying glass. 11. In the Name field of the dialog box, enter Copied SubTask B for Task 1 and click OK. 12. Click the Gantt Chart related link to see if all project tasks appear in the Gantt chart. SubTask A still appears but SubTask B does not. 13. Note also that if you manually create a third subtask (C), both the A and C subtasks appear in the Gantt chart but copied subtask B still does not.
Project Management	PRB604451	Dragging and relating two project tasks in a Gantt chart can cause the system to hang	Create a very complex project with many phases and tasks. Create many relationships between phases and many relationships between tasks.
Project Management	PRB600378	Project Overview page has broken gauges	
Project Management	PRB607583	General data exception when new projects are created	1. Navigate to Project > Projects > Create New. 2. Fill out the fields on the form. 3. Click Save.
Reporting	PRB599847	For group reports, the auto-complete feature for the Groups and Users fields does not work.	1) Open a group report. 2) Under the groups box, there is a textbox with a search icon . Type in the start of a valid group name, such as 'D'. 3) The search box is supposed to give a drop down of possible group names that start with D , but it does not. 4) Note that the same happens with the users box.
Reporting	PRB600802	Percentages are gone in the Dublin release	
Reporting	PRB600800	Opening report_home.do causes links to open in pop-up windows	1. Go to /report_home.do directly in a new window. The navpage should not wrap it 2. Open a report 3. The report opens in a new window but should open in the current window.
Reporting	PRB601233	Reports do not open in the form pane tab when the main content pain is split into list and form views.	1. Enable List and Form View in the left navigation bar. 2. Access Reports > View/Run which loads report_home.do in the left frame. 3. Click on any report, such as Today's active changes. Expected result: the report loads in the right frame, replacing the Incident. Actual result: the report does not load in the right frame.
Reporting	PRB602836	Exporting to PDF limited to 12 columns in Eureka	1. Upgrade any instance to Eureka. 2. Export a report with more than 12 columns. Note that the PDF only generates 12 of the columns.
Reporting	PRB605523	Creating a Pivot Table report on the Incident table can result in an error.	1. Open a Eureka Instance. 2. Open a new Incident. 3. Personalize the Category field and add a new choice or change an existing choice value to either "abcdefghijklmnopqrs" or "Intermittent outage". 4. Create a new Incident record with the newly created Category choice. 5. Open a new Pivot table report. 6. Adjust the report options as following: Table = Incident Column = Category Aggregation = Average = Time worked or Business Duration 7. Run the report and then check the error log.
Reporting	PRB607574	Alignment inconsistency with IE and Chrome	Create a new report on incident table using default columns. Use Filter of created on today to limit results. Observe the differences with Chrome and IE.
Reporting	PRB610697	Pie and bar charts are saved as JPEG without extension in Firefox or IE	1. Open either a Firefox or IE browser: 2. Create a bar or pie report for a table of preference that is producing a chart. 3. Navigate and run the report. 4. Click the menu icon on the generated chart and select "Save as JPEG". 5. Observe that the saved file does not contain the extension.

Problem category	Problem	Short description	Steps to reproduce
Reporting	PRB610106	Before Calgary Patch 4, report_admin sees all reports listed in homepage, including those he created; after P4 only admin can see all reports independently from group or user visibility	
Reporting	PRB609979	Variables[+] item in sc_req_item reporting slashbucket is not visible	Select the Requested Item (sc_req_item) table. Select the List report type. Notice that in Available Columns, the Variables [+] is not available. When you expand and contract any other [+] field, then the Variables [+] becomes available. Similarly in sc_req_item.list, customize list layout slash bucket there is the same error.
Reporting	PRB606366	Report Summary "First Level Locations" do not set Expires field - Long-running queries and instance perfromance loss	1. Install the "Custom Charts"-com.glideapp.custom_charts plugin. 2. Click "Execute Now" on the Report Generators: World Population: /sysauto_summary_generator.do?sys_id=f42709f10a0a0b9e0091f2fe9c38bd91 First Level Locations: /sysauto_summary_generator.do?sys_id=9d39c2a40a0a0b9e00ba658934361fe9 Notice that the "Expires" is not set on "the sys_report_summary" table.
Reporting	PRB615592	Horizontal bar has no axis labels when there are too many bars on the chart	
Reporting	PRB590070	Japanese report renders as empty boxes in chart output	1. Activate the Japanese plugin. 2. From an empty list (For Example, 'Assigned to me'), right-click the empty list header (for example 変更 application > 終了 module), and then select 円グラフ . Result: Japanese report renders as empty boxes in the chart output.
Reporting	PRB603735	508 Accessibility: Report home navigation structure cannot be read by screen readers	1. Use a screen reader such as JAWS. 2. Open Headings mode (Insert + F6 in Jaws). Notice that there are no headings on report_home.do
Reporting	PRB606769	Ctrl+click a report link does not open the report in a new tab	Navigate to Reports Hold Ctrl Key and click a report link. Result: Report does not open in a new tab.
Reporting	PRB615853	Translations are missing on report messages	1) install French translations: ReportSaveProcessor.java 2) Go to application 'Rapport/Tous les rapports' and click 'Nouveau'. This launches the sys_report_template.do?sysparm_create=true' page * Untranslated message appears on the filter: Rapports > New report 3) Click 'Copier le rapport' * Untranslated message appears 'Report Created: XXX' 4) Click 'Enregister' * Untranslated message appears 'Report Saved: XXX' 5) Click 'Créer une jauge' * Untranslated message appears 'Gauge created for report: XXX' 6) Click 'Supprimer' * Untranslated message appears 'Report Deleted: XXX'
Reporting	PRB617060	The Availability Commitment Report displays an error message when decimals are used in the data in the report.	
Reporting	PRB602266	In report headers, '&' appears as '&' within report header. Same for assignment groups that are exported to PDF	Reports ====== 1. Go to Reports > View/Run 2. Select any report with "&" in the title. Result: When the report loads, header text includes "&" instead of "&". PDF ==== 1. For Assignment group CAB & Approval (for example). 2. Run report. 3. Export to PDF. Result: Title is "CAB & Approval" when it should be "CAB & Approval".
Reporting	PRB604416	Report ranges cannot be translated	
Reporting	PRB576589	For the 'I18N - French' plugin, not all language localization is retained when export to PDF	1. Log in to an instance and activate the I18N - French plugin. 2. Switch to French and navigate to Open Incidents. 3. Open an incident. Notice the French language section headers and tabs. 4. Export to PDF. Notice that the words now appear in English.
Reporting	PRB608168	Aggregation report: Nullpointer exception and incorrect result when aggregation is a sum or a count	Run an Aggregation report. Result: Empty result when aggregation is a sum, and a strange result when aggregation is a count.

Problem category	Problem	Short description	Steps to reproduce
Reporting	PRB602034	Role 'report_admin' is not able to change Chart Colors or Color Definition	1. Log in to an instance. 2. Create a User named "Report.Admin". 3. Grant roles: report_admin, itil 4. Impersonate Report.Admin. 5. Go to Reports > Chart Colors. Result: The following message appears: Number of rows removed from this list by Security constraints: 20 (No records are visible) 6. Go to Reports > Color Definition. Result: The following message appears: Number of rows removed from this list by Security constraints: 20 (No records are visible)
Reporting	PRB618068	When glide.ui.escape_text is false with in-list edit and title contain "&" then Highcharts report errors	1. Set glide.ui.escape_text = false (WITH IN_LIST EDIT) 2. Create bar chart report with title = 'test & test' and save. The entity name must immediately follow the '&' in the entity reference. or Create bar chart report with title = 'test&test' and save. The reference to entity "test" must end with the ';' delimiter.
Reporting	PRB582566	Perform 'Execute Now' on a Scheduled Report several times: The PDF output is different for each run.	1. Create a scheduled report and add your email address to receive the report. 2. Under System Properties > Email, add your email address to the "Email address to which all emails will be sent. Used for non-production systems for testing purposes" field. 3. Perform 'Execute now' on the Scheduled report with a Name of "RUN THIS!! Monthly Sev 1 (ME)" at least 5 times. Result: The pdf is different for several of the runs.
Reporting	PRB603262	Export to PDF for Incident: 'Additional Comment' field gets very large but empty	1. Create an incident with long text for the fields Additional Comments and Work Notes. 2. Right click on Incident's form header and select Export > PDF (Portrait). Result: The text for the work notes is shifted to the second page. The upper page gets an empty grey box.
Reporting	PRB594286	French translation missing in reporting tools. 'Rapports > Voir / Lancer > Nouveau'	1. Log on to an instance. 2. Select Language = French/Francais 3. Navigate to 'Rapports > Voir / Lancer' 4. Click 'Nouveau' Result: Two missing translation from the main section 5. Select a filter Result: Missing some translation in the operation
Reporting	PRB610543	List Report builder: When adding Columns, the slushbucket boxes are too narrow for long or dot-walked names	1. Build a List-type report. 2. Add a new Column. Result: The two slushbucket boxes (Available and Selected) are too short to handle long Available field names and dot-walked Selected names.
Reporting	PRB602881	Display grid does not appear on chart if check/uncheck display grid and then export to PDF without save	1. On a report, change to a different type (for example, pie) and check display grid. 2. Without saving, export to PDF. Result: The display grid is not shown on the chart.
Reporting	PRB603859	Reports have the text "empty" as one of the columns/range	The following reports have the text "empty" as one of the columns/range: Service Request Aging Report - Other category. Ticket Aging Report - Awaiting User info.
Reporting	PRB592576	Hebrew text does not export to PDF	1. Go to Plugin > Install Hebrew. 2. Go to any incident and add Hebrew text. 3. Go to incident List > Export to PDF. Resultr: No Hebrew text in the PDF, instead of there are blank spaces. The issue also occurs when changing the language to Hebrew.
Reporting	PRB614287	508 Accessibility Mode: Grid display is not working on charts	When Accessibility Mode is enabled (see user settings) the grid should display by default for all charts. The Chart shows a (+) but it is on the right side instead of the left side, and it does not open.
Reporting	PRB607505	PDF Export of Pivot Table report with many columns causes high node memory use and throws com.itextpdf.text.DocumentException	

Problem category	Problem	Short description	Steps to reproduce
Reporting	PRB602338	Deactivated table fields are displayed in previously created report or list views	1. Add custom field test_report on the table sys_user; field (created as Active). 2. Create a report named report_test: type: List table: sys_user add the field test_report to the "Selected" fields. 3. Run the report. Result: The test_report field appears in the report. 4. Uncheck the Active flag on the custom test_report field 5. Run the report. Result: The test_report field is not present in 'Selected fields', but appears in the report. 6. Create a new report. Result: You cannot add the test_report field to 'Selected fields' because the field is missing from the 'Available fields'.
Reporting	PRB612439	Text box for 'is one of' filter is smaller than it used to be	
Reporting	PRB606473	You can disable auto favorites for modules but not on report_home (Reports > View / Run)	
Reporting	PRB599471	Long report titles break onto a second line at 50 characters instead of at end of a word (at whitespace)	For a report with the title "This is a report with a title more than fifty characters in length" The title on the report is : This is a report with a title more than fifty cha racters in length This woudl be better: This is a report with a title more than fifty characters in length
Reporting	PRB594176	Trend report display: Incorrect order of Days of Week on horizontal axis	1. Navigate to 'Reports > View / Run' 2. Select type = Trend Report. 3. Select Trend Field = date_field per=Day. 4. Add Filter and Order = date_field on Last week. Notice: The Filter Produce Data from Monday to Sunday but the chart is rendered from Sunday to Saturday. Which making the last Changing the glide.ui.date_format.first_day_of_week attributes as no effect on the Selection.
Reporting	PRB608743	The Same Day report condition excludes items with a duration of zero.	
Reporting	PRB605484	Export to PDF does not show all fields for ESS user	1. Display any incident. Notice the fields on the form. 2. Export the incident to a PDF file and view the exported record. Notice that the fields in the PDF are in the extended, incident table. The fields that do not appear are in the task table.
Reporting	PRB613245	Report chart does not appear in CMS Page Gauges	== Set Chart version to V2 1. go to sys_properties.list 2. set property glide.report.use_charting_v2 to false. == Create a CMS Page: 1. Navigate to "Content Management > Pages" 2. Click New. - (Set "Name" and "URL suffix") 3. Add content 4. Select Gauge 5. Chose a report with chart. - (for example, All Incidents by Category) == Set Chart version to V2 1. go to sys_properties.list 2. set property glide.report.use_charting_v2 to false. ==
Reporting	PRB594660	When running a Resource Management report on Resource Reports (Detail), there is an error with the Start Date and End Date fields.	Navigate to Resource Management > Reports > Resource Reports (Detail). Using the calendar, change the Start Date to 02-01-13 and the End Date to 02-01-14. Select a report and click Run. Note that the following error is generated: Error MessageSelect valid date, end date 02-01-2014 needs to be later than the start date 02-05-2012

Problem category	Problem	Short description	Steps to reproduce
Schedules	PRB583809	Calendar View: "sysparm_zoom=" in the URL has no effect	1. Go to System Scheduler > Schedule Pages > Create New 2. Create 3 new Schedule pages. 3. Add "show_schedule.do?sysparm_type=maint3&sysparm_include_view=monthly,weekly,daily,oldtimeline &sysparm_zoom=monthly" to the URL. Observe that "sysparm_zoom=monthly" has no effect. Remove 'weekly' from the list in "sysparm_include_view=" Observe that the calendar now opens monthly.
Schedules	PRB588684	Multiple calendar entries for a single user do not appear in Timeline view	- System Definition > Plugins - Activate Group On-Call Plugin - On-call Rotation > Create New Rota Group: Database Rota name: Test Manual schedule: True - Submit - On-call Rotation > On-call Calendars - Make sure you are on the Weekly view - Highlight any section of the Calendar, and select "Specify extra times when a rota is active" - Press OK - Double-click the new Schedule entry. - Set "When" to cover the current date from 00:00:00 to 23:59:59. - Double-click the empty space next to the 8:00:00 hour on the calendar for today. - Select Member = Fred Luddy and press OK. - Double-click the empty space next to the 9:00:00 hour on the calendar for today - Select Member = ITIL User and press OK - Double-click the empty space next to the 10:00:00 hour on the calendar for today - Select Member = Fred Luddy and press OK Your Weekly view should list Fred Luddy on schedule for 8, ITIL User on schedule for 9, and Fred Luddy again on schedule for 10. - Click the Timeline view Your Timeline will show only a single entry for both Fred Luddy and ITIL user. The schedule entry that should appear before ITIL User does not appear.
Schedules	PRB598803	On-call Calendars in Weekly view shows incorrect date: '1899-12-31'	1. Enable the 'Group on-call rotation' plugins 2. Navigate to 'On-call Rotation' > On-call Calendars > Switch to weekly view. Notice the date/time format: 00:00., 01:00 time shown 3. Navigate to 'System Properties' > System. Change the 'Time format' property value from 'HH:mm:ss ' to 'HH:mm, z' or '"HH:mm:ss z' by including timezone. 4. Repeat step 2. Notice that the On-call Calendars in Weekly view shows '1899-12-31' incorrect date.
Schedules	PRB613815	Floating holidays are not displayed on the On-Call Calendars	1) Navigate to 'Off hours (workday 8:00 - 5:00)' schedule (it will be there when you activate the On-Call Scheduling plugin and load demo data, possibly even without loading demo data). 2) Add the following Schedule Entries: Memorial Day - Type On Call, Show as On Call, When: 2007-01-01 08:00:00 to 17:00:00, Repeats Yearly, Floating, Last Monday May Thanksgiving Day - Type On Call, Show as On Call, When: 2007-01-01 08:00:00 to 17:00:00, Repeats Yearly, Floating, 4th Thursday November Thanksgiving Day After - Type On Call, Show as On Call, When: 2007-01-01 08:00:00 to 17:00:00, Repeats Yearly, Floating, 4th Friday November Christmas - Type On Call, Show as On Call, When: 2007-12-25 08:00:00 to 17:00:00, Repeats Yearly, Day of the Year Christmas Eve - Type On Call, Show as On Call, When: 2007-12-24 08:00:00 to 17:00:00, Repeats Yearly, Day of the Year 3) Click the Show Schedule related link on the 'Off hours (workday 8:00 - 5:00)' calendar. Notice that the holidays are all represented correctly and show 24-hour coverage, from year to year (check out 2012 through 2018). 4) Generate a new rota for one of the groups; pick the 'Off hours (workday 8:00 - 5:00)' schedule that you just modified. 5) Once the roster has been generated, look at the On-Call Calendar for the group. Notice that Christmas Eve and Christmas show up as expected in the calendar, but the floating holidays are not shown.

Problem category	Problem	Short description	Steps to reproduce
Schedules	PRB583839	Monthly view of on-call calendar does not print correctly	Pre-requisite: Enable the On-Call Rota Plugin 1. Create a new rota (On-call Rotation -> Create New Rota) 2. Select a group (for example, 'Hardware') 3. Leave Manual Schedule unchecked (this is to speed up steps to reproduce) 4. Select a start date (today or beginning of month) 5. Select a schedule type (for example, 'Workday 9:00 to 5:00'). You are taken to the calendar for the schedule. 7. Change the view from week to month (click the first icon below the date browser in the top-right-hand corner) 8. Click the Print icon next to the Logout button. Expected results: Cell for the first date should be populated with a member's rotation. Actual results: Cell for the first date is empty and the rotation detail ends up in the first cell of the print view.
Schedules	PRB619555	Schedule page using 'oldtimeline' bars extends beyond right side of calendar	
SDLC	PRB580739	SCRUM Process Plugin issues	1.) Install SCRUM Process Pack Plugin with no demo data. 2.) Open up the "Planning Board" application. Notice that nothing loads due to a javascript error: Uncaught TypeError: Cannot read property 'name' of undefined 3.) Now reinstall the SCRUM Process Pack Plugin, WITH demo data. 4.) Open up the "Planning Board" application. Notice that the planning board now loads properly.
SDLC	PRB599408	Changing date format to MM-dd-yyyy and using Create Story UI action from an enhancement or defect results in a corrupt Created date	1) Activate the SDLC Scrum Process Pack. 2) Set the system date format to MM-dd-yyyy. 3) Go to Create New Enhancement, and create one called Test Enhancement; click Submit. 4) Go back into the enhancement, right-click, and choose Create story. 5) On the story pop-up, fill in any required fields and click Submit; the story will be created 6) Use the gear to personalize the story related list on the enhancement, and add Created to the list; note the date value is incorrect.
SDLC	PRB584306	SDLC (Scrum) Burn Down Chart code renders a chart with gaps and errors if the metric instance story count value is formatted incorrectly	1) Activate the SDLC - Scrum and the SDLC - Scrum Process Pack plugins, and load the demo data. 2) Navigate to this record: rm_release_scrum.do?sys_id=3f7d5f43ef41200099620fa3f822569b%26sysparm_view=scrum 3) Click on the Burn Down Chart related link. Note how the chart draws as expected 4) Go to this metric instance record: metric_instance.do?sys_id=57fe70d0373120006c8f40ed9dbe5df8. 5) Change the Value field from 30 to 1100 and click Save. 6) Go back to the rm_release_scrum record and click the Burn Down Chart related link. Note how the scale on the chart has changed, but it still draws as expected. 7) Go back to the metric instance record and change the Value field from 1100 to 1,100 and click Save. 7) Go back to the rm_release_scrum record and click the Burn Down Chart related link, Note how the chart now draws improperly. The scale is off, and both the Total Points shading and the Ideal line are missing.
SDLC	PRB608015	Incorrect state for Enhancement	1. Install the SDLC plugin. 2. Create an enhancement. 3. Change the state to "Testing/QA". Note that the active state of the enhancement becomes false.
SDLC	PRB617470	"New" UI action on 'cmdb_product' is broken by SCRUM plugin	1. Open an instance that does not have the SDLC - Scrum Process Pack plugin installed. 2. Navigate to any CI form that has the Model ID field on it (Configuration > Base Items > Servers). 3. Select the magnifying glass on the Model ID Field. 4. Observe that a New button is available. 5. Install the SDLC - Scrum Process Pack plugin. 6. Navigate to any CI form that has the Model ID field on it (Configuration > Base Items > Servers). 7. Select the magnifying glass on the Model ID Field. 8. Observe that no New button is available.
SDLC	PRB605295	Add Group Member UI action has excessive run time due to query used	1. Activate the SDLC Scrum plugin with demo data. 2. Activate the SDLC - Scrum Process Pack plugin with demo data. 3. Navigate to SDLC (Scrum Release) > Planning > Open Releases table (rm_scrum_release). 4. Select the demo record. 5. Go to the Teams related list. 6. Right click below the list header where it currently displays one team already shown and choose Add Group Member. 7. With the developer console open, you can see a lot of GlideRecord synch queries for the sys_user_role_contains table.

Problem category	Problem	Short description	Steps to reproduce
SDLC	PRB591277	Add Sprints UI action gives error when glide.ui.escape_text = false: The entity "nbsp" was referenced, but not declared	1. Open an instance. 2. Navigate to System Definition > Plugins. 3. Activate the SDLC - Scrum Process Pack application with demo data. 4. Navigate to System Properties > All Properties. 5. Set glide.ui.escape_text to false. 6. Navigate to SDLC (Scrum Process) > Open Releases. 7. Select any record. 8. Right click on header and Add Sprints. 9. Note the following error: The entity "nbsp" was referenced, but not declared.
SDLC	PRB594036	Using the "Create story" UI Action on an Enhancement or Defect with non-OOB Date/Time format causes new Story record to have corrupted Date/Time values.	1.) Install the plugin "com.snc.sdlc.scrum.pp" with demo data. 2.) Change the System Property "glide.sys.date_format" to: dd-MM-yyyy 3.) Change the System Property "glide.sys.time_format" to: HH:mm (note, you will have to log out and log back in for these properties to take effect) 4.) Navigate to the "rm_defect" table, open the demo record, right click the header row and select "Create story". 5.) In the pop-up window, the "Opened" field should show the correct date-time in the new format. Click Submit. 6.) Now navigate to the "rm_story" table and locate the Story record that was just created. - EXPECTED: The "Opened" field should display a value of: 19-01-2014 12:19 - ACTUAL: The "Opened" field displays a value of: 06-07-0024 20:19 (more specifically, not the expected value)
SDLC	PRB559974	OOB Create Enhancement Record Producer uses non-existent "Business Case" field	1. Log on to an instance that has the "SDLC (scrum)" plugin activated. 2. Go to Service Catalog > Catalog. 3. Click on "Create a New Enhancement". 4. Fill in the Short description, Description, and Business Case fields. 5. Click Submit. The Business Case field is no longer visible or referenced.
SDLC	PRB578046	Scrum planning board throws error and comes up blank if Scrum releases short description contains an apostrophe	1. Open an instance. 2. Activate the SDLC - Scrum Process Pack plugin. 3. Navigate to SDLC (Scrum Process) > Open Releases > rm_release_scrum. 4. Open a record and add an apostrophe to the short description. 5. Click the Planning Board module.
SDLC	PRB591586	In Task Progress Board, derived fields on new SCRUM task (rm_scrum_task) records not populating with expected values	1. Activate the SDLC - Scrum Process Pack plugin with demo data. 2. Navigate to the rm_scrum_task table, personalize the form, and add the Short description field from the rm_story table. The full name for that field should be "rm_scrum_task.story.short_description". 3. Open up any rm_story record and use the Task Progress Board related link. 4. After the task board loads, press the "+" icon inside a story listed in the Stories column to create a new SCRUM Task. Expected result: the derived field "rm_scrum_task.story.short_description" should populate with the data from the rm_story record referenced. Actual result: the rm_scrum_task.story.short_description is blank.

Problem category	Problem	Short description	Steps to reproduce
SDLC	PRB583021	Burn down chart failing for point values greater than 1000	1. Open an instance. 2. Activate the SDLC - Scrum Process Pack plugin. 3. Navigate to SDLC (Scrum Process) > Products and click New. 4. Enter "Test Product" in the Name field and click Submit. 5. Navigate to SDLC (Scrum Process) > Open Releases and click New. 6. Enter the following information in these fields: Planned start date: Any date in the past Planned end date: Any date in the future Short description: Test Release 7. Right click on the header and save. 8. In the Products Related list, click Edit. 9. Move Test Product from Collection to Products List and save. 10. Navigate to SDLC (Scrum Process) > Open Sprints and click New. 11. Enter the following information in these fields: Release: Test Release Planned start date: Any date in the past Planned end date: Any date in the future Short description: Test Sprint 12. Right click on the header and save. 13. In the Stories Related List, click New. 14. Enter the following information in these fields: Short Description: Test Story 1 State: Ready Points: 5 Acceptance criteria: Test 15. Click Submit. 16. In the Stories Related List, click New. 17. Enter the following information in these fields: Short Description: Test Story 2 State: Complete Points: 5 Acceptance criteria: Test 18. Click Submit. This should take you back to the Sprint form. 19. Click the Burn Down Chart related link. Note that the Burn Down Chart is populating as expected. 20. In the Stories Related List, click New. 21. Enter the following information in these fields: Short Description: Test Story 3 State: Ready Points: 1000 Acceptance criteria: Test 22. Click Submit. 23. In the Stories Related List, click New. 24. Enter the following information in these fields: Short Description: Test Story 4 State: Complete Points: 1000 Acceptance criteria: Test 25. Click Submit. This should take you back to the Sprint form. 26. Click on the Burn Down Chart related link. The burn down chart populates as a flat line and an HTML error appears in the logs.
SDLC	PRB592139	In the SDLC application, the Add Sprint Members related link performs inefficient client-side queries and executes very slowly as the number of sys_group_has_role records increases	
SDLC	PRB611484	Clicking View to open attached images results in an error	
SDLC	PRB609862	When a feature record (rm_feature) has the state changed to Testing/QA, the record changes from active to inactive	1. Open a Eureka instance. 2. Activate the Release v2 plugin. 3. Navigate to a feature form and add the Active field to the form. 4. Open a feature form and check the Active field. It should be selected. 5. Change the state to Testing/QA and save. 6. Check the Active field. It is unselected. Expected behavior: the active field should be marked and the feature form is active. Actual behavior: the active field is not be marked and the feature form is inactive.
SDLC	PRB593259	Percentage on release does not reset when updating sprint status	1. Create a release. 2. Within that release, create two sprints. 3. After both sprints exist, complete one. 4. Check that the Release shows 50% complete. 5. Flip the completed sprint out of a completed state to any other state. This should alter the % field to 0%. 6. Check that the Release does not show 0% complete.

Problem category	Problem	Short description	Steps to reproduce
SDLC	PRB594216	SDLC planning board is a blank page with no options	1. Open an instance. 2. Activate the SDLC - SCRUM and SDLC - Scrum Process Pack plugins, but do not load any demo data. 3. Navigate to SDLC (Scrum Process) > Planning > Open Releases. 4. Remove the filter and verify that there are no records in the rm_release_scrum table. 5. Navigate to SDLC (Scrum Process) > Planning > Planning Board. An error is thrown on the server and browser and the content frame displays a blank page.
SDLC	PRB608094	Back button is not present in Project Grooming page	
SDLC	PRB602495	Add Scrum tasks UI Action showing translated options when translation not selected	1. Open an instance. 2. Navigate to System Definition > Plugins. 3. Enable the I18N: Spanish Translations plugin. 4. Enable the SDLC - Scrum Process Pack Plugin with demo data. 5. Navigate to SDLC (Scrum Process) > Open Stories. 6. Select any story (for example, STRY0000002). 7. Click the Add Scrum Tasks related link. The options display in English and in Spanish.
Security	PRB609741	Certification role assigned multiple times to a user, also assigned to inactive users and administrators have no control over this	
Security	PRB608752	When the Tree Picker Attribute is false, users without the Admin role cannot select an Assignment group with the Admin role	Test 1 - The prerequisite is that the the tree picker attribute is set to "False" for the assignment_group field. 1. Impersonate the user "Itil User" . 2. Go to "Create New" under Incident. 3. Click the magnify glass next to the Assignment Group field. Notice at the bottom of the list: "Number of rows removed from this list by Security constraints: 1". Test 2 - The prerequisite is that the the tree picker attribute is set to "True" for the assignment_group field. 1. Go to the Assignment Group dictionary entry and set the Tree Picker Attribute to "true". 2. Impersonate the user "Itil User". 3. Go to "Create New" under Incident. 4. Click the magnify glass next to the Assignment Group field. Notice FGE ServiceNow Implementation Group appears in the list.
Service Catalog	PRB614798	Admin Home items (originally from Business Edition) are returned by search API	1. Log in as administrator. 2. Go to the 'Create An Incident' record producer. 3. Type 'email' in to the 'Please describe your issue below' field.
Service Catalog	PRB609861	"EMPTY_JSON" is not defined when using Scripted Order Guide	1. Confirm that Catalog Item Sales Laptop has an associated workflow 2. Edit the workflow Service Catalog Item Request 3. Add Scripted Order Guide to the workflow after the begin and before the approval-user activity. Do not populate the script field for the activity. 4. Publish the workflow and order the Sales Laptop Catalog Item. 5. Open the System log and do a search for Source = ACTIVITY Note the EMPTY JSON error being displayed.
Service Catalog	PRB592578	When the language is set to Hebrew, the content on the Service Catalog checkout page is aligned to the left instead of to the right.	1. Log in to a Dublin instance. 2. Enable the Hebrew language plugin. 3. Using the language picker, change the language to Hebrew. 4. Navigate to Service Catalog > Office. 5. Click on Packaging and Shipping. 6. On the Package and Ship inter-office or to external addresses, fill in the details and click Proceed to Checkout. Notice that the columns on the checkout screen are misaligned: the column with the Request Number field is aligned to the left instead of to the right. Notice that the Home, Back to Catalog, and Continue Shopping buttons are also misaligned. 7. Open a new browser tab, change the language to English, and repeat steps 4-6. Notice that the columns and buttons on the checkout screen are aligned correctly.
Service Catalog	PRB592446	The Continue Shopping button in the shopping cart redirects to incorrect an URL	In a demo instance, set the system property "glide.sc.continue.shopping.target" to "catalog_home.do?sysparm_view=catalog_default" Go to CMS page for that instance, then click Computers and Hardware under Order Things Click on any item (Desktop or Laptop) Click Add to cart. Click Continue Shopping. Result: You get an error message: A view name can only contain A-Z, a-z, 0-9, and _

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB604290	The Catalog UI Policy Action for Read Only does not work as expected on multiple choice variables.	1. Log in to a Eureka instance. 2. Navigate to Service Catalog > Maintain Items. 3. Click on Access. 4. Create a multiple choice variable and give it a name and question. Be sure to create at least two options for this variable. 5. Save the variable. 6. Create a catalog UI policy on this item. 7. Create a catalog UI policy action on the new multiple choice variable. 8. Set this UI policy action to Read only=true. Do not set a condition to ensure this runs. 9. Save. 10. Go to Access item and click Try it. Notice that the current option is read only but the other options are selectable.
Service Catalog	PRB600046	Service Catalog List collector breaks page (JavaScript error)	1. Log on to an instance, and add a new List Collector variable to a catalog item. 2. Order the item. 3. Open the browser's console. 4. Go to the Requested Item, default view. 5. See that as soon as the list collector variable is rendered, it throws a couple of JavaScript errors.

Service Catalog	PRB594805	Using g_form.setReadonly on a slush bucket/list collector in an onLoad catalog client script causes a JavaScript exception.	Open a Dublin instance.
			Edit the Apple iPhone 5 item.
			Add a new variable:
			Type: List Collector
			Table: sys_user
			Name: users
			Create an onLoad client script with the following script:
			<tt>function onLoad() {
			g_form.setReadOnly("variables.users", true);
			}
			Preview the item.
			The slushbucket is not read-only and there is an error in the JavaScript console.

Service Catalog	PRB601311	On the ESS Portal, the Add to Cart and Order Now buttons in the CMS Catalog Cart content block do not work.	1. Navigate to Content Management > Sites > Employee Self-Service. 2. Enable the Use external cart check box and save the change. 3. In the Pages related list, open Portal - Order Hardware. 4. Click the Edit Page related link. 5. Click Add content. 6. Click Content Blocks, then Catalog Cart. 7. Click the middle left Add here drop zone as the location for the content. 8. Go to the /ess page. 9. Click on Hardware and then Sales Laptop. 10. Enable JavaScript debug in the browser. 11. Click either the Add to Cart or Order Now button. Note the following error: Uncaught ReferenceError: alertPriceUpdate is not defined
Service Catalog	PRB600746	Stacktrace is shown when creating a Category Request.	Ensure that the Service Creator plugin is not installed (for Eureka and Fuji). Go to Self-Service > Service Catalog > Can We Help You? Open an Item Designer Category Request. Populate the fields and submit. Look at the system console where a stacktrace is shown.
Service Catalog	PRB603187	Submitting request through mobile view does not submit last field on form	1. Create a record producer for an incident with two variables 2. Open the record producer in the mobile view. 3. Give each variable a value and submit the record producer. 4. Open the incident form in the regular desktop UI, and add the variable editor 5. Note that the variables are empty and/or missing
Service Catalog	PRB605426	In Internet Explorer 8, a long-running JavaScript error is caused by isRadioControl(fieldName) when a large number of radio button variables are used on a catalog item.	Place 100+ radio button variables on an item and open in IE-8
Service Catalog	PRB604099	After upgrading to Eureka, an out of memory condition occurs when null or zero length strings are entered into the search field.	Go to Self-Service > Service Catalog. Click in the search field. Enter a space and click the search icon. The following message appears in the log: SEVERE *** ERROR *** OutOfMemoryError: Java heap space
Service Catalog	PRB600132	Reference qualifier field is hidden after saving the record	1. Create a new variable of type Reference 2. Enter values in Question and Name fields. 3. Within the Move to "Type Specification" tab/section, select a reference 4. Change "Use reference qualifier" to "Advanced" 5. The Field "Reference qual" is displayed. Populate this field, and submit the variable form. 6. Reopen the variable. 7. Note that the field "Use reference qualifier" is still advanced, but the field "Reference qual" is not displayed anymore.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB604122	Container and label variables, incorrect formatting when submitted from an order guide	1. Create an order guide with 4 or 5 tabs (rule bases). 2. Create a variable set with ~10 variables with multiples labels and container starts and ends. DO NOT make any of the variables mandatory. (can use attached var_set: 3ColumnSet) 3. Add the variable set to all of the order guide items such that they will appear on all of the tabs defined in step 1. 4. Run the order guide being careful to only visit 1 or 2 of the tabs noting which tabs you have visited. 5. Submit the order, and visit each of the spawned RITM records. Notice that the RITMs associated with the tabs that were NOT visited in the order guide. The variables (labels and containers) will not render correctly on the RITM form. The RITMs that are associated with tabs that were visited in the order guide will render the variables correctly.
Service Catalog	PRB615817	"Back to Catalog" and/or "Continue Shopping" buttons do not work as expected on Shopping Cart and Order Status	Scenario 1: 1/ Open Catalog Item "Apple iPad 3" in the hardware category, or via the 'Try It" button of the catalog item Note the Warning generated in sys_log 2/ Click Add to Cart, and Edit Cart. Note the Warning generated in sys_log as this Shopping Cart page loads Click "continue shopping" and nothing happens 3/ Click "Check Out" Note the Warning generated in sys_log as this Order Status page loads Click "back to catalog" or "continue shopping" and nothing happens Scenario 2: 1) Go to Service Catalog homepage 2) From Top Requests, select an item 3) Click Order Now 4) Click Continue shopping Note that it redirects to Homepage, not Catalog homepage
Service Catalog	PRB605369	Users can access the form view (not list) for requested items, even if ACLs do not grant reads access	1) Get the sys ID of a requested item record that Joe Employee will not have access to 2) Login as Joe Employee 3) Access the requested item record to which the user does not have access. 4) Note that the security restriction message is displayed as it should be 5) Access the same record in the form view. 6) Note that the record does appear even though the user does not have access. This is not consistent with our other tables. For example if you do this same test in an incident the user cannot access the record in either the list view or the form view.
Service Catalog	PRB611546	CMS Continue Shopping button redirects to homepage URL when going to a CMS item directly rather than browsing to it	
Service Catalog	PRB618079	Workflow Catalog Variables do not display in the requested item after first use	
Service Catalog	PRB613011	Checkbox variables added to a Variable Set do not appear together under the label	Add a variable set to a catalog item that contains a label variable followed by two check box variables.
Service Catalog	PRB601359	When an item with No cart field checked is included in an order guide, part of the cart still appears	1. Navigate to Service Catalog > Order Guides 2. Open 'New Employee Hire' 3. Add 'No Cart' to form 4. Check 'No cart' and save 5. Click 'Try It' 6. Fill out form and select 'iPhone 4' 7. Click 'Choose Options' Note that 'This Item' is still shown in upper right - there should be no cart.
Service Catalog	PRB604475	Content item opens within catalog when the target configuration is set to open in new window.	
Service Catalog	PRB599211	Request items variables are displayed differently depending on whether they are generated via mobile or browser.	
Service Catalog	PRB593930	Group Approvals (GAPRV) stay active (open) when Catalog Request is cancelled by user	1. In the Service Catalog, submit a request for a Catalog Item. 2. Cancel this request 3. On the related list check the Group Approval Record and modify the list view to display Active and State field 4. Notice that the Group approval record created has the following: "Approval = Cancelled", "Active = True", and "State = Open" 5. However, if you do this again and as an approver you Approve or Reject the item the Group approval record created has the following: "Approval = Approved/Rejected", "Active = False", "State = Closed Complete/Closed Incomplete" .
Service Catalog	PRB592433	Large catalog implementations cause extremely slow search	
Service Catalog	PRB594899	Mandatory variables in Wizards not working properly	

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB598283	The "No Quantity" field on catalog items does not work for the mobile UI.	1. Open a catalog item. 2. Add the No Quantity option to the form. 3. Check the No Quantity box. 4. Test the catalog item on a mobile device, and a desktop browser. 5. Note that the quantity field is still visible on the mobile device.
Service Catalog	PRB594891	sys_popup for Service Catalog Variables only displays Form Section that has lowest sys_id value	1) Go to the Form Sections table (sys_ui_section) and find a table that has multiple sections and the "Title" section does not have the lowest sys_id. Example, incident ("Notes" should have the lowest sys_id value). 2) Choose a Service Catalog Item (ex. Apple iPad 3) and add a variable for this Catalog Item. 3) For this variable, make it of Type "Reference" and have it reference the "incident" table. 4) Start this Catalog Item and in your reference variable, type in "INC" and choose any Incident. 5) Hover over the Reference Icon and you will see that the pop up will be of the "Notes" Form section. 6) Optional: You can also see what the expected behavior should be by going to a different form (example, Change Request) and add a new column that is a "Reference" type and references the Incident table. Then, when you type an Incident in this field and hover over the Reference icon, you should see the main section, as expected.
Service Catalog	PRB600201	Address not updating on the sc_cart table	1. Go to Service Catalog properties. 2. Check "Yes" for property "Use the two step catalog checkout model (default false)." 3. Impersonate a user. 4. Add the item to cart. If the cart does not exist, then a cart will be created and the current address will be populated for the user as designed. 5. Update the location address for the user and then add another item to cart The address is not updated on the cart.
Service Catalog	PRB586287	Possible to check out inactive item that was placed in the shopping cart	1. Go to Service catalog 2. Place an item in the shopping cart 3. Go to Maintain items and set it to inactive 4. Go back to your shopping cart and check out - the request is submitted
Service Catalog	PRB601093	currency_format.js doesn't check for variable before using	
Service Catalog	PRB611988	"Create Request" UI Action doesn't save parent Incident when created via Three step Catalog	1. Open an incident 3. Click UI Action Create Request example: https://irvinetest.service-now.com/catalog_home.do?sysparm_view=catalog_default&sysparm_processing_hint=setfield:request.parent=2eee457d0a0a3ca1008fc41beb237301 4. Select an Order Guide Item https://irvinetest.service-now.com/com.glideapp.servicecatalog_cat_item_guide_view.do?sysparm_initial=true&sysparm_guide=056e421a0a0a3ca10077b801d83c2b46&sysparm_processing_hint=setfield:request.parent=2eee457d0a0a3ca1008fc41beb237301 5. Click Options and notice the URL no longer has the request.parent value https://irvinetest.service-now.com/com.glideapp.servicecatalog_cat_item_guide_view.do?sysparm_guide=056e421a0a0a3ca10077b801d83c2b46&sysparm_active=075fa0660a0a3ca10078593ff5687485
Service Catalog	PRB606438	Calendar picker is present when the date/time variable is set to read only.	

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB603022	Issues with UI Policies if variable name is same as variable set name	1) Create a new Catalog Item (ex. Test Item) 2) For this Catalog Item, create a Variable Set called "options". 3) Inside this Variable Set, create a variable called "options" For this variable, choose these settings Type: Select Box Mandatory: True Visible on Bundles: True Visible on Guides: True Visible Elsewhere: True Include none: True (may not be necessary, but simulating customer's setup). 4) In the Questions Choices for this variable, create 2 records. a) Text: Show, value: show b) Text: Hide, value hide 5) Back in the Catalog Item, create a variable (not a variable set). Type: Single Line Text Name: show_this Visible on Bundles: True Visible on Guides: True Visible Elsewhere: True 6) Create a Catalog UI Policy for this Catalog Item with following settings Applies to: A Catalog Item Reverse if false: True Global: True On load: True Applies on a Catalog Item view: Applies on Requested Items: Applies on Catalog Tasks: Catalog Conditions: options is show 7) Create Catalog UI Policy Action Name: show_this Read only: Leave alone Mandatory: Leave alone Visible: True What this should do is that for the "option" variable, if set to "show", then the variable "show_this" will show. Otherwise, if set to "hide" (or none), then the "show_this" will not show. 8) In this Catalog Item, click "Try It" In the "cat_item_view" page, you should see this works as expected. 9) Checkout the item and then open the corresponding sc_req_item for this order. You will then see that the "show_this" field will not show, no matter what selection you have for the "options" variable.
Service Catalog	PRB600689	Price in a Catalog Request is not updated if Requested Items change.	1. Make a Catalog Request including two Items, each with a price > 0. 2. Go to the REQ and observe the total price. 3. Remove one of the Items from the REQ. Expected behavior: the total price of the Request is updated. Observed behavior: the total price of the Request remains the total of the two items.
Service Catalog	PRB603197	Users are unable to view Catalog Items that have Roles with a space in the end	1. Add a new Role. For example, Cab. 2. Create a new group and add a specific user, for example, user X. 3. Add the "Cab " role to this group you just created. 3. Create a new catalog item and assign a category to it. 4. Add "cab " to the Roles slushbucket. 5. Impersonate user X. You can't view the Item in the catalog. Correct the name of the role, and User X can see this item.
Service Catalog	PRB603593	Requested Item Approval Notifications are hard coded to USD currency notwithstanding System, Item, or User settings	

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB601657	Navigating to a requested item from search results opens the item in the wrong category	1. Go to Content Management > Sites. Open the only record available, then uncheck 'Simple Catalog Display' and save. 2. Set glide.sc.use_breadcrumb_links.cms to true 3. Add an item to more than 2 categories (for example, add Sales Laptop in Can We Help You? and in Software) 4. Open ESS site. 5. Navigate to Order Things > Computer and hardware (or hardware or Request Computers and Handhelds). 6. Sarch for Dell. - Note the links to other categories below the item; also note the current category - Note the item's link is pointing to the wrong category 7. Open the item - Note the breadcrumb is the wrong category, as noted before.
Service Catalog	PRB604349	UI Policy "Comments mandatory on rejection" not working in Eureka	1. Log on to an Eureka instance. 2. Open sysapproval_approver list. 3. Open any approval. 4. Change State to Rejected. The Comments field does not display as is mandatory. 5. It works when changing this line to: g_form.setMandatory('comments',true);
Service Catalog	PRB594883	Copy UI Action not copying user generated fields in the Request table	1. Log on to an instance. 2. Navigate to Requests. 3. Create a new field. 4. Add it to the form. 5. Enter anything in the form. 6. Enter a location in the location field. 7. Click Save. 8. Click Copy. 9. Notice the user field was not copied, neither was the location
Service Catalog	PRB597073	Catalog form slow to load	
Service Catalog	PRB614077	Catalog Homepage "Category Items" sections uses old cached sub-category Title, after the Category Title has been updated.	Reproduced on Eureka (P6HF2), Fuji (demonightlyuk): 1. Use the "+" to add this to the service catalog homepage: Catalog Catergories -> Hardware -> Catalog Items 2. Edit the title of the "Desktops" category. 3. View the catalog homepage. the Old "Desktops" category title is still used.
Service Catalog	PRB580710	Activation of e-Signature plugin disables Save and stay on an Approval Record	
Service Catalog	PRB581482	Using wizard the Date-Time fields is populated incorrectly in requested item	In Maintain Item (Choose iPhone) 1) Use an existing catalog item (iPhone) or create a new one 2) Add a variable of type date/time field with name "start_time" Wizard 1) Create a new wizard with 3 panels 2) In the wizard create a wizard variable of date/time field with the same name as the above 2) step. "start_time" 3) 1st panel, add "start_time" to the related list and connect the transition to the 2nd panel. (A panel that prompts the user to answer questions) 4) 2nd panel, (Catalog Order) and link it to iPhone and connect the transition to the 3rd panel. 5) 3rd panel, (Catalog Checkout Panel) 6) Save everything 7) Try It: - Enter "00:00:00" as the start time and any day you want. - Press Next and you will order the iPhone and you will see that the start_time is "00:00:00" - Press Next and then expand the item and you will see that the "start_time" is "16:00:00" of the previous day.
Service Catalog	PRB600020	Proceed to Checkout button is greyed out in older version of Firefox	Using Firefox 3.6.15: 1. Choose maintain items, then select any item 2. Click the Try It UI action. 3. Add to Cart. 4. Notice the "Proceed to Checkout" button is inactive.
Service Catalog	PRB600478	Variables not created with specified default value if user does not have "Read roles".	1.) Navigate to Self-Service > Service Catalog, and select the "Application Server (Large)" item. 2.) Right-click on the "How much (if any) SAN Storage is required?" variable and select "Personalize Variable". 3.) Add the "Read roles" field to the Variable form, and add the "itil" role. 4.) Specify a default value for this variable. 5.) Save the variable. 6.) Now impersonate Joe Employee and navigate to Self-Service > Service Catalog, and select the "Application Server (Large)" item. Notice that the variable is no longer visible. 7.) Submit the request. Now as an Admin, navigate to the newly created Request Item. 8.) Notice that the RITM was created without the default value applied for that "SAN Storage" variable.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB600968	Duplicate pane issue when the property "glide.sc.show_listing_breadcrumbs" is set to true	
Service Catalog	PRB603587	A blank space is missing between label and value in the approval summarizer	
Service Catalog	PRB601432	Select Box variable show duplicate none when selecting via a condition builder of Catalog UI policy	
Service Catalog	PRB601649	Question defaults to fourth value	1. Create a table called Group Selection (u_group_selection). 2. Create the following fields in this table Order (u_order) of type: integer Group Label (u_group_labebl) of type string Assignment Group (u_assignment_group) of type reference pointing to the sys_user_group table 3. Create the following records Assignment Group Group Label Order CAB Approval A 1 CAB Approval B 2 Database C 3 CAB Approval D 4 Hardware E 5 Capacity Mgmt F 6 4. Go to the "Schedule a Move" Catalog Item /nav_to.do?uri=sc_cat_item_producer.do?sys_id=3e5f2e1c0a0a0b27001afe79d8544288%26sysparm_view=item 5. Create a new Variable Type: Lookup Select Box Name: assignment_group Order: 300 Lookup from table: Group Selection (u_group_selection) Lookup value field: Assignment Group Lookup label field: u_group_label Reference qual: active=true^ORDERBYu_order Question: My support team 6. Visit the "Schedule a Move" Catalog Item 7. The "My support team" will always default to D
Service Catalog	PRB604348	Unable to hide variable type Macro (with label) in Requested Item and Catalog Task	1. Create a variable type of macro, name it macro and point it to our lightweight_glide_list. 2. Create a Catalog UI Policy to hide that variable onLoad. 3. Add the variable to the Catalog task in the workflow or the execution plan (so the var is shown in the Catalog Task). 4. Order the item and open the Requested Item. Note that the var is still visible when it shouldn't be. 5. Open the Catalog Task. Note that the var is still visible when it shouldn't be.
Service Catalog	PRB593905	Catalog search is very slow for some users when service portfolio plugin is active	
Service Catalog	PRB594044	Fields placed below Approval Summarizer on Approval Form are Read-Only regardless ACLs	1) Log on to an instance 2) Open Approval Record for CHG (sysapproval_approver) 3) Note that "Approval For" (Task Reference) or "state" (or any editable field) are editable fields 4) Personalize the Approval Form to put "Approval For" or "state" below the Approval Summarizer Result: "Approval For"or "state" are displayed above the approval summarizer and it is Read-Only Expected Result: The field should be editable as ACLs do not prevent that.
Service Catalog	PRB604494	Checkbox variable and accompanying Label variable 'Not Visible' on 'public' Catalog Item/Record Producer Form	Use Access as an example 1. Add 2 variables to access a. A checkbox. b. Another kind. For example, String. 2. Give both variables read_roles = public 3. In sys_public.list add a new entry for page = com.glideapp.servicecatalog_cat_item_view Note: You will have to increase the max size of that field to fit the whole link in. 4. Go to a logged out instance and navigate to the URL directly: <instance-url>/com.glideapp.servicecatalog_cat_item_view.do?sysparm_id=039c516237b1300054b6a3549dbe5dfc The normal string variable displays BUT the checkbox doesnt
Service Catalog	PRB602796	Unable to update or save fields in an existing Requested Item	This can be reproduced on Dublin. 1. Log on to a Dublin instance. 2. Open a requested Item. for example, RITM0000010. 3. Change the quantity from 1 to 15. 4. Click Save. The change is not saved and it automatically reverts back to 1.
Service Catalog	PRB597055	"Bookmark request" on catalog checkout does not generate correct link from Detailed Content block	
Service Catalog	PRB606736	Service Catalog record producer 'Ask a Question' redirects to invalid page help_thank_you	1.Log on to an instance and navigate to Service Catalog. 3. Open the 'Ask a Question' page. 4. Enter the mandatory information. 5. Click Submit. A page not found error appears.
Service Catalog	PRB599356	Issues with Delivery Address Populating in the Two-Step Checkout Page	

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB582603	Add to Cart button does not appear on screen for certain Service Catalog items	
Service Catalog	PRB585854	Checkbox variables do not convert to user's currency	1) Go to Maintain Catalog Item and open one of the items. Ensure that the currency is USD. 2) Add a checkbox variable. Include a value in price if checked 3) Log in as a user with GB locale (so you see the prices in GBP) 4) Go to Service Catalog home page and search for the catalog item from step 1. 5) Check the current price 6) Check the checkbox variable created in step 2. Note the price increments the absolute value and it does not convert it to GBP
Service Catalog	PRB603376	Service Catalog Overview homepage is overwritten during upgrade	1) Modify the Service Catalog Overview homepage 2) Upgrade to upgrade.2007_11_fall plugin. The changes are overwritten by out-of-box version.
Service Catalog	PRB592331	Workflow Context UI action jumps to subflow instead of jumping to parent	
Service Catalog	PRB604414	Mobile UI allows adding of items to cart and purchasing when 'No Order' or 'No Cart' has been marked true	1. Log on to an instance. 2. Go to Maintain Items and select Access. 3. Add 'No Order=true' and 'No Cart=true' to the form layout if not on there already and 'Use Cart Layout=false'. 4. Select both of these options. 5. Save and click 'Try It'. 6. Cannot add to card or view cart. 7. Go to /$m.do 8. Go to Catalog > Software > Access 9. You can click 'Add' to add this to cart 10. Next screen allows you to order this item.
Service Catalog	PRB595180	Entitlement scripts executing multiple times, causing repeats	1. Customize the Item form to provide access to the entitlement script section 2. Select an item and add an entitlement script with teh following: "gs.addInfoMessage("Testing: " + current.name);" 3. Access the catalog and observe the script will run more times than expected fro the number of items.
Service Catalog	PRB597292	Personalize order guide in Dublin defaults to item view.	1. Open an order guide. 2. Open the context menu and select personalize item. 3. Notice that the system defaults you to the Item view.
Service Catalog	PRB570705	Request and Request Item are is inactive after clicking Accept	1. Create an approval workflow and attach it to the Request table. 2. Submit a catalog item that will use that workflow at the REQ level. 3. Go to the sysapproval_approver record associated with the request. Click "Deny" next to the request item in the request item summarizer. (Don't click the Approve or Reject button) 4. View the Request and Request Item records. Notice that both show as inactive 5. Go back to the sysapproval_approver record. Click "Accept" next to the request item. 6. Click the 'Approve' UI Action on the sysapproval_approver record. 7. View the Request and Request Item. Notice that their state is inactive and neither show in the Request or Item module. The Expected behavior is that the REQ and RITM will reopen when the sole RITM is re-accepted The Actual behavior is that once it is Denied, it does not get reactivated by the Accept link
Service Catalog	PRB598126	Ordering a catalog item with attachments causes performance issues	
Service Catalog	PRB598766	SetValue in GlideRecord Mobile	
Service Catalog	PRB607998	Translation issues with Macro approval_summarizer_sc_req_item	1. Go to any requested item record that has an approver. (or add an approver to any sc_req_item) 2. Click on the approval record in the sc_req_item related list.
Service Catalog	PRB589795	Dirty form support not available for variable editor on sc_req_item table	1. Open Service Catalog. 2. Order Application Server (Standard). 3. Change a value on the variable editor and navigate away by clicking incident module [notice no dirty form] If you access the same RITM, change any of the fields and navigate away you will receive a dirty form alert.
Service Catalog	PRB591145	"More Information" collapses when going to the second page in the service catalog	1. Set the property glide.sc.auto_expand to 20 2. Go to a category. Ensure it has more than 10 items and change the items to display value to 10 3. When you navigate to the second page, the items are not expanded
Service Catalog	PRB609522	Choice fields on Service Catalog, Dublin+ do not display all unique values	1. Create a new select box Variable including none option. 2. Create two choice options: a. Label = alpha, Value = alpha b. Label = alpha, Value = bravo 3. Open the catalog item. Only one choice displays instead of two.
Service Catalog	PRB592814	Show Help option on HTML type variables does not appear.	1. Crate a HTML type variable on a catalog item. 2. Check the Show Help checkbox. 3. Enter some kind of Help text. 4. The help link does not appear.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB619185	Service Catalog Auto complete finds items that do not belong to any category.	1. Logon to any instance. 2. Modify a catalog item to not ro be included in any Category. Now if you go to the Service Catalog homepage, and search for that Category, the Auto Complete shows the Catalog item, though the actual search does not return anything.
Service Catalog	PRB610091	Display issue when using variable sets with display title=true	1. Log in to an instance: 2. Go to the variable set "common_comments" 3. Set "display title" to true, type some text in the "Title" field, and save. 4. Go to the form of the record producer "Report Performance Problem". - Notice that the title of the variable set is thick. 5. Create a second variable set as a copy of common_comments, with at least 1 variable, a title, and display title=true. 6. Include it in the record producer "Report Performance Problem". Reload the form. - Notice that the second variable set title appears correctly, unlike the first.
Service Catalog	PRB614594	"Options" variable on the catalog item does not appear in the translation tables.	
Service Catalog	PRB616602	Item view was deleted in Eureka, but a module still uses the view in its URL argument.	1. Right-click and edit the module Service Catalog > Catalog Definitions > Maintain items. Observe that the argument is &sysparm_view=item. This is a non-existent view.
Service Catalog	PRB583946	Out-of-box ACLs do not allow users to access records that they are approving	1. Add the My Pending Approvals default gauge (and layout) to the Self Service Homepage 2. Create a new request for a desktop 3. On the sysapprovals_approver table, modify the new sc_request approval and an existing change_request approval to point to an out-of-box user with no role 4. Impersonate the user and go to the My Pending Approvals gauge. 5. View the approval record. You cannot navigate to the underlying record, and the approval_summarizer information is limited (sc_request) or non-existent (change_request)
Service Catalog	PRB617348	When Continue Shopping page is defined by customer and contains .do? the resulting URL is corrupt.	1. Navigate to Maintain Catalogs. 2. Select Service Catalog. 3. Select Continue Shopping page: catalog_home.do?sysparm_view=catalog_default 4. Save. 5. Navigate to Self-Service > Service Catalog. 6. In cart, click Continue Shopping.
Service Catalog	PRB603143	Bookmark Request on CMS Catalog Checkout page links to the category instead of the request	1) Log on to the ESS Portal. 2) Click Hardware under Order Things. 3) Click any item. 4) Click Order Now 5) Click Bookmark Request to the right of the Request Number Expected Functionality: you are brought to the request. Actual Functionality: you are brought back to the Hardware Category List
Service Catalog	PRB591141	Uses of Macro variables (including lightweight_glide_list) are not consistent with the rest of the platform and result in poor rendering	
Service Catalog	PRB603972	Attachment UI not working for end users (non-admin) when editing Catalog Items added to their shopping cart	1. Open Chrome browser. 2. Log on to a Dublin instance. 3. Impersonate a user with employee provileges. 4. Click Service Catalog> new Employee Hire form. 5. Enter Name, Title and Department. 6. Click iphone5 , business cards [*Make sure you add business cards] 7. Click on choose options: Enter details on 2 tabs in the page: iphone 5 and business cards. Ensure all mandatory fields are filled in esp in business cards 8. Click Check out. 9. Click Edit button in the shopping cart corresponding to Standard business Cards. 10. On the header in the cart item, click on Attach icon. It does not give you an option to add attachment
Service Catalog	PRB595752	Client script does not respect "applies to" value	
Service Catalog	PRB597012	Variable with (cost or) recurring cost does not return correct value in the cart	
Service Catalog	PRB612182	Variable Formatter (and form) don't render if question_answer record has null table_sys_id value	1) Add the Incident Variable Editor to the Incident form. 2) Create a single question_answer record where table is Incident and has no table_sys_id value. 3) Go to Incident > Create New. A stack trace for a StackOverflowError displays.
Service Catalog	PRB575967	When Variable Macro 'macro_watch_list' is used in RITMs, selected users have sys_ids instead of names	1) Navigate to Service Catalog -> Maintain items, pick an item and create a new variable on it. 2) For the new variable make sure Type = Macro and Macro = macro_watch_list. 3) From the service catalog, order the catalog item that has this variable. Add 1 or more people using this list_edit. Once finished ordering, it will create a requested item. 4) Navigate to the requested item in Default view. 5) Note that the selected users are shown underneath the list edit in their sys_ids, not with their names.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB577646	Dictionaries are inaccessible from the Catalog UI Policy screen	1. Navigate to Catalog UI Policies. 2. Open an existing policy or create a new one 3. Right-click on an inherited field. For example, Global. 4. Select Dictionary. Expected result: Should see the dictionary entry for this field Actual result: Will get "Record Not Found" message.
Service Catalog	PRB615810	Service Catalog: 'question_text' field does not appear in Question section of variable definition.	1. Navigate to Service Catalog > Catalog Definition > Maintain Items. 2. Click New to create a new Catalog Item. 3. Give it a name, select Service Catalog from the available Catalogs, select Category Carpentry. 4. Save the record. 5. Go to the Item Variables tab and create a new one. 6. Select Type = Label. 7. Type in your question and name of the variable. 8. Save the record again. 9. Observe how the Question field disappears when the form reloads after the Save operation.
Service Catalog	PRB616108	Spaces before Select Box variables on order guide.	unkown
Service Catalog	PRB603038	UI Action "Create Request" contains a syntax error	1. Open the Create Request UI action. 2. Click Check Syntax button.
Service Catalog	PRB589514	Green Back Button: wrong navigation stack from Order Status page	1. Go to Self-Service > My Requests. 2. Open a request (you may have to modify/remove the filter). 3. This should take you to the Order Status page. 4. From here, open one of the RITMs from the page. 5. On the RITM form, click the green back button. 6. This takes you back to the Order Status page. 7. Click the green back button from the Order Status page. 8. This takes you back to the RITM. Expected behavior: Clicking the back button on the Order Status page should take you to the list of requests.
Service Catalog	PRB591136	String validators not properly escaped on catalog items	
Service Catalog	PRB591928	Back button wipes display value of reference variables, but retains previous value	1. Add a new reference variable (e.g. sys_user) to catalog item: Sales Laptop (and set as mandatory) 2. Select service catalog -> Sales Laptop, compete the variables and click Order Now. 3. Click browser back button. Note that the reference field display value is empty, but actually has previous value.
Service Catalog	PRB592498	MySQLSyntaxErrorException thrown when catalog data lookup is processed from a new catalog item form	1. Use the out of box Apple iPad 3 catalog item. 2. Create a new variable: Type: Select box Name: impact Choice table: Incident Choice field: Impact Question: Impact 3. Create a new Data Lookup Definitions -> Catalog Data Lookup Rule Catalog Item: Apple Ipad 3 Matcher Table: Priority Data lookup Create a Catalog Matcher Variable Definitions: Source Variable: impact and Matcher table field: impact 4. Go to the Service Catalog and choose Apple iPad 3 and then change the value in the Impact select box variable. 5. Go to the System Log and you will see the "loadRow failure" stack trace.

Problem category	Problem	Short description	Steps to reproduce

Service Catalog	PRB593987	Using a Service Catalog UI Policy to hide a variable of type: Macro in the Service Catalog does not hide the variable on the Task.	1. Create a variable type of macro, name it macro and point it to our lightweight_glide_list.
			2. Create a Client Script
			
			Type: onload
			Applies on Catalog Item View: true
			Applies on Requested Items: true
			
			Script:
			g_form.setVisible('variables.macro', false);
			g_form.setDisplay('variables.macro', false);
			
			3. Comment out setVisible line and order the item. Notice the variable is hidden on the item but not on the task.
			4. Uncomment the setVisible and comment the setDisplay. Test the item again. Notice it doesn't work on the catalog item or task.
			5. Disable the client script and Create a UI policy:
			On Load: true
			Applies on Catalog Item View: true
			Applies on Requested Items: true
			6. Test the item. Notice it hides the variable on the catalog but not on the task.

Service Catalog	PRB595743	Copy request allows copying of inactive catalog items	1. Open Service Catalog and order any item. 2. Go back to the catalog item and deactivate it. 3. Go to the request and you can use the UI action to copy it.
Service Catalog	PRB572505	Activity formatter and audit history list do not list changes from custom UI action updating sc_req_item.stage	Add "Request Cancelled" to choice list of the stage field on sc_req_item [this doesn't matter] Personalize the Activity formatter on sc_req_item, to include the Stage field. Create a UI action to update the stage field to the value of this choice { current.stage = "Request Cancelled"; current.update; } Cancel a request item with this UI action View stage change in the activity formatter Displayed as Stage (Empty) Log onto an instance Navigate to the service catalog Order a sales laptop Navigate to the associated RITM Use the "Cancel" UI action to cancel the item See the activity formatter following the cancellation: "Stage (Empty) was Waiting for Approval"
Service Catalog	PRB606674	Adding icon/header icon to Categories does not produce any result	1. Login as admin to an instance. 2. Navigate to System App Config > Service Catalog. 3. Select Maintain Categories. 4. Add a new one or use an existing category. 5. Add icon/header icon and update. 6. Notice nothing displays in catalog.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB600504	Service Catalog: delivery dates and total delivery times do not match	1) Define an Execution Plan: Execution Plan 1 (assign a Total delivery time of 100 days to it). 2) Add two execution plan tasks to the plan: Plan 1 Task 1, Plan 1 Task 2 (assign a delivery time of 1 and 2 days respectively). Observe that the total delivery time of the plan has changed to 3 days. Override it back to 100 days. 3) Define a Catalog Item: Item 1 (assign Execution Plan 1 to it). 4) Go to Service Catalog and make an order that includes Item 1. Observed behaviour: ~ "Delivery time" of Item 1 in the checkout page is 100 days. ~ "Estimated Delivery Date of Complete Order" in the order status page is now() + 2 days. ~ "Delivery Date" of Item 1 in the order status page is now() + 2 days. Expected behaviour: ~ "Delivery time" of Item 1 in the checkout page is 100 days. ~ "Estimated Delivery Date of Complete Order" in the order status page is now() + 100 days. ~ "Delivery Date" of Item 1 in the order status page is now() + 100 days. 5) Remove the task from the deliverty plan and override the plan total delivery time back to 100 days. 6) Repeat the process of making a request. Observed behaviour: ~ "Delivery time" of Item 1 in the checkout page is 100 days. ~ "Estimated Delivery Date of Complete Order" in the order status page is now() + 0 days. ~ "Delivery Date" of Item 1 in the order status page is now() + 0 days. Expected behaviour: ~ "Delivery time" of Item 1 in the checkout page is 100 days. ~ "Estimated Delivery Date of Complete Order" in the order status page is now() + 100 days. ~ "Delivery Date" of Item 1 in the order status page is now() + 100 days.
Service Catalog	PRB601691	The Order Status page in a Catalog Request does not calculate the Estimated Delivery Date of Complete Order based on user time zone	1) Create a workflow for the table Requested Item [sc_req_item] and set Expected time to 0 days 00:00:00 hours. 2) Create a Catalog Item and assign the workflow. 3) Setup your system to use GMT+2 time zone. 3) Wait until 01:00:00 and make a request for this Catalog Item. Say it is 2014-05-18 01:00:00 at this moment in your time zone. 4) In the Order Status page observe the "Estimated Delivery Date of Complete Order". 5) Go to the Requested Item and observe the field "Due date" displayed in the form (display time). 6) Right click the header at the top of the form, show XML and observe the value of "due_date" in the record (record time). Observed result: the Due date field in the form displays "2014-05-18 01:00:00". the due_date field in the record contains "2014-05-17 23:00:00". the Estimated Delivery Date of Complete Order in the Order Status page displays "2014-05-17", that is, yesterday. Expected result: given that we are making the request on May 18th, we expect the Estimated Delivery Date to be also on May 18th.
Service Catalog	PRB602971	Catalog variables show two lines --None-- in Dublin.	1. Load attached update set into a Dublin instance. 2. Navigate to Catalog and order Test from Can we help you? 3. Open the Test select box, there are two options --None--.
Service Catalog	PRB606514	If there is a check box variable with an associated price, it does not work to use g_form.setValue() on that check box for order guides.	
Service Catalog	PRB590487	Multiple choice variables have unexpected behavior when marked mandatory with no default value.	1. Open any Catalog Item with at least one variable of type "Multiple Choice" (e.g. 'New LDAP Server' on Demo023). 2. Personalize that variable: - Mandatory: check - Default value: <empty> 3. Update the variable. 4. Open the Catalog Item again. 5. Notice that while the field you have modified is shown as mandatory/not filled, it has the first value selected. 6. Change the value of the field to any other. Notice that field is now shown as mandatory/filled. 7. Change the value back to the first value. Notice that field is shown as mandatory/not filled again. 8. Click a few times on the first value radio button. Notice that field state (filled/not filled) switches when you do so.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB600895	'requested_for' not cascading through to requests created from order guides in Eureka.	In Eureka: 1. Navigate to the Catalog home page as an admin. 2. Add the 'requested_for' widget using the Add categories button. 3. Change the value of the requested for field to 'Abel Tuter'. 4. Click in to 'Can we help you'. 5. Click in to the 'Request Developer Project Equipment' order guide. 6. Progress to the end of the order guide (does not matter which options are chosen). 7. On the check-out screen, note that the 'Requested For' field is set to the user you are logged in as. It should be 'Abel Tuter'.
Service Catalog	PRB603366	During upgrades, the new Order field on io_set_item sets the default value for existing records, which causes variable layout issues.	Open a pre-Eureka instance that has variable sets defined for some items. Upgrade to Eureka Patch 1 or Patch 2. Note that the records in the io_set_item field are set to 100 when the values should be empty.
Service Catalog	PRB603738	Eureka: Catalog Categories are no longer translated.	1. Go to a Eureka Patch 2 instance. 2. Navigate to System Definition > Plugins. 3. Activate one of the "I18N:" language translations, e.g. Japanese. 4. Change the instance language to Japanese in the System Menu choice box, 5. Navigate to Self-Service > Service Catalog. Notice that some of the content such as the category titles and even some of the catalog items (this varies) have not been translated to Japanese and are still English.
Service Catalog	PRB588534	Catalog items with a cart do not display correctly when within an order guide.	1. Open a demo instance. 2. From the Service Catalog, add 10 or more items to the cart. 3. Navigate to Service Catalog > Catalog Definition > Maintain Items. 4. Open Sales Laptop. 5. Personalize the form to add the Cart field and then save. 6. Add the catalog_cart_default UI macro to this field and click Update. 7. Click Try It. See that the cart is in a column on the right. The variables are immediately below the description. This is expected behavior. 8. Navigate to Service Catalog > Catalog Definition > Order Guides. 9. Open New Employee Hire. 10. Click Try It. 11. Enter the following information: * Employee's Name: any name * Employee's Title: any title * Employee's Department: Sales 12. Click Choose Options. See that the cart is in a column within the same cell as the description. The variables are pushed way down the page after a large whitespace gap. This is not expected behavior.
Service Catalog	PRB601994	Variable set order is not set correctly, which causes unexpected behavior in the layout.	1. Log on to a Eureka Instance. 2. Create a variable set with an order of 100 and place two variables inside. Variable 1 with order 100 and Variable 2 with order 200 [add these to the variable set]. 3. Create 4 Variables: Container Start - Order 100 and Layout 2 Columns Wide, alternating sides Container End - Order 156 2 Single LIne Text Variables order 115 and 120 Note that the variables in the container ignore the layout and go back to 1 Column wide.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB606767	[E][F] Order Guides bad (duplicated) sysparm_active / sysparm_complete_tabs parameters in the URI	1) Create 3 Catalog Items: Item1, Item2, Item3. 2) Add a mandatory variable to each of the items. 3) Create 1 Order Guide and add the 3 items to it (in related list "Rule base"): Order Guide 1 4) Go to the Catalog and start order "Order Guide 1". 5) Click "Choose Options". 6) Open a packet sniffer or any other tool that lets you see the http messages between your browser and the server (eg Chrome Developer Tools) 7) For Item1, fill the form (1 variable) and click on the 2nd tab (Item2). Observe in the debugger, the query string in the GET request to http://<server>/com.glideapp.servicecatalog_cat_item_guide_view.do?.... ~ sysparm_guide:ff92ae3047322100a2d042b07ee490ad ~ sysparm_active:8fbe123047322100a2d042b07ee490e5 ~ sysparm_complete_tabs:c3aed23047322100a2d042b07ee490b6 ~ sysparm_incomplete_tabs:8fbe123047322100a2d042b07ee490e5,42ce523047322100a2d042b07ee49047 There 1 tab is complete, 2 incomplete. So far so good 8) For Item2, fill the form (1 variable) and click on the 3rd tab (Item3). Observe the GET query in the debugger: ~ sysparm_guide:ff92ae3047322100a2d042b07ee490ad ~ sysparm_active:42ce523047322100a2d042b07ee49047 ~ sysparm_complete_tabs:c3aed23047322100a2d042b07ee490b6,8fbe123047322100a2d042b07ee490e5 ~ sysparm_incomplete_tabs:42ce523047322100a2d042b07ee49047,42ce523047322100a2d042b07ee49047 ~ Observed behaviour: there are 2 tabs complete and 2 incomplete. ~ Expected behaviour: there should be 2 tabs complete and 1 incomplete.
Service Catalog	PRB603603	The Continue Shopping button in the CMS opens in a frame and the UI has to break out.	1. Open an item or category in CMS. 2. Click the Continue Shopping button. This temporarily opens the whole screen (left bar, title bar and content) inside the content frame. The frame buster code will kick in pretty quickly so that the screen is loaded in the whole browser. Sometimes this happens too quickly but sometimes you see a flash of that content. The button needs to target the browser, not the frame, when in CMS and also not when an external cart is used.
Service Catalog	PRB607431	Creating a catalog category with an ampersand (&) in the title and the 'Category Details' homepage renderer prevents users from selecting that category	1. Locate a Catalog Category with no renderer specified. 2. Add an ampersand (&) to the title. 3. From service catalog, click on the category. Note the error message.
Service Catalog	PRB610126	Duplicate variables on a requested item record cause script errors when saving the record	1. Add an item to your cart. 2. Duplicate one of the variables [sc_item_option] assigned to the cart. 3. Proceed to checkout. The duplicate variable is shown on the screen and a script error is thrown when trying to save the requested item
Service Catalog	PRB608093	An external content item opens in a new window although target is "within catalog"	1. Ensure you have an alternative view for the Service Catalog. To achieve this, make a copy of the Catalog module in the Service Catalog application menu and change the module Arguments field value. 2. Add the category to the alternative catalog homepage with "Catalog Items" renderer. 3.Change property glide.sc.max_items = 1000 4. Create a new content item with these values: - Name: BBC - Content type: External Content - Target: within catalog - URL: https://www.bbc.co.uk/news 5. Go to the alternative catalog view and open the content item. Notice that, instead of opening in the same frame, it opens in a different window.
Service Catalog	PRB611064	Publising a task assignment or an approval type definition not replicated in the update set.	Steps to reproduce: 1. Navigate to Item Designer. 2. Create a new Task Assignment Definition. 3. Assign a Group or a User. 4. Submit the record and the state should be in Draft. 5. Go to "sys_update_xml' and observe an update set record was created and the state is set to Draft. 6. Return to the Task Assignment Definition and publish the record. The state changes to Publish and it should update the corresponding update set record. The payload should be 'state' = publish.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB614060	Dynamically populated values in a Select Box variable are not displayed in Requested Item records	On Calgary Patch 2: 1)Add itil role to the glide.ui.view_change_roles property to enable view switching for ITIL user. 2) Create a select box variable with no choices on an catalog item. 3) Add an onLoad script as follows g_form.addOption('<variable_name>','test-webex','test-webex'); 4) Impersonate an ITIL user 5) Choose the modified catlog item. 6) Choose the select box to be "test-webex" 7) Submit the request 8) View the created RITM record in the default view 9) Notice the value of the select box variable is populated as selected "test-webex" Test the same steps on Eureka Patch 2 and notice the variable vaue is not populate on the RITM from ITIL user however the value for the select box variable in sc_item_option in both cases is saved as the submitted value i.e., test-webex
Service Catalog	PRB616401	Copying a catalog item takes longer than expected	
Service Catalog	PRB612206	Catalog Data Lookup Definition can cause a bad record to be created in the sc_cart_item table	1. Navigate to the Data Lookup Definitions table. 2. Click New. 3. Choose the "Catalog Data Lookup Definitions" option. 4. Choose these options for this record: Name: [Any Name] Applies to: A Catalog Item Catalog item: Create Incident Matcher Table: Priority Data Lookup (dl_u_priority) Active: True Run on form change: True Save the record. 5. In this record, for the Catalog Matcher Variable Definitions related list, create a new record with these values: Source Variable name: impact Matcher table field: Impact Exact lookup match: False 6. Create a record for the Catalog Setter Variable Definitions related list with these values. Source Variable name: [Leave empty/blank] Matcher table field: Priority Always replace: False 7. Navigate to the "Create Incident" Record Producer. 8. Click "Try It", then adjust the "impact" variable value. 9. After adjusting this impact value, go to the "sc_cart_item" table You will see that a new cart item has been created for this Record Producer. This is unexpected behavior, since Record Producer records should not have any connection to the sc_cart and sc_cart_item tables. In the logs, you will see errors being thrown that look like the following: Error Default-thread-7 14A1AA378CFF6100FD0E93D6FE8FC035 SEVERE *** ERROR *** loadRow failure java.lang.NullPointerException
Service Catalog	PRB595788	The service catalog property glide.sc.continue.shopping.target is not honored in Dublin and Eureka.	1. Login to a Dublin or Eureka instance 2. Create or edit the glide.sc.continue.shopping.target system property so that it has the following value: catalog_home.do?sysparm_view=catalog_default 3. Go to the service catalog 4. Choose Hardware 5. Choose Sales Laptop 6. Click the Add to Cart button 7. Click the Continue Shopping button Note that you are taken back one screen instead of being returned to the catalog home. If you do the same test in Calgary it works as expected.
Service Portfolio Mgmt	PRB610134	The Operational Status for service offerings shows the operational status from the parent business service	1. Install the "Service Portfolio Management" Plugin with Demo Data. 2. Go to the "Service Offerings" table (service_offering) and look for the Service Offerings starting with "Bond Trading". You should see these records: Bond Trading NY and Bond Trading London. The operational status for both of these records should be "Operational". 3. Either from one of these records, or from the "cmdb_ci_service" table, open the Bond Trading Business Service. The operational status for this record should also be "Operational". 4. Change the operational_status of this Bond Trading Service to "Non-operational". 5. Go to the "Business Service Catalog" and choose the "Bond Trading" Business Application. Note that a line near the top says "Current Status: Non-Operational". This reflects the Business Service itself and is correct. Scroll down to the "Service Offerings" and note that these records show as "Non-operational" when they should show as "Operational".
ServiceWatch	PRB615829	Changed pattern does not take effect after activating	

Problem category	Problem	Short description	Steps to reproduce
Shared Service Automation	PRB616227	CMS not working as expected in Shared Service Automation applications	
Shared Service Automation	PRB615000	Application created with App Creator does not have a CMS home page defined	1. Create a new SSA app 2. Open the CMS page. 3. Click the icon or name of the app, or click on Support, then click on the "appname Home Page" link in the breadcrumbs.
Skills Mgmt / Timecards	PRB593484	If the date format is defined as dd-MM-yyyy and a user clicks the New button on the Time Card related list from an incident, the Week starts on field displays an incorrect value.	1. Install the Time card management plugin, if not already installed. 2. Select Personalize > Related Lists from the form context menu and add the Time Card -> Task related list to the incident default view. 3. Change the date format for the admin user to dd-MM-yyyy. 4. Impersonate the admin user. 5. Open an incident. 6. Click the New button on the Time Cards related list.Note that the value in the Week starts on field is not correct.
Skills Mgmt / Timecards	PRB581959	In the Time Card module, the work week starts on Monday and time entered on Sunday is not tracking.	1. Log in to an instance on a Monday after 12:00 am midnight GMT (for example, 16:30:00 US/Pacific). 2. Activate the Time Card Management plugin. 3. Navigate to Incident > Open > and open an existing incident. 4. Right-click the form header and select Personalize > Form Layout. 5. Add the Time Worked field and click Save. 6. Navigate to Time Cards > Properties. 7. Check the Auto-create a user's time card when they update a task field. 8. Check the Auto-fill a user's time card with time from their "Time worked" entries. 9. Click Save. 10. Navigate to Incident > Open and open an existing incident. 11. Enter the time into the Time worked field and click Update. 12. Navigate to Time Cards > All and observe that record has been created and time has been allocated. 13. Navigate to Time Cards > Properties. 14. Change the value of the What day should time cards start on field to Tuesday and click Save. 15. Navigate to Incident > Open and open an existing incident. 16. Enter time into the Time worked field and click Update. 17. Navigate to Time Cards > All and observe that the record has not been created and time has not been allocated.
SLA	PRB593926	The Default SLA Workflow can end before the third Create Event activity runs.	Open the Priority 1 resolution (8 hour) SLA definition. Change the duration to 1 minute. Create a P1 incident by setting Impact and Urgency to High. After the SLA breaches, open up that task_sla record and view its workflow.
SLA	PRB580854	The contractFilter business rule for the SLA Contracts plugin does not correctly filter the Contract field.	1. Navigate to a service contract. 2. Fill in the related lists with records for Contracts CIs, Contract Locations, Contract Groups, and Contract Users. 3. Create an incident, fill in one of the references with one of the records you added to the service contract. 4. Try to access the contract using the reference look up. 5. Works for CI and Location - filtering does not work for Groups and Users
SLA	PRB586223	SLACalculatorNG does not update the has_breached field	

Problem category	Problem	Short description	Steps to reproduce
SLA	PRB590066	SLAs closed a second before Planned end time can breach.	1.Navigate to System Scheduler > Schedules. 2.Click New. 3.In the Name field, enter Test Schedule. 4.Right-click the form header and select Save. 5.Click New on the Schedule Entries Related List 6.Set When to a 9 hour period. Make sure it starts at a point in the future, as you will need to create a request before the schedule is active. 7.Set Repeats to Daily, and Save 8.Navigate to Service Level Management > SLA Definitions. 9.Click New, use the following values: Name: Test SLA Duration: 9 hours and 1 second Schedule: Test Schedule Start condition: Active is True Stop condition: Active is False 10. Click Submit. 11. Navigate to Incident > Create New. 12. Right-click on the form header and click Save. 13. Verify that Test SLA is associated to the record. 14. Wait until you are outside of the defined schedule. Since your schedule is set to 9 hours per day, you should have 1 second left in Business time left on the task_sla record, and the Planned end time should be tomorrow. 15. Set your Incident to a Closed state. Despite the fact that you could be hours before the Planned end time, the SLA will breach.
SLA	PRB602017	Task_SLA workflows transferred into an Update Set with the condition match "Run The Workflow" can cause duplicate workflows if user changes condition from "Run the Workflow" to "None"	1) Log into Berlin or Calgary instance 2) Navigate to Workflow > Workflow Editor 3) Create a new Workflow on the Task_SLA table, where the workflow condition match is set to "Run the Workflow" 4) On the cogwheel of the Workflow Editor, click "Publish" 5) Move this Workflow over to a new instance via an Update Set 6) Within the new instance, navigate to Workflow > Workflow Editor and open up the workflow created within step 1 to 4 7) Check out this workflow, and navigate to the Workflow Properties 8) Set the Condition Match from "Run The Workflow" to "--None--". 9) Publish the Workflow 10) Within the main page of the instance, navigate to Workflow > Administration > Workflow Versions and notice that there are duplicate workflows created.
SLA	PRB593692	When an SLA reset condition is true and a new task_sla record is created, the SLA pause condition is not correctly evaluated.	Reproduced in Calgary, Dublin, and Eureka. 1) Navigate to the Priority 1 Resolution (8 hour) SLA Definition on the contract_sla table. 2) Right-click the form header and select Personalize > Form Layout, and add the Reset Condition field to the form. 3) Add the following Reset condition to the SLA definition: Updates greater than 0 Incident state is one of New, Active 4) Navigate to Incident > Create New, open a new incident, set the impact, urgency (and priority) to 1, and select Save. You will get a task_sla record created, and it will be set to the In Progress state. 5) Put in a comment and select Save. Your existing task_sla record will be Completed, and a new task_sla record will be created and In Progress. 6) Change the incident state to Awaiting problem and select Save. The In Progress task_sla record will be Paused. 7) Put in a comment and select Save. The task_sla record will still be Paused. 8) Change the incident state to New and select Save. Your task_sla record will be marked completed and a new task_sla record will be created, but it will be Paused and not In Progress even though the Pause Condition is no longer true.

Problem category	Problem	Short description	Steps to reproduce
SLA	PRB603681	There are two issues that cause an incorrect calculation of retroactive pause time for a Task SLA record.	Issue 1 ------------ 1. Create 2 SLA definition records with thse values: Name: SLA Test 1 Duration: 1 hour Retroactive start: true Set start to: Created Start condition: "Active is true" and "Priority is 3 - Moderate" Stop condition: "Active is false" Pause condition: "State is Awaiting Problem" Name: SLA Test 2 Duration: 1 hour Retroactive start: true Set start to: Created Start condition: "Active is true" and "Priority is 2 - High" Stop condition: "Active is false" Pause condition: "State is Awaiting Problem" 2. Create an Incident with a priority of "3 - Moderate" and a state of "Awaiting Problem". Confirm that it gets a new Task SLA record attached for "SLA Test 1" and the stage is "Paused" 3. Wait a few minutes and then update the Incident's state to "In Progress" and confirm that the Task SLA record for "SLA Test 1" changes to have a stage of "In progress" 4. Update the Incident to have a priority of "2 - High" and confirm that the Task SLA record for "SLA Test 1" is now cancelled and a new Task SLA record has been attached for "SLA Test 2" 5. Add the columns "Pause duration" and "Planned end time" to the related list for Task SLAs on the Incident and you will see that "SLA Test 1" has the few minutes of pause time in the "Pause duration" field which has been added to the "Planned end time" - CORRECT. The Task SLA for "SLA Test 1" has an empty pause duration and planned end time is incorrectly still exactly 1 hour after the start time. Issue 2 ------------ 1. Create an SLA definition record with thse values: Name: SLA Test Duration: 1 hour Retroactive start: true Set start to: Created Start condition: "Active is true" and "Priority is 3 - Moderate" Stop condition: "Active is false" Pause condition: "Short description contains SLA Test" 2. Create a new Incident with priority 4 and short description set to "SLA Test". Confirm that a Task SLA for "SLA Test" is not attached to the incident after creating it 3. Wait a minute and then update the Incident to be priority 3. Confirm that a Task SLA for "SLA Test" SLA is now attached 4. Add the "Pause time" column to the Task SLA related list and this will show the current date/time instead of the date/time that the Short Description was set to "SLA test"
Software Asset Mgmt	PRB603242	Nightly counter deletes counter details with no license	1. Delete all licenses from a software model. 2. Run a counter for a software model. Note that the results and the counter are cached. 3. Run the counter (now cached) again. Note that the counter details are deleted and then reinserted before the count is updated.
Software Asset Mgmt	PRB609375	Deleting the Software Installation record does not delete the Software Counter Detail related record	1. Navigate to Software Asset Management > Reconciliation > Software Counters. 2. Open any Software Counters record, such as Microsoft Skype 5.0. 3. Right-click the header and select Personalize > Related List. 4. Select Software Counter Detail > Software counter to the selected list collector. 5. Click Save. 6. Click on the software install record under the Software Counter Details related list. 7. Click the "Delete" UI Action. Notice that on the Software Counter record, the Software Counter Detail record still exists, but the 'Software Install' field value is now empty. This behavior differs from the behavior within Calgary and the Dublin releases, since the "Remove cached flag" business rule on the Software Installation [cmdb_sam_sw_install] table has changed in Eureka.
Software Asset Mgmt	PRB611060	An error occurs when executing Rebuild SAM cache on multiple counters simultaneously.	1. Go to software Counters 2. Modify UI Action "Rebuild SAM Cache" to have it on List choice. 3. Select all counters and on the list choice click "Rebuild SAM Cache"

Problem category	Problem	Short description	Steps to reproduce
Software Asset Mgmt	PRB615454	A "Per workstation" counter returns a count of 1 when it finds installs on a workstation that are not assigned to a user	1. Go to the "cmdb_sam_sw_install" table and search for records with the display name containing "IBM DB2". There should be 5 results. 2. Go to the Software Counter table. 3. If one doesn't already exist, create a new Counter record that maps against the Software model "IBM DB2 Advanced Enterprise Server Edition". Other parameters would be as follows: Grouping: None Enforce to: License License type: Per workstation Verify entitlements: True Generate details: True 3) Run this counter on the instance. Note that Rights owned is 100,000 (based on 2 licenses that should exist for this model) and Rights used is "1". However, if you go to the "Software Counter Results" related list, and look under the "Entitled in use" summary, you will see there are 3 records listed, but the count only shows "1". You can also see that for the "valuation" value in these 3 records, 2 of them are '0', while only 1 is '1'. You can also look in the "Entitled not in use" and "Not entitled" summaries and see that there are records listed, even though the count is showing as 0.
Software Asset Mgmt	PRB605856	Software Counters does not work properly when multiple suite models have the same suite components	------test environment--------- Statistics for: Demo Server @ empvhu2.service-now.com:80 at: Thu Aug 07 18:51:13 PDT 2014 (Refresh) Connected to cluster node: app35025.syd2.service-now.com:empvhu2001 Build name: HEAD (Eureka) Build date: 06-25-2014_1533 Build tag: glide-eureka-04-08-2014__patch2-06-19-2014 Instance name: empvhu2 Instance ID: 6cb74c096f16e900d54da9cc5d3ee4ac Node ID: 6648ff000699f6bf03998d4a7b78d692 IP address: 10.128.35.25 MID buildstamp: 2014-06-25-1533 Load-balancer status: Singleton:Online Database latency: 10 Offering: enterprise ------------------------------------- [test1]Steps to reproduce: 1. activate the "Software Asset Management" plugins with demo data 2. take "Adobe Systems Acrobat 9.0" for example 3. create 2 new software models: "Adobe Systems Adobe Bundle" and "Adobe Systems Adobe Bundle 2" 4. in the software models created in #3, in the "suite components" tags for both of them, add "Adobe Systems Acrobat 9.0". 5. check the software model "Adobe Systems Acrobat 9.0", confirm it has 2 suite parents: "Adobe Systems Adobe Bundle" and "Adobe Systems Adobe Bundle 2" 6. create a software counter "Adobe Systems Adobe Bundle Counter 1", in software model select "Adobe Systems Adobe Bundle", click the "Count licenses" to count 7. go to "scheduled job", find "Count Software License", then click "Execute Now". [test1]result: - check the software counter "Adobe Systems Adobe Bundle Counter 1", the right used show "0" [test2] 1. go to the software model "Adobe Systems Adobe Bundle 2", remove the "Adobe Systems Acrobat 9.0" from its suite components 2. check the software model "Adobe Systems Acrobat 9.0", confirm it has only 1 suite parent: "Adobe Systems Adobe Bundle" 3. go to software counter "Adobe Systems Adobe Bundle Counter 1", click the "Count licenses" to count again 4. go to "scheduled job", find "Count Software License", then click "Execute Now". [test2]result: - check the software counter "Adobe Systems Adobe Bundle Counter 1", the right used show "577"
Software Asset Mgmt	PRB610329	SAM license counters cause memory issues when groupings have cycles	1. Create a bad parent-child relationship with a loop. 2. Run a software counter using the appropriate group. Note that the counter will never end.
Software Asset Mgmt	PRB617818	Valuations field is blank on Software Counter Summaries	1. Run any counter. 2. Check a resulting sam_sw_counter_summary. Note that the rights field is populated but that the valuation field is not.

Problem category	Problem	Short description	Steps to reproduce
State Flows	PRB610097	State flows do not display field labels in the mandatory error message when the field is not in the same extended table class as the record	1. Create a State Flow on Incident, and set a mandatory field that exists on Task[task]. 2. Set up an incident that causes this mandatory rule to fire. The error is produced when updated. If you had made these mandatory: -close_code (which is on incident) -close_notes (which is on task) You would see: -The mandatory field not filled in for Close Code - Correct -The mandatory field not filled in for close_notes - Incorrect
State Flows	PRB607833	State flow displays wrong language when with I18N plugin is activated	1. On base system, go to plugins and activate I18N: German Translations. 2. Activate State Flows. 3. Ensure the language selected for the instance is English. 4. Navigate to and open State Flows. 5. Create a state flow for the incident table and populate all mandatory fields. 6. Create a UI Action for the state flow. 7. Create a client script for the state flow. 8. Create a new incident. Note the state is "Neu" German rather than "New" English.
State Flows	PRB607911	Flow state creates multiple scripts	1. Ensure State Flows is activated on your instance 2. Create a state flow on the incident table. Ensure you auto generate a client script 3. Submit the State Flow 4. Create a second State Flow again auto generate a Client Script 1. Open a record in the incident table 2. Right click on the banner to access the context menu select > Personalize > Client Scripts Note that are duplicate active version of the same scripts "incident state flow" and "incident change state flow"
Surveys	PRB605958	When using Rich HTML Editor in an email notification, links are created twice.	1. Go to email notifications and open Incident Survey notification. 2. Scroll down to the message part of the notification. 3. Click on Switch to Rich HTML Editor. - In Firefox, highlight all, right click, select show source. - In Chrome, right click and copy url to see the constructed url. 4. Test the notification. You see the above link with the double url. 5. Go back to the notification and click on Revert back to plain text. 6. Repeat steps 3-4 above and notice the difference.
Surveys	PRB607633	Create Survey module does not filter out the choice drop-down values based on the selected language with I18N language plugin	1. Log in to a Eureka instance. 2. Activate the plugins I18N: Internationalization and I18N: French Translations. 3. Stay in default English language. 4. Navigate to Survey Management > Create Survey. 5. Open drop-down choice values in "Question 1" "(Pick an answer data type)". 6. Notice duplicate entries are all present in English and French language. 7. Switch to French language. 8. Navigate to Gestion des enquêtes > Créer une enquête. 9. Open drop-down choice values in "Question 1" "(Pick an answer data type)". 10. Notice duplicate entries are all present in English and French language.
Surveys	PRB610590	The 'is one of' selection in the Condition Builder does not work in a trigger condition	1. Create a survey. 2. Create trigger condition on the incident table with this condition: is one of Resolved, Closed, or Change Pending. 3. Create an incident and close it as Resolved. 4. The Assesstment Instance is not created.
Surveys	PRB616978	Survey Management: It is not possible to change order of survey questions	1. Navigate to Survey Management > View Surveys 2. Click to open one of the surveys listed 3. Scroll down to the Related Links > Metric Categories 4. Click on the Metric category listed to open 5. In the Questions list, ensure that the order is present; if not add it to the list by updating the personalized list 6. Try to edit the order; the field is not writeable. 7. Right click on the list header, select Personalize > List Control 8. Notice that List edit type is set to "Disable List Editing" by default 9. Changing it to "Save immediately (cell edit mode)" will resolve this issue, however it will change the out of box behavior.
Surveys	PRB619210	Making a dependent question mandatory in the Survey Management application	

Problem category	Problem	Short description	Steps to reproduce
Surveys	PRB609029	Migration to Eureka Survey Issue: the business rule's condition is limited to 254 characters	1. Go to Survey Management > Administration. 2. Click on Trigger conditions. 3. Create a new trigger dondition. 4. Select the assessment you want to use, or create a new one if desired. 5. Assign the table to which this will be related; for example, incident. 6. Select the user you would like this survey to be sent to. 7. Add four or more conditions. 8. Save the record and review the xml to view the condition built here. 9. Navigate to System Definition > Business Rule. 10. Notice that the condition is truncated to 254 characters. 11. Try to force the Assessment to trigger and note that the business rule fails.
Surveys	PRB610746	Receiving an error message about insufficient roles when attempting to access a survey when not logged in.	1. Log in to a Eureka instance. 2. Activate the com.glideapp.survey_wizard with demo data. 3. Go to Survey Wizards > All. 4. Open the Customer Satisfaction Survey. 5. Remove the public role from the survey. 6. Take note of the 'Take new Survey Wizard' link (copy it). 7. Log out. 8. Try to visit the survey URL you just copied (Customer Satisfaction Survey). Notice that you get the message: Insufficient roles to access this Wizard 9. Go to the sys_public table and change the 'Active' field for page 'expert_shell' to 'false'. Then public Survey Wizards are redirected to the login page. 10. Update the 'sys_public' table and change the 'Active' field for page 'expert_shell' to 'false'. 11. Open the Customer Satisfaction Survey. 12. Add the public role. 13. Take note of the 'Take new Survey Wizard' link (copy it). 14. Log out 15. Try to visit the survey URL you just copied (Customer Satisfaction Survey)
Surveys	PRB618988	Translation issue with Surveys and Assessments: assessment_take2 UI Page inserts unwanted line breaks in HTML	
Surveys	PRB607015	Creating a custom survey with "Auto assessment business rule" causes an error	1. Enable plugin com.snc.assessment_core (check "Load demo data"). 2. Add u_cost dictionary item to task (go to task.do, then personalize form to add new Currency field u_cost). 3. Go to Survey Management > Create Survey. 4. Enter only required field (Name), and click Save as Draft. 5. Go to Survey Management > Administration > Trigger Conditions. 6. Create a new record with the following information: - Assessment: <record created in step 2> - Table: incident - User Field: Assigned to - Condition: Cost | <greater than or is> | 1000000 | USD 7. Open any incident record and personalize the form to include the newly created Cost field. 8. Save the incident record with Cost value of 1000000 Expected Results: form is submitted with no errors. Actual Results: form is submitted with errors: Error MessageException (org.mozilla.javascript.EvaluatorException: missing) after argument list (; line 1)) occured while evaluating'Condition: (new AssessmentUtils().conditionCheck(current, 'u_cost>=javascript:getCurrencyFilter('task','u_cost', 'USD;1000000')^EQ'))' in business rule 'Auto assessment business rule' on incident:INC0000054; skipping business rule
Surveys	PRB617301	If login is required when clicking on a Survey email link, the user is redirected to a blank page	

Problem category	Problem	Short description	Steps to reproduce
Surveys	PRB608987	Survey notifications are not being sent when trigger conditions are set on the incident table	1. Create a survey. 2. Create two trigger conditions. a. First trigger Table: Incident [incident] Field: Assigned to Trigger Randomly: Clear checkbox (false) State: State = Resolved Trigger condition: State = Closed b. Second trigger Table: Incident [incident] Field : Assigned to Trigger Randomly: Clear checkbox (false) State: State = Resolved Trigger condition: State = Resolved 3. Create a notification with the trigger condition State = Resolved 4. Open an incident and set it to Resolved. 5. Go to the email logs and notice that the notification is not being sent. 6. Check the assessment instance. The assessment instance was created with the trigger id and the condition associated with it. Note: Make sure the Assigned to user does not have a pending survey. The system cannot trigger the notification if the user has a pending survey.
Surveys	PRB619784	Duplicate survey invite email sent when using survey metric type	1.Go to [Survey Management] > [View Surveys] and open a metric type record. For example, 'Change Request Satisfaction Survey'. 2.Click [Assign Survey] to assign the survey to any user. Observe that the survey instance record is created and an invite email was sent to the user. 3.Impersonate this user and finish this survey, then the state of survey instance will be changed to 'Complete'. 4.Observe another duplicate invite email was sent to the same user again because the state change triggered notification 'Survey User Invite'.
Surveys	PRB614876	Survey Wizard variables are not visible when viewed as Guest	
Surveys	PRB616313	Unable to translate "Not Applicable" in Assessment Form	
Surveys	PRB610517	The Create Survey module does not function when glide.ui.escape_text set to false	1. Login to OOB Instance. 2. Navigate to All Properties and filter on glide.ui.escape_text. 3. Set the value of glide.ui.escape_text to false and click Update. 4. Navigate to Survey Management > Create Survey. 5. Note that nothing happens and a blank page is generated.
Surveys	PRB618321	When migrating surveys to Assessment, the date and time information is not retained on survey instances and responses	
Tables and Dictionary	PRB604287	sys_dictionary custom field's 'Column Label' is empty	
Tables and Dictionary	PRB607754	Setting the glide.ui.list_edit property to false prevents users from updating the Table [sys_db_object] table.	In the navigation filter, enter sys_properties.list. Set the glide.ui.list_edit property to false. Navigate to System Definition > Tables. Click New. In the Label field, enter Test. Allow the Name and User role fields to auto-populate. Clear the Create module check box. Click Submit. In the list view, open the the Test table. Change the table label to test01. Click Update. You will receive an error.
Tables and Dictionary	PRB584310	Field names using special characters such as é are accepted but do not work	1. Create a field in a new or existing table with name using special character. In French, for example, "congrês" is "congress" or "conference". 2. Open list page and click New. 3. Fill out the form including the new field and save. The field name shows up correctly in the list and form but submitted data is missing.

Problem category	Problem	Short description	Steps to reproduce
Tables and Dictionary	PRB599673	Tables deleted through Applications Module are orphaning records in the cmdb_ci table	1. Go to System Applications > Create Application. 2. Click New Application. Name = Alpha Menu = Alpha 3. Click Submit. 4. Click New Table. Name = u_alpha Extends table = Configuration Item [cmdb_ci] 5. Open your new table and create one new entry. 6. Now go back to your Application and delete it. This will leave a orphaned records in the cmdb_ci table. Use the mysql command to verify: select sys_id, sys_class_name, name FROM cmdb_ci where sys_class_name not in (select d.name from sys_dictionary d where d.internal_type='collection')
Tables and Dictionary	PRB582648	Field creation fails if the name starts with %	1. Navigate to the Incident form. 2. Personalize the form. 3. Create a new field that starts with %, for example "% Affected". 4. Click Save. You will see that the field is added to the list but after the update it's not visible on the form anymore and when you personalize the form again you will see it's gone.
Tables and Dictionary	PRB602149	Issues deleting tables in Eureka	1. Create a table "u_ap_tickets" with label "App Tickets, extended from task. 2. Delete the table. 3. Recreate the table again. Result: 1. Menu is already created, because it wasn't deleted when deleting the table prior and is named the same. 2. Same for user_role. 3. The table's label is Task.
Tables and Dictionary	PRB589444	If a reference field does not have a Reference value, the table is broken. Accessing any record from that table gives "Record not found".	1. Create a reference column on a table. This has to be done from the dictionary, since doing it through the new field slush bucket when personalizing the form layout will force it to be done correctly. The most common way to do this is in the Application Creator module, when looking at a table. 2. Do not populate the Reference column for your reference field. 3. Create a new record in the table. 4. View the record list for the table. The record link or decoration will give an error: Record not found. This happens on IE and Firefox. ***Note on STR*** 1. Go to System Applications > Create Application. 2. Right click the header, select Personalize Dictionary, and add a new entry. Type: Reference Column label: testRef Column name: u_testref (leave other fields as is) 3. Go to System Applications > Create Application. When you save/submit, you see the error: Record not found.
Team Development	PRB601769	Ignored change can happen for UI Sections (sys_ui_section) payloads	Need to have 2 instances with admin access: 1 instance to be child and 1 to be parent to child 1. Create a new table on the child instance with some fields. 2. On the Team Development dashboard, push that table up to the parent instance. Make sure no forms or sections are pushed. 3. On the parent instance, go the form page of the new table. This generates a new section. 4. Go back to the child, go to the form page. 5. On the form page, personalize the form layout by putting some of the system fields on the form and save. 6. Go back to the Team Development dashboard and push the new section changes. Expected result: There should be a pull collision that can be resolved for the UI Section. Actual result: There is no collision of any kind. The section change is ignored (info message on push version: "Info: Ignoring duplicate section for table=... and view= and caption=null"). On the parent instance the change is not applied.
Text Search	PRB598817	Invalidating the glide.ts database pool will cause NullPointerExceptions (search fails on node).	
Text Search	PRB598025	Large ts_index_stop loads in sparce storage and fails preventing auto stops words from generating	1. Insert 300,000 rows into ts_index_stop. 2. Run the TS Index Stats job to generate stop words.
Text Search	PRB607033	Unable to retrieve row data if there are any duplicate entries in the list that create the PositionMap	1. Issue a text search on a table and order by one of the following fields: "document_number", "position", "sys_id", "ir_attachment". 2. You get the exception as above and no result is returned.

Problem category	Problem	Short description	Steps to reproduce
Text Search	PRB586098	Grouping on dotwalked field after keyword search only displays a single result	1. Navigate to Incident > All. 2. Right click on the header and Personalize > List Layout. 3. Add Caller.Company from Available to Selected and save. This will take you back to the Incident list. 4. Search for text "request". 5. Note that several different Company values are displaying in the Company results. 6. Right click on the Company header and select Group By Company. Only a single grouping will show
Text Search	PRB597473	Stemming of large search term can cause Oracle DB error: ORA-01795.	
Text Search	PRB603458	NumberFormatException when Text Search query causes document score to exceed Integer.MAX_VALUE	
Text Search	PRB607606	OOM during text indexing of large journal fields	-Create a record with a journal field whose total sized exceeds available instance memory, but where each entry is less than 16 MB. -Index the record
Transaction and Session Mgmt	PRB603760	Transaction Quota Manager fails to kill a transaction that causes nodes to run out of semaphores.	Generate a large amount of users (i.e., 800,000). Go to the Users by Location report. Change Group by from "location" to "user_name". This forces the reporting engine to iterate through a large amount of groups. Run the report. This will take a long time. When the cancel prompt is displayed, click Cancel. You can see that the cancel was not able to stop iterating through every group.
UI Policy/Client Script	PRB607184	When a UI policy uses an [is one of] condition on a field that contains a -- None -- option, selecting the -- None -- option causes the UI policy to evaluate to True.	1. Create a new UI policy with the following values: Table: Incident [incident] Conditions: [Category] [is one of] [Software] AND [Active] [is] [true] 2. Create a UI policy action with revert if false. For example, make Number mandatory. 3. Test the UI policy by creating a new change. Leave Category set to -- None-- and change the value of the Risk field. Note that Number becomes mandatory even though the Category is not set to Software.
UI Policy/Client Script	PRB598411	Client script cannot pass value for base 'zip' (postal code) field back to server for insert	
UI Policy/Client Script	PRB592442	Data Policies loaded as UI Policies on client ignore "inherit" field and are incorrectly applied to extended tables	Log in to an instance. Go to a new incident and set the Impact field to High. Note that the Urgency field is not mandatory. Create a data policy on the Task table. Set the condition to Impact is High and use the following settings: Inherit: false Reverse if false: true Active: true Apply to import sets: true Apply to SOAP: true Use as UI Policy on client: true Input a short description and save the record. Create a data policy rule for the Urgency field, set Mandatory to true, and click Save. On the Incident form, select the Impact field to 1 - High. Note that the Urgency field becomes mandatory.
UI Policy/Client Script	PRB603998	Client script failure is not properly isolated	1. Create a client script that must fail Note that all client scripts loaded after that no longer run 1. Create a UI policy with a script that fails Note that the UI policies and script no longer run
UI Policy/Client Script	PRB604355	Script editor does not use a monospaced (fixed-width) font. Code does not align correctly.	
UI Policy/Client Script	PRB596283	If no security rule or integer field is Read Only by UI Policy, value aligned right. If integer field is Read Only by ACL, value aligned left	1. Open and customize an Incident form. 2. Add 3 new integer fields: u_integer, u_integer_disabled_by_acl and u_integer_available 3. On the incident form, right-click and select All. 4. Create a UI Policy: u_integer set to Read Only. 5. Create an ACL: incident.u_integer_disabled_by_acl Set required role = admin. 6. Impersonate an itil user (because the ACL rule allows only admin users to 'write') . 7. Open an incident form. Result: If no security rule or integer field is Read Only by UI Policy, value aligned right. If integer field is Read Only by ACL, value aligned left
UI Policy/Client Script	PRB563823	Property glide.ui.choices.show_missing set to false breaks Business Rule "Set Variable Display Name Field"	1) UI Properties > "Display missing choice list entries" = false 2) Catalog UI Policy > "Create a New Incident" 3) Under the Catalog UI Policy Action related list, select an action 4) Change the variable name to a different variable 5) Update - Notice that the newly selected variable name is not displayed in the related list. - Re-enable the property in step 1 to see how it works correctly.

Problem category	Problem	Short description	Steps to reproduce
UI Policy/Client Script	PRB582689	Errors with onLoad client scripts on forms with embedded lists	
UI Policy/Client Script	PRB608337	On a tablet, some text is not translated when language is French	1. Change the language to French. 2. Open a browser in desktop mode. 3. Open an instance in tablet mode. Result: Many words that are translated on desktop version are not translated on the tablet version.

UI Policy/Client Script	PRB599300	On Internet Explorer, g_list undefined on cert_task when UI Action contains g_list.getChecked()	1. On Internet Explorer, activate the Data Certification (com.snc.certification_v2) plugin and load demo data.
			2. Create the following UI Action:
			
			Name = PRB599300 Link
			Table = Server [cmdb_ci_server]
			Active = True
			Show insert = True
			Show update = True
			Client = true
			List link = true
			Onclick = getLink();
			Script =
			function getLink() {
			 var a = g_list.getChecked();
			 alert (a);
			}
			
			3. Go to a demo cert_task. (Data Certification > Schedules > Schedule Definitions > Certify servers > Certification Tasks > TSK0009065)
			4. Scroll down to the "Certification Task Elements" formatter and check any server record.
			6. Click the "PRB599300 Link" UI Action under Related Links that you just created.
			
			Result: Nothing happens and you get an "Error on Page" message at the bottom with a g_list error.

UI Policy/Client Script	PRB593878	UI Policy Conditions - date/time 'less than' operator does not work, generates error message	1) Create a new UI Policy on change_request. -- Set short description to test. -- Check all of the following check boxes: On load, Active, Reverse if false, and Global. -- Set Order to 100. -- Give it a condition of Planned start date is less than 3 Days after Created. -- Click Save. 3) For the UI Policy Actions, click New and create one for the field change_plan, to make it readonly. This means that, if you create a new change, and the Planned start date is less than three days out, you are not allowing enough time for planning and you cannot input the change_plan. 4) Save the UI Policy. 5) Create a new change_request, and set the Planned Start Date to tomorrow. Result: The change_plan field should be readonly, but nothing happens. 7) If you enable UI Policy debugging, the following messages appear: 11:41:01 (825)change_request.do GlideFieldPolicy: Running "Test" UI Policy on "change_request" table 11:41:01 (825)change_request.do GlideFieldPolicy: >>> evaluating conditions: 11:41:01 (825)change_request.do GlideFieldPolicy: evaluateTermDate - unsupported operator 'LESSTHAN'. Returning FALSE. 11:41:01 (826)change_request.do GlideFieldPolicy: > start_date's value of "2014-01-16 11:40:11" with the condition(LESSTHAN sys_created_on@day@after@3) evaluates to FALSE 11:41:01 (826)change_request.do GlideFieldPolicy: <<< condition exited with: FALSE 11:41:01 (826)change_request.do GlideFieldPolicy: Setting "disabled" to "false" on "change_plan" field
UI Policy/Client Script	PRB579426	Data Lookup plugin does not separate domains	1. Add sys_domain and sys_overrides to the "dl_matcher" table (the base table for all lookup tables). Result: You can override the global records on "Priority Lookup Rules" for example -- they will not work successfully.
UI Policy/Client Script	PRB607990	Mandatory indicator for "Phone Number (E164)" field types are not working as expected	1) Go to dictionary and create new field (Type = Phone Number (E164), (Table = task), (Mandatory = true). 2) Go to change form and add the new field anywhere. Notice that the Mandatory indicator is on. 3) Select a Country from the list and enter a value into the Number field. Expected result: Mandatory indicator should disappear and be replaced with light red indicator Actual result: Mandatory indicator remains bright red 4) Save the form Expected result: Form should not save since the Mandatory indicator is still on for the field Actual result: Form saves with value entered in the new field

Problem category	Problem	Short description	Steps to reproduce
UI Policy/Client Script	PRB600423	Collapse form section cannot be extended after upgarde	1. On the change form, collapse all sections 3. Upgrade to Eureka Notice the top section on the change form does not appear.
UI Policy/Client Script	PRB591495	UI Policy fails when a reference field has an ACL	
UI Policy/Client Script	PRB594754	UI Policy on unlocked list	1) Add a new UI policy on the incident form that sets the watch_list field to read only when the State field is set to "Awaiting User Info". 2) Bring up an incident and set the State field to "Awaiting User Info". Notice that the UI policy works. 3) Set the state to something other than "Awaiting User Info". Notice that the UI policy reverts. 4) Click the padlock icon on the watch_list field. 5) Set the state back to "Awaiting User Info". Notice that the UI policy works. 6) Set the state to something other than "Awaiting User Info". Notice that the UI policy does not revert.
UI Policy/Client Script	PRB576841	Internet Explorer 8: Incident with many attachments does not open	On slower computers, when loading pages with scripts (for example, 300) and lots of data, IE displays a dialog box to ask whether user would like to stop the script -- this is an expected behavior. On clicking 'No' to allow the script to continue, browser will normally finish loading some time afterwards (assuming no bug in the script that breaks the page).
UI Policy/Client Script	PRB602990	UI Policy conditions use sys id in mobile instead of display value	
UI Policy/Client Script	PRB595874	When an onSubmit client script returns false, a dirty form warning does not appear	
Update Sets	PRB602498	sys_ui_element and sys_ui_list_element are polluting the Update Version and Customer Updates tables.	
Update Sets	PRB602948	Update set commit for new table create calls Bootstrap() which starts a transaction and can hang a long-running alter on locks.	Create an update set that creates a new child table from task Commit the update set Try updating tasks/incidents during the update set commit If you use a large enough instance, you should see the updates fail with errors in the UI
Update Sets	PRB606775	Update Set does not capture CMS page deletion; actually performs an insert	Log into (Source) instance. Create a new update set: Update Set > New > CMS test > Submit Enable the new update set: Update Set > switch from Default to CMS test Create a new CMS page: Content Management > Pages > New > CMS Test Page > Submit Delete the new CMS page: Content Management > Pages > CMS Test Page > Delete Complete/export the update set: Local Update Set > update State to Complete > Export to XML
Update Sets	PRB595659	Some updates related to delete operation on ACL's sys_user_role are not moved to other instances	1. Create an update set and delete the sys_user_role 'financial_mgmt_user' from read ACL on 'cmn_cost_center'. 2. Set the update set to Completed. 3. Transfer another instance. Preview and commit it. Result: The sys_user_role that was removed from the read ACL is not removed in the target instance.
Update Sets	PRB598943	A local update set appears in the list for backing out even if the back out process is not expected to work	1. Create an Update Set and make it the default. 2. Create an app and a table. 3. Set the update set to Complete. 4. Back out the update set. Result: The update set appears. Using team dev to push the changes to the parent is another, perhaps more common, scenario where a local update set is completed and can't always be fully backed out.
Update Sets	PRB620385	Form and Section Delete do not generate updates/versions for update sets or Team Development	

Problem category	Problem	Short description	Steps to reproduce
Update Sets	PRB606367	Update Set Field 'Update Domain' is not set as per the payload sys_domain	Reproduced in dublin. 1) Activate domain separation MSP Plugin 2) Activate the domain select UI macro 3) Create an update set and set it as current. 4) Select domain TOP/ACME 5) Add a field to incident form. 6) check the update set and add the column "Update domain" to the customer updates list. ==> New form layout and form section is created and captured in the update set however "Update domain" field is global. Reproducing the same in calgary the field "Update domain" field works as expected.
Update Sets	PRB590119	Form sections ignored as duplicates instead of being updated.	1. Setup two different instances 2. Add a section to any table with view: 'default' and caption: 'Howdy' 3. Add a section with the same table/view/caption to the second instance. 4. Complete and close and transfer and preview and commit the update set from the first instance onto the second. Result: you will get a unique constraint violation in the log files (or on screen, if you have a newer build) because the sys_id is different for the UI Section but the additional unique key constraint on table/view/caption is violated.
Update Sets	PRB603749	"My Current Set" inherits UI behavior from the field that is above it on the form	1. Navigate to System Update Sets > Local Update Sets. 2. Open an update set record that is has a state of "In progress". 3. Go to Personalize > Form Design. 4. Move "My Current Set" under the "Name" field (which is mandatory) and then Save. Notice that on the form "My Current Set" is now also mandatory.
Update Sets	PRB567545	Legacy sys_ui_policy_action.data_policy field breaks Update Set Preview	Create an update set that contains a catalog UI policy that includes actions. Complete the update set. Pull the update set to a second instance. Preview the update set. Check the warnings log. Note displayed errors.
Usage Analytics	PRB611518	UsageAnalytics App Persistor sys_trigger causes duplicate entry exceptions	
User Interface (UI)	PRB572606	The workflow field Expand Stage would not collapse or expand if the word hide was contained in the instance name.	1. On any instance with the word hide in the instance name, navigate to Service Catalog > Items. 2. Ensure the Stage field is visible from the list view. 3. Click the Expand icon. 4. Click the Collapse icon.
User Interface (UI)	PRB574610	The word "Rename" on the attachment option is not translatable	
User Interface (UI)	PRB603092	Tablet not displaying bullets or formatting in KB articles	1. On an iPad, go to any out of the box Dublin instance. 2. Go to any KB article which is formatted with bullets, numbers, or tables. 3. Open the KB article. Notice that it is stripped of all formatting and just renders text.

User Interface (UI)	PRB594014	If a reference qualifier function is applied to a reference, the tree picker presents a list but does not display the contents when the list is expanded.	1. Create the following script include to provide a reference qualifier function which will filter for the Hardware, Network, and Service Desk groups.
			- Name: TestRefQualifier
			- Script:
			function TestRefQualifier() {
			return
			'sys_idIN8a5055c9c61122780043563ef53438e3,287ebd7da9fe198100f92cc8d1d2154e,d625dccec0a8016700a222a0f7900d06';
			}
			2. Navigate to an open incident.
			3. Click on the magnifying glass next to the Assignment group field to open the Users window.
			Note the list of groups; also note that you can click on the + to expand the groups and see the group members.
			4. Right-click on the Assignment group field label and select Personalize Dictionary.
			5. Set the Reference qualifier to javascript:TestRefQualifier() and set the Attributes to tree_picker=true, ref_qual_elements=*.
			6. Save your changes.
			7. Click on the magnifying glass next to the Assignment group field and note that only the three expected groups are displayed.
			8. Click the + in front of the groups and note that the group members are not displayed.

User Interface (UI)	PRB597758	Cannot rearrange multiple fields in the personalize layout option using IE11	Navigate to any Incident, Problem, or Change form. Right-click form header and select Personalize > Form Layout. Attempt to rearrange fields on the [Selected] box. Result: After you arrange any field, you cannot select another field. The previous field is still selected.
User Interface (UI)	PRB619644	ServiceCatalogForm causes long-running script errors in Internet Explorer 8	
User Interface (UI)	PRB609063	Order by query optimization (WHERE f NOT LIKE order by f)	

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB599732	The Live Feed content block on a homepage causes a bad redirect after updating a record opened from the homepage.	1. Open a Dublin instance. 2. Impersonate the ITIL user. 3. Personalize the homepage by clicking the Add Content link. 4. Scroll down the list of content blocks to the bottom and click Live Feed. 5. Select the Live Feed item from the right-hand list and add it to any drop zone. 6. Return to the homepage and open any record in the My Work or My Groups Work list. If those are empty, add a gauge containing a list of task records to the homepage. 7. Make any change to the record and update. You can also save the record and then click the green Back button. Note that you return to the Live Feed page filling the main content window instead of your selected homepage.
User Interface (UI)	PRB602550	Form annotations (section separator annotations) in Eureka do not follow all overall themes.	
User Interface (UI)	PRB603554	Application navigator in UI11 no longer searches based on separator text	1. In the application navigator filter in UI14, type Server. Under the Configuration application you see separators for Application Servers, Servers, and Database Servers and you see all of the modules under these separators. 2. Set the glide.ui.doctype property to false. 3. Log out and log back in. 4. In the application navigator filter in UI11, type Server. Under the Configuration application you see separators for Application Servers, Servers, and Database Servers, but only the modules under these separators which contain the word 'server' will display.
User Interface (UI)	PRB603707	TinyMCE is not installed with upgrades to Eureka.	Install an instance without the TinyMCE HTML Editor plugin activated. Install Eureka and UI14. Navigate to Knowledge Base > Create New. Note that you get an alert and a plain text HTML field.
User Interface (UI)	PRB603077	System log error: CSS Property file not found: styles_light_blue.properties: no thrown error due to theme.	1. Open a Eureka instance. 2. Set glide.ui.css.name to styles_light_blue. 3. Reload navpage.do.
User Interface (UI)	PRB602920	Navigator separators in UI14 are not bold in Windows Chrome 32+	
User Interface (UI)	PRB603652	List header search flattens ^ORs into ^ (AND) operators	1. Open an incident list. 2. Set query: Active=true > Assigned to is empty .or. assigned to is David Loo. 3. Click Run. 4. After loaded, change David Loo to Beth Anglin in the list header search.
User Interface (UI)	PRB585451	New sys_ui_list created for task in portal view on homepage.	
User Interface (UI)	PRB603617	After testing the Eureka upgrade, the real-time activity stream opens to a "Page Not Found" error.	
User Interface (UI)	PRB603313	With UI14, reference icons are missing from reference field rendered as choice list	1. Log in as admin. 2. Navigate to Self-Service > My Profile. 3. Click Notification Preferences related link. 4. Select a record from the list. 5. For Dublin, note that the Device field has a reference icon. 6. For Eureka and beyond (doctype UI), the reference icon is missing.
User Interface (UI)	PRB604946	In Internet Explorer 8, list edit new row throws an error.	1. Navigate to an incident form. 2. Right-click the form header and select Personalize > Form Layout. 3. Add the embedded list Private Task > Incident and save. 4. View the form.
User Interface (UI)	PRB603769	After upgrading to Eureka and the UI14 interface, the Application, Update Set and Theme pickers are not visible for admin users if they were previously hidden	Go to /navpage.do?sysparm_device=browser. Click the toggle icon to the left of the Logout button to hide the selectors. Go to /navpage.do?sysparm_device=doctype. Click the white cog icon in upper right corner. Notice that the selectors are hidden.
User Interface (UI)	PRB602562	Writeable dropdown lists appear the same as read-only dropdown lists in later version of Chrome in Eureka	Open an existing incident using Chrome (for example, version 35.0.1916.153 or later). Result: "Impact", "Urgency," and "Priority" all appear to be read-only. In this case, "Impact" and Urgency" can be changed, even though all the fields appear to be the same.
User Interface (UI)	PRB608553	If you are a user whose name contains an apostrophe and you use the Add me icon to add yourself to a watch list, the system inserts a backslash before the apostrophe.	1. Change Abel Tuter's last name to D'Tuter 2. Go to any incident impersonated as Abel. (Ensure he has the correct role to view incident.) 3. Click the button to add current user to watch list.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB603826	Reference field display values are not translated in breadcrumbs	Prerequisites: 1. Activate any language plugin. 2. Create a table called Translation Test [u_translation_test]. 3. Add a field of the Translated Text type called Name. 4. Change the Display value of the table to the Name field. 5. Create some records on the table and fill in the Name field. 6. Add some translations for the Name field. 7. On the Incident [incident] table, create a field called Name Reference that references the Name field on the Translation Test table. Ensure the field appears on the form. Steps to reproduce: 1. Navigate to Incident > All. 2. Configure the list and add the Name Reference field. 3. Open any incident record. 4. In the Name Reference field, select a translation test record. 5. Repeat the steps above. 6. In the language picker, select a different language than the current one. 7. Navigate to Incident > All. (The labels will vary according to language.) 8. Locate an incident that has a Name Reference value. 9. Right-click the Name Reference value and select Show Matching.The Name Reference value is not translated in the breadcrumbs as expected.
User Interface (UI)	PRB609857	In IE8, labels are very narrow	
User Interface (UI)	PRB606591	Setting the glide.ui.escape_text property to false causes error: The element type 'span' must be terminated by the matching end-tag '' when you open a sysrule_assignment form	Set the property glide.ui.escape_text to false Type sysrule_assignment.list in the left navigation filter Open any of the Assignment Rules record Actual Results: Message: The element type "span" must be terminated by the matching end-tag "". will appear and the form is not displayed Expected Results: The assignment rule record should open without error.
User Interface (UI)	PRB610301	Setting glide.ui.escape_all_script to true causes "Unexpected token" errors	1. Log in as an admin 2. Set the property glide.ui.escape_all_script to true (optionally flush the cache to refresh the property change effect) 3. Enable the browser console 4. Logout of the Instance and log back in 5. Observe the errors 6. Navigate to incident.list 7. Right-click on an Incident record You will get the browser's context menu
User Interface (UI)	PRB609305	Word wrapping in journal field issue is still an issue in Eureka and IE 11	
User Interface (UI)	PRB605065	Non-English language labels revert to English after using the Form Designer	1. Activate the com.snc.i18n.french plugin if not active already. 2. Ensure you have an ITIL user with French saved as their default language. 3. Log in as admin (English) and alter an Incident form using Form Designer. 4. Log in as the French speaking ITIL user and open an Incident form. 5. Note that several labels including Number and Caller appear in English instead of French.
User Interface (UI)	PRB612902	Page does not open within the content frame; left pane and top pane disappear	1. Log into a Eureka instance with IE11. 2. Right-click any module and choose to open in new tab. 3. In the new tab, replace the url with your instance address. 4. Notice that the page shows the full page including the application navigator. 5. Click on any module. Expected result: the module opens in the frame. Actual result: the module opens in full view on the page and the navigator and banner panes disappear.
User Interface (UI)	PRB604176	Global search option "Search tips and preferences" is cut off on the right side	1. Go to Global search and perform a search. 2. The "Search tips and preferences" link displays below the global search box and the "Edit Search Groups" link. 3. Click the "Search tips and preferences" link. Note that the list is cut off and that you have to scroll to the right to read the full options.
User Interface (UI)	PRB593233	After adding the Location field to the user form on the Tablet UI, the form width increases but no horizontal scrollbar appears so part of the form is not accessible.	Open an instance using a tablet device. Navigate to User Administration > Users and select any user. Make sure the form fits horizontally within the screen. Configure the form and add the Location field on the second column. View the user form on the tablet device. Note that the Location field is partially visible but there are no horizontal scrollbars to view the entire form.
User Interface (UI)	PRB604560	"Edit tag" does not scroll on forms because it is part of the page, not part of the form header.	1. Navigate to a record where the form layout is long enough to scroll off the page; such as an incident with a lot of updates in the Activity formatter. 2. Scroll down to the bottom of the incident, and click the Edit tag icon. Note that you have to scroll up to see the 'Add tags' input box and the Tagged Documents page header.

Problem category	Problem	Short description	Steps to reproduce

User Interface (UI)	PRB602977	g_form.isDisabled does not work with textarea elements	On a problem form, run the following script:
			
			g_form.setReadOnly('description', true);
			console.log(g_form.isDisabled('description'));
			
			The output will be false. It should be true.

User Interface (UI)	PRB597440	Attachments in reference popup do not display in Mozilla Firefox and Internet Explorer 11	1. Navigate to Incident > Open. 2. Mouse over the info icon for the record you added the attachment to. Note that your attachment is not displaying in the popup.
User Interface (UI)	PRB576817	[TBF] View rules do not operate as expected in Aspen Patch 2	
User Interface (UI)	PRB606255	Process flow is one of condition operand does not work	1) Navigate to System UI => Process Flow 2) For any existing record, modify that record to have an "is one of" condition 3) View a record in the table that meets the condition of the process flow record modified, note that the process flow section for which you changed the condition is no longer "green" for selected.
User Interface (UI)	PRB598668	Null warnings are being thrown from the "servicecatalog_cart_template" UI macro when "<g:ui_input_field ...>" is added.	1. Go to System UI > UI Macros, search "servicecatalog_cart_template" and edit it. 2. Add this string somewhere in the code of the ui macro: <g:ui_input_field label="A Label" name="a_name" value="A Value" /> 3. Go to System Properties > Service Catalog and set "Use the two step catalog checkout model" to yes. 4. Enable the "glide.ui.template.trace" property. For that, go to System Definition > Scripts - Background, enter and run the following: gs.print(GlideProperties.get('glide.ui.template.trace')); GlideProperties.set('glide.ui.template.trace', true); gs.print(GlideProperties.get('glide.ui.template.trace')); 5. Make a service catalog request. 6. Go to System Logs > System Log > All. Filter by Source = Evaluator. You will observe warnings similar to: WARNING *** WARNING *** Evaluator: org.mozilla.javascript.EcmaError: Cannot convert null to an object. Caused by error in <refname> at line 4 1: if (typeof __ref__ == "undefined") 2: "false"; 3: else ==> 4: __ref__.getED().getBooleanAttribute("no_attachment");
User Interface (UI)	PRB614559	When adding new favorites to a list view in the Navigation Pane, the favorites of other views are lost	1. Click the hamburger menu and verify that you are in the Admin view. 2. Add some favorites by clicking on the stars next to the modules. 3. Click the hamburger menu and go to a different view (for example, ITIL view). 4. Add some favorites by clicking on the stars next to the modules. 5. Click the hamburger menu and go back to the Admin view. The favorites you added to the Admin view are gone.
User Interface (UI)	PRB606471	Fixes to mandatory field indicators and CSS color properties	1. In UI14, navigate to an incident form, form designer, service catalog, or item designer. 2. Ensure that one or more of the fields are marked mandatory. If none of them are, make some of them mandatory with a UI policy. If on an incident form, make sure the mandatory fields are in one of the tabbed sections. Note that the mandatory indicator is an asterik, not a rectangle. 3. In a new window, navigate to System Properties > CSS. 5. Change the CSS colors for the fields "Mandatory field status indicator color (unpopulated)" and "Mandatory field status indicator color (unpopulated)" 6. Refresh the page on the previous form(s) you have opened and note that the mandatory indicator color remains unchanged.
User Interface (UI)	PRB606673	Encryption context selector has a different appearance from the other selectors	1. Enable the encryption plugin. 2. Navigate to UI Macro and activate the encryption_context plugin. 3. Click the gear in the banner. Notice that "Encryption:" is indented and has a colon.
User Interface (UI)	PRB609150	Records with an HTML field that display in a card on the Tagged Documents page show raw HTML	1. Log in to your instance. 2. Open a Knowledge Base article, which causes it to appear in the "Most Recent" tagged documents. 3. Click "Tagged Documents" in the Edge. 4. Click the "Most Recent" tag. Note that on the card of the KB article, the HTML field appears as raw HTML.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB619602	Global does not work in Tagged Documents	1. Follow these steps: http://wiki.servicenow.com/index.php?title=Creating_and_Using_Tags#Creating_a_Tag_from_the_Tags_Module 2. Impersonate any user. 3. Follow these steps http://wiki.servicenow.com/index.php?title=Creating_and_Using_Tags#Assigning_a_Tag_from_the_Form_Context_Menu You will notice the "global" tag is not available.
User Interface (UI)	PRB610109	Unable to remove tags from the Tagged Documents page	1. Log on to an instance. 2. Navigate to Incident s> open one incident > add tag to the incident 3. Go to the bar in the left > click on tagged document 4. Delete by clicking on the x in the document preview. Notice that the tag can only be removed from the form
User Interface (UI)	PRB604418	choices added to form designer are not included in update sets	Reproducer in Eureka: 1) Create an update set. 2) Go to incident form 3) Click on personalize => Form Design 4) Add a choice to any field ex: Category 5) Check the update set. ==> The new choice is not included in the update set.
User Interface (UI)	PRB594187	Response Time Indicator breakdown is showing entries as 'undefined' in the list view.	Open any list or record. Click on the Response Time Indicator icon. Click on browser. Click on Script Load/Parse in the popup window. Note that the items within this portion of the list are all undefined.
User Interface (UI)	PRB606008	Application menu hints do not work	1. Navigate to System Definition > Application Menus [/sys_app_application_list.do]. 2. Select an application menu record. 3. Enter a string into the Hint field and save the record. 4. The navigation pane reloads, but the hint/tooltip is not provided to user.
User Interface (UI)	PRB576643	An overlay issue occurs when a user clicks the attachment icon and the gray box is displayed over the main frame to alert that the attachment popup is in focus.	Navigate to Incident > All and select any incident. Make sure your browser window is sized so that the full incident does not display on the form and that a scroll bar is present. Click the attachment icon. Note that the full content of the main frame is gray. Close the attachment popup window and scroll down the page. Click the attachment icon again. Note that only part of the page is grayed out.
User Interface (UI)	PRB614504	Page selector moves from left to right in list view for any language other than English	1. Log in to an instance. 2. Select Gear to verify Language: English. 3. Go to incident.list. The page selector renders in upper right. 4. Select Gear and switch to any other language. 5. . Go to incident.list. Page selector renders slightly to the left and more centered
User Interface (UI)	PRB616691	Fields of type Script or Script (Plain) have duplicate field labels on form	1. Navigate to any form. 2. Customize > Form Layout. 3. Add two new fields; one of type Script and the other of type Script (Plain). Notice that the label is duplicated on both fields.
User Interface (UI)	PRB585360	Spell check on HTML fields is truncating text following the special character �	1. Open an instance. 2. Navigate to Knowledge Base > Create New. 3. In the Text field, after the word "Resolution", add the following character: �. 4. Note that the text "Describe resolution here" appears beneath the word "Resolution". 5. In the Cause section, misspell the word "cause" as "caause". 6. Click the spell check icon. 7. The spell check catchs the typo on the word "cause". Press Replace. 8. Press OK on the "Finished list of misspelled words" prompt and on the spell check. 9. A "�" character appears after the text "cause" and all text following "Resolution" is truncated.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB609144	Glide list fields do not return search results after enabling the glide.ui.goto_use_contains property	1) Bring up an incident list. 2) Add Watch list to the list view using the gear icon to personalize the list. 3) Click on one of the records in the list. 4) Personalize the form and add the Watch list field. 5) Set the Watch list in an incident to be Joe Employee. 6) Go back to the incident list view. 7) Set the "Go To" search field to Watch list. 8) Enter "Joe" in the search box and invoke the search. Note that your record is returned. 9) Create a new true/false system property called glide.ui.goto_use_contains and set it to true. If it already exists, change its value to true if not already. 10) Repeat steps 6-8. Note that no results are returned.
User Interface (UI)	PRB603815	UI reference macros do not update close the popup window and populate the input field when creating a new record	1. Create a report 2. In the Report Source click the lookup 3. In the new window , click New 4. Fill the fields and Submit 5. you will get a window with the message "Updating form with inserted value" and it will not close
User Interface (UI)	PRB592897	Auto Completer: UI should treat paste event as onChangeEvent and trigger associated AJAX requests	1. Log on to an instance and open an incident. 2. Cut the value in the 'Assigned To' field. 3. Click anywhere outside the 'Assigned To' field. 4. Paste the cut value back into the 'Assigned To' field. Notice that the known value is underlined in red and is not invoking the dropdown. 5. Click anywhere outside the 'Assigned To' field. Notice that the 'Assigned To' field is still completely underlined in dotted red. 6. Click back into the 'Assigned To' field, to the left of the pasted value. Notice that the value is now also underlined in dotted red. 7. Press the space bar. 8. Press the backspace bar. Now the auto-complete drop down menu appears which includes the value.
User Interface (UI)	PRB602380	Report filter issue in IE11	1. Open a Dublin instance. 2. Go to report_home.do. 3. Type something in the navigation filter to filter the list of reports. 4. Remove the text from the navigation filter using the keyboard. All reports are listed. 5. Type something else in the navigation filter. 6. Remove the text from the navigation filter using the X button. The filtering remains.
User Interface (UI)	PRB597614	Total Cost field value disappears from list view when updating the record using Internet Explorer 8 and UI11	1. Using IE 8 and the new UI, navigate to to Contract Management > Purchase Orders or Procurement > Orders > Purchase Orders. 2. Add "Total Cost" to the list view. 3. Open a record that has a value for Total Cost. 4. Click Update. Note that after a few seconds, the value clears. Refreshing the list restores the value.
User Interface (UI)	PRB615073	UI14 header is too large	1. Log into an instance. 2. Navigate to an incident. 3. Open any incident use the right side scroll bar to scroll to the top.
User Interface (UI)	PRB584538	Users with template_editor role cannot edit templates but can delete them	1. Impersonate "ITIL User" (has template_editor role). 2. Navigate to an incident. 3. Right-click the header and select Templates > Edit templates. 4. Select "All". 5. Click on a template. Note that you cannot edit the template but you can delete it.
User Interface (UI)	PRB607785	UI14 does not include support for coloring Application label (i.e. navigation menu) categories	
User Interface (UI)	PRB591638	In IE9 with UI11 enabled, calendar spans in the On-call Calendars module are cut short when drawn	1. Enable the Group on-call rotation plugin. 2. Using the Create New Rota module, create a new rota for the Service Desk group based on the 24x7 schedule. 3. Enable UI11 and navigate to On-call Rotation > On-call Calendars. The calendar for the Service Desk group should load. 4. Ensure that you are looking at the weekly view. Expected result: the 24x7 spans should fill the entirety of each day of the week. Actual result: the 24x7 spans have nearly 2 hours clipped off the bottom of each entry.
User Interface (UI)	PRB609239	Phase 2 Jelly code is visible in the source code	1. Navigate to /ess 2. Click on the link "Something is Broken". 3. Right-click on the record producer and select "View Frame Source". 4. In the page source, search for "j2".
User Interface (UI)	PRB592427	Spell check has difficulty when checking words with an apostrophe or quotes	1. Copy one of the following terms and paste it into an HTML field on an incident form: Jim's Jim, Jinx's Jinx, Cim's Cim, x's x. 2. Click the spell check button in the WYSIWYG editor for that HTML field. 3. Click "Ignore All". The first underlined value displays as "undefined" in the spell check window.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB604146	Add enhancements to client scripts	create a client script with a script that contains: g_form.setLabelOf('fieldName', plainText) and see that the field's label remains the same -- additionally -- create a client script with: g_form.addDecoration('fieldName', 'icon-star', 'Title on hover') and see that no icons are added to the field label
User Interface (UI)	PRB593185	When a system administrator updates a record from the Self Service application, the Self Service view is not saved and the updated record opens in Default view.	1. Open an instance and impersonate the system administrator. 2. From the Self Service application, click on Requested Items and note the Self Service view. 3. Open any record from the list, observe the Self Service view, and make some change (for example, change the Quantity field). 4. Update the record and return to the list. 5. Move the mouse over any other record and observe that the URL includes sysparm_view=ess. 6. Move the mouse over the updated record and observe that the URL does not include sysparm_view=ess. 7. Open the record and observe that it opens in Default view. 8. Impersonate the ITIL user and repeat the above steps. Note that the record keeps its view assignment.
User Interface (UI)	PRB593417	The condition count widget for entitlements does not work as expected.	1. Activate the Software Asset Management plugin. 2. Navigate to Software Asset Management > Software Licenses . 3. Add the attribute show_condition_count=true to the "Allocated Condition" field (under Entitlements section) 4. Add any condition Note that the filter does not work and there is a type error on the console
User Interface (UI)	PRB604966	Collapse all is not remembered when navigator is refreshed	1. Login to an instance. 2. Expand the "Incident" application. 3. Click the nav menu and select "Collapse All Applications." 4. Click the nav menu and select "Refresh Navigator." Items previously expanded are still expanded.
User Interface (UI)	PRB595911	No error indication when attaching too big of a file in Knowledge Base.	1. Log in to an instance. 2. Set the property com.glide.attachment.max_size to 1. 3. Navigate to Knowledge Base > Edit. 4. Open any KB or Create a new one. 5. In Text HTML Field, click the "Insert/Edit embedded media" icon. 6. Select Type: attachment > Choose File. 7. Attach a video with size greater than 1MB. The software indicates the video is attached but the file does not get through. Expected result is that an error message appears regarding the attachment size.
User Interface (UI)	PRB611924	Reference Qualifier does not work for Assignment groups with the tree picker	1. Navigate to User Administation > Groups. 2. Set CAB Approval to active false. 3. Navigate to Record producers. 4. Open the "Create Incident" record producer. 5. Create a new variable. Fill in the mandatory fields and then: a. ensure the type is reference b. Type specification reference [sys_user_group] c. Use a simple reference qualifier. d. Set condition to "active is true". e. Set attribute tree_picker=true. 6. Try the record producer Notice that the CAB Approval is present in the tree picker
User Interface (UI)	PRB605623	Annotations with commas are incorrectly saved when editing a form via the Form Designer	1. Open an incident record. 2. Right-click the header and select Personalize > Form Design. 3. Add an annotation under the Number Field, using the text "Annotation, Here" for the text. 4. After saving, note that anything entered after the comma does not appear.
User Interface (UI)	PRB597869	"Record not found" messages are not translated	1. Install the "I18N: French Translations" plugin. 2. Login back to the instance to see the language picker. 3. Change your language to French. 4. Issue the following URL query: ../incident.do?sys_id=bogusIncident Note the message is presented in English instead of the language of the user's session

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB578835	In IE9, in the chat module, when you invite a user to a new chat, you are redirected to the home page.	1. Open instance using Internet Explorer 9. 2. Impersonate another user. 3. Click "chat" module. 4. Click "Create Room" button. 5. Enter a room name. 6. Click the magnify class under invite. 7. Select a user.
User Interface (UI)	PRB606905	Glidelist fields not showing data when the user does not have Write access and glide.ui.glide_list.start.locked is set to false	1. Log on to an instance. 2. Go to any form. 3. Create a new List field(can reference any table, sys_user is easy). 4. Populate this field with one or more records or users. 5. Create a Write ACL set to false for a user to fail write access. 6. Modify the 'glide.ui.glide_list.start.locked' property to value: false. 7. Impersonate a user who should have Read access, for example, ITIL/Beth Langlin. 8. Navigate to the form with this field. Notice the field with no value (style set to display:none).
User Interface (UI)	PRB607060	When scrolling, header columns become misaligned on lists after searching and resorting the column	1. Bring up a list of incidents. 2. Personalize the list so that the columns exceed the page width. 3. Click the magnifying glass icon to invoke the list search header columns. 4. Resort any column. 5. Scroll to the right and then scroll down. 6. Scroll down and watch the column headers seem to disappear on the right side of the screen (all the columns are actually changing width). If you then scroll back to the left, the column headers and data no longer line up.
User Interface (UI)	PRB616647	On "Update Selected" form, Return key acts like Back action instead of Update action	1. Go to any list view (for example, Asset Management > All Assets). 2. Check two or more check boxes on the left of the records. 3. Right-click the column header and select "Update Selected". 4. Update "State" and/or "Location". 5. Press the Enter key on the keyboard. Result: Returns to list view and does not save changes.
User Interface (UI)	PRB584511	Script name inserted several times throughout the script field	1. Create a new Script with the text myFunction () {}. 2. Enter "myFunction" in the script name. 3. Click back into the script field. Note that the script contents has the script name in it multiple times.
User Interface (UI)	PRB607555	Setting multi-word choice list value from URL argument causes spaces to be rendered as %20 when split pane layout is used in Google Chrome and Mozilla Firefox	1. Right-click the icon for the "Create New" module under the Change application and select "Edit Module". 2. Change the URL arguments to active=true^category=System Software. 3. Log out and log back in. 4. Change to split pane mode. 5. Click the "Create New" link under the Change application. Note that the category is shown as "Service%20Request".
User Interface (UI)	PRB607619	Unable to filter on cmdb_ci.sys_class_name using search in the header	1) Open cmdb_ci list view from cit 2) Using the column search feature, search in the "Name" column for SAP and then press Enter. The results correctly appear and the breadcrumb shows Name >=SAP. 3) Search in the "Manufacture" column and you also get results. 4) Search in the Class field for a server (OOB value) and the page does nothing. Perform the same search in the Location field. The page does nothing. Actual Results: Click Enter on the Class or Location search fields does not execute the filter. Expected Results: The filter should execute when the user presses Enter after entering text.
User Interface (UI)	PRB587306	In IE10, an attachment is not retained after a drag and drop action on a file from the desktop or Windows Explorer into an incident, and then an update of the incident.	1. Connect to a demo instance using an IE 10 browser. 2. Bring up an incident 3. Drag an attachment into the incident 4. Note that the header does change to reflect that the attachment was added. However, if you check the IE developer console you will see: SCRIPT438: Object doesn't support property or method 'readAsBinaryString' 5. Click the Update button 6. Return to the incident Note that the attachment is missing.
User Interface (UI)	PRB608869	When using split pane and one pane is scripts background, clicking on watch list unlock icon for an existing incident creates a new incident.	1. Enable Split Pane Vertical. 2. Navigate to incident.list and open an incident so it loads in the right pane. 3. Navigate to Scripts - Background. 4. On the incident tab, add yourself to the watchlist using the person icon which auto-adds you. 5. Right-click save the record. 6. As your first action after form load, click the unlock icon on the watch list.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB593165	Date/Time picker does not adjust to changes in font family or size, causing some buttons to overlap	1. Under sys_properties, change the css.base.font-family from Arial to Verdana 2. Open a new Change record 3. Click the date/time picker (calendar) button next to a field, such as "Requested by date" or "Work start"
User Interface (UI)	PRB604228	Enhancements for UI14 Field Status Indicators and read only fields	

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB604335	Derived fields are cleared when Reference is modified	1. Navigate to Configuration > Tomcat 2. Click New 3. Right click on the header, and Personalize > Form Layout 4. Add Cost Center from Available to Selected and Save This should take you back to the Tomcat form. 5. Create the following entries to use in further testing. a. Name: Test 1 Category: Resource Version: 1.1 Cost center: Customer Support Right click on the header and Save. b Name: Test 2 Category: Resource 2 Version: 2.2 Cost center: Engineering Right click on the header and Save. There should now be 2 entries on the Tomcats table to choose from. 6. Right click on the header and Personalize > Security Rules. 7. Click New. Operation: Write Name: Tomcat [cmdb_ci_app_server_tomcat] 8. Right click on the header and Save. 9. Press Edit on the Requires role Related List. 10. Move "admin" from Collection to Requires role List, and press Save. Configuration > AIX 11. Click New 12. Right click on the header and Personalize > Form Layout. 13. Remove all field sections from Selected except Name. 14. Enter the following in Create new field. Name: Parent Type: Reference Table to reference: Tomcat [cmdb_ci_app_server_tomcat] 15. Add and Save. 16. Right click on the header again, and Personalize > Form Layout. The form layout should be as follows. Name |- begin_split -| * Annotation (Section Separator) [Text: Test 1] Parent Parent.Name Parent.Version Parent.Cost center |- split -| * Annotation (Section Separator) [Text: Test 2] Parent.Category Parent.Checked out Parent.Correlation ID Parent.Created |- end_split -| CI Relations 17. Click Save 18. Go to System Security > Access Control (ACL) 19. Click New. Operation: read Name: Configuration Item.Cost center Script: answer = false; 20. Click Submit. 21. Go to Configuration > AIX 22. Select SAP AppSRV01 23. Populate the Parent field with Test 1 and Save 24. Impersonate ITIL User 25. Go to Configuration > AIX 26. Select SAP AppSRV01 27. Populate the Parent field with Test 2. All other derived fields will be emptied out. If you save the record, you will update all the values on the Tomcat record, despite failing Write access to this table.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB594787	White space is being rendered at the bottom of email in Google Chrome.	Open an instance that is provisioned to send emails. Navigate to an incident. Send an email from that incident. In the activity formatter, click the + icon to show the email. Go to the email log and change the type to Received. Return to the incident. Note that there is empty white space at the bottom of the email.
User Interface (UI)	PRB604684	Section 508: Incident Form Compliance - Visually impaired person cannot see '+' icon for emails in Activity Journal	You may need to use JAWS or Windows-Eyes screen reader to reproduce the effect.
User Interface (UI)	PRB612214	IRP text fields not working as expected	1. Go the the incident record producer on HI ("Create new incident"). 2. Choose the radio button for "Outage" to expose the "Details" field. 3. Notice that the plus/minus icons do nothing and the textarea does not expand as you type additional lines.
User Interface (UI)	PRB597552	Order guide reference variable autocomplete drop-downs are cut off when viewed through CMS site	1. Open order guide "New Employee Hire". 2. Add a new Reference variable to the order guide referencing sys_user. 3. Save and test using the "Try It" button. 4. Type *a in the field. Note that the drop-down appears as expected. 5. Open the order guide via the ESS page. 6. Type *a in the field. Note that the drop-down appears but that it is cut off.
User Interface (UI)	PRB613561	HTML fields are not formatting URLs as clickable links in IE9	1. Click Knowledge Base > Create New 2. Delete the text that is currently in the Text field. 3. Enter the following text: http://www.google.com 4. Press Enter to start a new line Result: The URL is not auto-formatted into a clickable link.
User Interface (UI)	PRB576916	All users are limited to their user preference for row count when viewing the list of suggestions for a suggestion field.	Log in to an instance as admin. Navigate to a list of open incidents. From the Incidents menu, select Show > 10 rows per page. Go to a new Incident form. Right-click the Short Description field and select Personalize Choices. Add "Choice 1" through "Choice 10" so you have 20 options (there should already be 10 or so out of box options) and click Save. Click the lightbulb icon at the end of Short Description field on the incident form. Note that only 10 records are displayed. Change the view to show 100 rows per page and click on the lightbulb icon again. Note that all 20 items are displayed.
User Interface (UI)	PRB606856	On Catalog forms, users are forced to tab to decorations when using Chrome.	1. Log on to an instance. 2. Press the tab key. You will select a field decoration.
User Interface (UI)	PRB583088	misspelled word on pop up	Navigate to Workflow > Workflow Versions Select a version from list and select Delete Verify a pop up is displayed. Notice Activities is spelled Activitys
User Interface (UI)	PRB587205	List filters not working on tablet when glide.security.use_csrf_token not defined	1. Delete glide.security.use_csrf_token record from sys_properties. 2. Log out. 3. Log in and go to $tablet.do. 4. Go to any list, click the 'carrot' to get the list filter editor. 5. Click +, |, a-z, or thumbtack. Note that nothing happens.
User Interface (UI)	PRB608304	Popup text is not translated when hovering over field indicators	1. Install a language on an instance, (for example, German or French). 2. Open a sys_dictionary record. 3. Hover the cursor over the red 'required' indicator on the Table field. There's a popup message: "Mandatory - Must be populated before submit" 4. Hover the cursor over the red 'required' indicator on the Type field. There's a popup message: "Mandatory - preloaded with saved data." 5. Switch over to the other language and repeats steps 3 and 4. Result: The text remains in English
User Interface (UI)	PRB608660	Personalize/Gear mechanic 'wrap column text' produces inconsistent behavior	1) Go to the incident list. 2) Check/uncheck the Wrap column text preference in the gear mechanic. 3) Notice that some fields, but not all, wrap or unwrap.

Problem category	Problem	Short description	Steps to reproduce

User Interface (UI)	PRB601271	"'null' is null or not an object" error on reference lookup when hovering cursor over info icon for Test Reference	1. Click System Definition > Script Includes.
			2. Click New. Enter the following text:
			
			Name: GrpMembership
			Client Callable: True
			Script:
			var GrpMembership = Class.create();
			GrpMembership.prototype = Object.extendsObject(AbstractAjaxProcessor,{
			checkGrpMembership: function() {
			var grp = this.getParameter('sysparm_grp');
			var grps = grp.split(',');
			for (var i=0; i< grps.length; i++) {
			if(gs.getUser().isMemberOf(grps[i])) {
			return 'true';
			}
			}
			return 'false';
			},
			type: 'GrpMembership'
			}
			);
			
			3. Click Submit
			4. Click System Definition > Client Scripts
			5. Click New. Enter the following text:
			
			Name: Error IE
			Type: onLoad
			Table: Change Request [change_request]
			Script:
			//Validate group Membership
			function onLoad() {
			var usr = g_user.userID.toString();
			var grp = 'hardware';
			var ga = new GlideAjax('GrpMembership');
			ga.addParam('sysparm_name','checkGrpMembership');
			ga.addParam('sysparm_usr_sys_id',usr);
			ga.addParam('sysparm_grp',grp);
			ga.getXMLAnswer(CheckGrpParse);
			function CheckGrpParse(answer){
			if (answer!= 'true'){
			var test = "test";
			}
			}
			}
			
			6. Click Submit
			- Notice: This AJAX Evaluation will evaluate to True if the current user is in the Hardware Group.
			7. Click Navigate to Change > Open.
			8. Click Select any record.
			9. Right-click the Notes section and click Personalize > Form Layout.
			10. Create a new Reference field named Test Reference, referencing Knowledge [kb_knowledge]. Format near the top of the Section.
			11. Populate the field on your current record with any valid value.
			12. Impersonate a user in the Hardware Group. With default demo data, user Beth Anglin will work for this.
			13. In your browser, select Tools > Developer Tools, or press F12.
			14. In the Developer Tools, select the Script tab, and make sure Console is selected.
			15. Open the Change that you were previously viewing.
			16. Mouse over the info icon for Test Reference. This issue is fairly sporadic, and I've found that it appears to occur more often if you rapidly mouse over the various Reference icons in place. Eventually, you will get a "'null' is null or not an object" error in your Javascript Console.

User Interface (UI)	PRB608761	Adding a field with an empty name to a form causes other fields to disappear	1. Open incident form (existing or new). 2. Personalize the form layout and create a new field, with a space as the name (" "). Leave all other fields as the default. 4. Move the field so it is not the last field. 5. Click Save. Note that the field is inserted but all of the following fields disappear. The field should be inserted between the other fields.
User Interface (UI)	PRB604046	Fixed headers don't align to columns when image field is added	1. Login to an instance. 2. Go to core_company. 3. Add fields: Banner Image and Apple Icon to the back of the list. 4. Make sure "show records" is 50 or greater. 5. Scroll down. Note that the float banner will adjust incorrectly.

<table>
<tr><th>Problem category</th><th>Problem</th><th>Short description</th><th>Steps to reproduce</th></tr>
<tr><td>User Interface (UI)</td><td>PRB620018</td><td>Tooltip does not display when hovering over a field of type Conditions</td><td>1. Log into your instance.
2. Right-click the field label of any field that has the type "Conditions" and select Personalize Label.
4. Add some text to the Hint field and save the changes.
5. Hover over the field label on the form. Note that a tooltip does not display.</td></tr>
<tr><td>User Interface (UI)</td><td>PRB610351</td><td>Incident: Tab key stops on icons and decorations</td><td>1) Click Incident > Create New.
2) Place the cursor in the Description field.
3) Press the Tab key until you get to Additional Comments.

Expected result: Tabbing should bypass decorations or icons.
Actual result: Tabbing stops on decorations such as the Notes minus/collapse element, Watch List, and Work Notes list decorations.</td></tr>
<tr><td>User Interface (UI)</td><td>PRB611026</td><td>Embedded lists that are not part of a split affect the alignment of fields in Google Chrome and Internet Explorer</td><td>1. Open the Incident form and create a new view.
2. Use the following layout:
Number
Short Description
3.Note that the form appears as expected.
4.Personalize the form again and add an embedded list (such as "Attachments" or "Audit History") to the form.
5.Note that the Number and Short Description fields are shifted to the right.
6.Update the form again with the following layout:
Number
|- split -|
State
|- end_split -|
Short Description
Attachments
7. Note that now only the Short Description field is shifted over. The number field is now part of a split and is not affected.</td></tr>
<tr><td>User Interface (UI)</td><td>PRB542551</td><td>When a form runs a client script that uses g_form.getSections(), you get unexpected print results.</td><td>1. On an incident form, create four sections (Section 1, Section 2, Section 3, Section 4).
2. Create a client script that has an onChange method with the following code:
var sections = g_form.getSections();
sections[2].style.display = 'none';
3. Click "Print Preview"
Note that Section 3 is hidden instead of Section 2.</td></tr>
<tr><td>User Interface (UI)</td><td>PRB597485</td><td>Tablet view lookup on reference fields does not filter the list</td><td>1. Log in to your Dublin instance.
2. Navigate to the new incident form.
3. Enter "John" in the caller field.
4. Click the magnifier lookup icon. Note that the popup appears filtered by "John".
5. Reproduce the same steps in tablet view. Note that the list is not filtered.</td></tr>
<tr><td>User Interface (UI)</td><td>PRB599044</td><td>Using HTML to create a table in Annotation causes a large space before the table</td><td>1. Open an incident form.
2. Right-click on the form header and select Personalize > Form layout.
3. Click Section View > Notes > add * Annotation > Annotation Details > Section Details.
4. Add the following html and save:
<table style="width:300px">
<tr>
<td>Jill</td>
<td>Smith</td>
<td>50</td>
</tr>
<tr>
<td>Eve</td>
<td>Jackson</td>
<td>94</td>
</tr>
</table>
5. Go to the form and note that a large space is added before the table.</td></tr>
<tr><td>User Interface (UI)</td><td>PRB599544</td><td>sys_db_view_table.table shows Database Views as options</td><td></td></tr>
<tr><td>User Interface (UI)</td><td>PRB599793</td><td>Tooltip on Time Worked field does not change depending on status</td><td>1. Navigate to Incident > Open.
2. Select any record.
3. Right-click the header and select Personalize > Form Layout.
4. Add "Time worked" from Available to Selected, and click Save. Note on the Incident form that the Time Worked timer is running.
5. Hover over the stop sign icon. Note that the tooltip displays "Pause Timer".
6. Click the Pause Timer button. Note that a green play icon displays.
7. Hover over this icon. Note that the tooltip still says "Pause Timer".</td></tr>
<tr><td>User Interface (UI)</td><td>PRB599982</td><td>Tagged Documents: top of first row is overlaid, link to incident detail is not accessible</td><td></td></tr>
</table>

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB584932	[UI11]: when selecting bookmarks, if "Show on edge" is unchecked, the menu does not disappear until you roll off.	1. log into demo 2. click New UI 3. in the bookmark menu, click the tiny gear on the right of the bookmark. 4. uncheck "Show on edge". 5. click the bookmark. notice that the page loads, but the menu does not disappear until you roll off of the menu.
User Interface (UI)	PRB610713	Text-alignment changes if decimal/integer field is ReadOnly	1. Create any DECIMAL type Field for any table (ex: Incident). 2. Go to the form and put some value in it for the decimal field. 3. When you enter some value in the field notice that field's text is RIGHT aligned. 4. Now go to sys_dictionary and make this field READ-Only. Notice that the text is now LEFT aligned.
User Interface (UI)	PRB604865	In windows chrome, disabled select boxes look like regular select boxes	1. In any windows chrome browser open up any form with read only and editable select boxes 2. Notice that they readonly and editable boxes look the same.
User Interface (UI)	PRB606399	Read-only HTML field has 50 pixels of whitespace under text	1. Navigate to Incident 2. Navigate to Customize > Form Layout 3. Create an HTML field, provide a name, enter text in the HTML field, and then click Save. 4. Create a UI policy that makes the HTML field read-only. Return to the form notice the spacing Actual Results: - If you click '-', the text disappears. - If you click '+', then about 50 pixels appear under the text.
User Interface (UI)	PRB614568	Command+Click browser behavior is overridden into opening in a new form pane instead of a new tab	
User Interface (UI)	PRB616582	Printer friendly version not working for UI14 Tagged Documents	1.Log in to your instance. 2.From the Edge, click Tagged Documents. 3.Click the gear icon in the top-right corner, then click Printer friendly version. Observe that no print preview opens, and the following error shows in the javascript console: TypeError: mainWin.CustomEvent.fire is not a function
User Interface (UI)	PRB584843	When an active workflow context table is grouped by any list header, the correct number of records and categories are not shown.	Open an instance. Navigate to Workflow > All Contexts. Group by ID. Expand all groups. Note that not all records and categories are shown and that increasing the number of records per page does not work.
User Interface (UI)	PRB600416	Operator drop-down not populated when an extended table is selected.	Go to demo instance running Calgary Go to system properties > Ui properties Set to True the property > Allow base table lists (task, cmdb_ci, etc.) to include extended table fields (incident_state, os_version, etc.), and allow filtering on extended table fields. Open an existing change request and scroll down to 'Affected CIs' Click 'Edit…' to open the 'Edit Members' form From the '---choose field---' dropdown > select an extended table, e.g. 'Datacenter' The drop-down field now shows the first column on the Datacenter table, but the 'Operator (oper)' drop-down is not populated Select a different column from the Datacenter table – the 'Operator' dropdown is populated If the selected table has only one column, it is not possible to build the qualification
User Interface (UI)	PRB608291	Recent selections box for a reference field displays even when field is hidden on form	Hop to demonightlyeureka 1) Change caller to be the first field on the incident form 2) Type Abel Tuter into the Caller field and save the incident 3) Create a UI policy that sets caller to hidden and make it active. 4) Reload a new incident form. You will see "Recent selections" in the top left of the screen
User Interface (UI)	PRB608503	HTML Script fields show label twice	
User Interface (UI)	PRB601848	When adding a Homepage, < sign in gauge Name or Title throws an error	1. Log on to an instance. 2. Create new report such as the Incident table. 3. Choose type as LIST. 4. Call this report "Incident closed < 4 hours" 5. Click Make Gauge button. 6. Go to homepage. 7. Click ADD CONTENT -> GAUGES -> INCIDENT -> "Incident closed < 4 hours" . Notice that this action will bring up the dialog box and the LOADING state will remain on screen indefinitely. Tailing of the log shows an error being thrown and has been attached.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB604377	Message indicating that Form Designer does not work with UI11 and Internet Explorer version 8 and earlier	1. Using Internet Explorer 8, log in to a Eureka instance. 2. Set glide.ui.doctype to false. 3. Ensure that the NG Form Design plugin is activated. 4. Navigate to an incident. 5. Right-click the header and select Personalize > Form Designer. Note that a blank tab opens.
User Interface (UI)	PRB610502	ESS list view does not show all records in some cases.	1) Log on to an instance. 2) Go to iFrames and update the URL for "Active Incidents" to this: incident_list.do?sysparm_query=caller_id=javascript:gs.getUserID()^ORopened_by=javascript:gs.getUserID()&sysparm_view=ess. 3) Go to incident.list and change the caller for all the records to an ESS user (no assigned role). 4) Impersonate the user and go to the homepage. 5) Go to Get Help > Issue Status. 6) Change the list to show 100 rows per page. Notice that the list does not show all records. Note: at step 6 if it is already set to 100 rows per page, you may need to change it to 50 and refresh the page before changing to 100 rows.
User Interface (UI)	PRB596887	Change Request reset behaves differently on IE8/9 and Chrome	1. Open a Change record in the Requested Phase (phase=requested) 2. Click the "Send Back to Draft (Retired)" UI action. 3. Type "continue" into the dialog box and then click OK. In Chrome: This works as expected. The form reloads and we get the "Change Request has been reset." message as confirmation, as well as confirmation in the system logs In IE8/9: This does not work. There is no message or logging to indicate that it ran.
User Interface (UI)	PRB613438	Custom module icon is not displayed	1.Right-click the Incident application in the navigation menu and click "Edit Application Menu". 2.Select the Open module from the Modules related list. 3.Click the magnifying glass icon next to the Image field. 4.Select any icon from the list. 5.Click Update. The icon is not displayed for the Navigation menu module Incident > Open.
User Interface (UI)	PRB575674	The user receives XSS filter warnings when using the Printer Friendly Version action in Internet Explorer 8 or 9.	Enable the XSS filter in Internet Explorer. Impersonate the user Fred Luddy. Navigate to Incident > Assigned to me. The demo data should provide a single record for this user. If not, create a new incident and assign it to Fred Luddy. Open the incident and click the Printer Friendly Version button. Note that a XSS warning is displayed.
User Interface (UI)	PRB614257	HTML tags appear as literals in banner text on public pages	1. Go to the My Company module. 2. On Banner text, enter an HTML tag, for example, TestWord Notice that, on the instance the "TestWord" text is bold. When logged out, however, the banner text displays "TestWord".
User Interface (UI)	PRB580102	when the condition field is made readonly the number of records counter shows incorrectly	1. Login to a demo instance. 2. Left pan -> SLA Definitions -> Network group response 3. Enter the Attribute as "show_condition_count=true" -> update 4. You will be back to SLA Definitions -> Network group response page , notice that "Start condition" record match count, keep a note of it. 3. Right click on Start condition -> Dictionary -> Mark this column 'start_condition' as 'Read Only' -> Update 4. On SLA Definitions -> Network group response page notice that "Start condition" record match count has changed now, which is incorrect and actually not considering the start condition while using the filter. 5. Also notice that value "Start condition" is shown differently when this column is read only currently, I believe this is by design. Refer to attached PRB580102.png 6. I have also attached session logs Session_logsPRB580102.txt when I reproduced this issue. Actual Result: On SLA Definitions -> Network group response page notice that "Start condition" record match count has changed now, which is incorrect and actually not considering the start condition while using the filter. Expected Result: On SLA Definitions -> Network group response page "Start condition" matching record count should show the correct count based upon the start_condition.
User Interface (UI)	PRB607011	History Calendar context menu back button in UI14 is still green like in UI11	1. Log on to an instance. 2, Navigate to the incident list. 3. Click any record. 4. Right-click on header, go to History > Calendar. Notice the back button on top left is green.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB599687	Reference qualifier is being applied in list filter autocomplete	0. Ensure a reference qualifier of "active=true" is on incident.caller 1. Make a user inactive 2. Go to the Incident list and build a filter with "Caller is" as the field and operator 3. Start typing the user's name in the input. Note that the user is not available. 4. Click the mag glass and note that the user IS available there
User Interface (UI)	PRB584363	Red underline stays in reference fields even after a valid value is provided	1.Navigate to Incident > Open. 2. Click New. 3. Enter "FD" in the field location. 4. Change the focus of the field. Note that the Service field is underlined with red, indicating that the field is not valid. 5. Go to Caller and select a user with a defined location, then change the cursor focus to another field. Note that the location field gets populated correctly but that the red underline stays.
User Interface (UI)	PRB607435	Jelly code received from server response when variables are on form	1. Navigate to Service Catalog. 2. Open Office. 3. Open "Packaging and Shipping". 4. Inspect elements in browser developer tools and search for "jvar_universal_access".
User Interface (UI)	PRB586060	If there is a style on a field in IE8 the field will be hidden	* Open a demo in IE8 * Open any incident * Right click the "location" field and select "Personalize Style" and create a new one with a style of "width:73%;" Notice the field will be hidden (area to type in)
User Interface (UI)	PRB608501	List filter tooltips do not translate	1. Log on to an instance. 2. Navigate to the Incident list. 3. Drop down the filter. 4. Click the drop-down list. 5. Point to any of the column lables Notice that there is a tooltip/help that appears saying "Choose Input" 6. Enable German or French translation (was reproducible in both languages). 7. Follows steps 2 - 5 again. Notice that there is a tooltip/help that appears is not translated
User Interface (UI)	PRB601211	Adding a new journal input field to the incident form causes duplicate labels to appear	1. Log in to your Dublin instance. 2. Personalize the form layout of incident. 3. Create a new field with the following information: -Name = Test Journal -Database column name = u_test_journal -Type = Journal Input 4. Move the field to where it is visible and save the layout. Note that the lable is duplicated.
User Interface (UI)	PRB591750	Spellchecker does not handle mutated vowels for German or other European languages	1. Navigate to Plugin > Activate German. 2. From the language picker, change to German. 3. Navigate to Incident > Neu erstellen. 4. Go to Zusätzliche Anmerkungen or Arbeitsnotizen and type words such as "ähnlich" or "rückwärts" 5. Click the spell check icon. Note that the words are not recognized. The word is red and underlined and the vowels (such as ä,ö,and ü) are showing as ???.
User Interface (UI)	PRB592108	Client side GlideRecord update call fails to pass ACLs	1. Log on to an instance.as an Itil user. 2. Go to Self-Services > "My Profile". 3. Click on Notification Preferences. 4. Select one of the notifications for which you have a subscription. 5. Get the sys_id of that notification; for example "Incident Commented" Sys_ID is 8b3233adc0a8016400552379e6462de6. 6. While still logged in as Itil goto the following URL: https://YourInstance.service-now.com/unsubscribe.do?sysparm_notification=8b3233adc0a8016400552379e6462de6. Notice the message "You have been successfully unsubscribed from all emails of this type." 7. Go back to "My Profile" and click on Notification preferences Notice that the subscription you should have turned off is still turned on. 8. Try the same steps above while logged in as Admin When you run the unsubscribe.do link above, and check your profile, you will find that the subscription to the notification is turned off.
User Interface (UI)	PRB609619	The UI14 Link type of Content Page shows icon image in the navigator	1. Log on to an instance. 2. Create a new module in any application. 3. Set Link type to Content Page. Notice that an icon now appears to the left of the module in the Navigator

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB592915	sys_dictionary references that use reference key not working correctly	The issue can be seen on the avincsc1 instance. https://avincsc1.service-now.com/sys_dictionary.do?sys_id=c9ea4b52303bc10035567c5b5dd17235&sysparm_record_target=sys_dictionary&sysparm_record_row=5&sysparm_record_rows=7&sysparm_record_list=reference%3Dalm_asset%5EORDERBYcolumn_label Hover the mouse over the reference icon for the Reference field. The browser console will output the errors: Uncaught TypeError: Cannot read property 'options' of null Uncaught TypeError: Cannot call method 'observe' of null Uncaught TypeError: Cannot set property 'onclick' of null Clicking on the link will bring up a popup with the text "Record not found" Error seems to be intermittent. I've seen the error on other instances as well, such as empdmahoney & badamsc1, but occasionally, the issue will stop appearing and work as expected. The customer instance, osumcdev, will fail more consistently. Step to reproduce :- 1) Set system property glide.ui.clickthrough.popup=true (https://demonightlyus.service-now.com/nav_to.do?uri=sys_properties.do?sys_id=e08f5f8dc61122810002083d1ed9d0cf) 2) Goto Sys dictionary, Table = cmdb_ci, column=model_id (https://demonightlyus.service-now.com/nav_to.do?uri=sys_dictionary.do?sys_id=9dfb13f154702100a92e6f0fb95b2fad) 3) Click click through popup icon, on reference field Expected result : Popup open with reference field data Actual result: Popup open with "Record not found" Attached screen shot of error (PRB592915 Error.png)
User Interface (UI)	PRB617675	Printing from the Printer Friendly Version in latest Chrome Version (39.0.2171.71) in OSX pushes details off page	/demo (using Chrome v. 39.0.2171.71) - Access the Printer Friendly View of your current page. - Select File > Print - The Print details will display pushed off of the bottom of the page.
User Interface (UI)	PRB563221	A type HTML field that is set to mandatory can be saved without any information on Mozilla Firefox	1.Log into your instance and open a new incident record. 2.Personalize the form layout and add a new field of type HTML. 3.Save the form. 4.Right-click the newly created field and select Personalize Dictionary. 5.Check Mandatory to make the field mandatory and save the change. 6.Return to the incident form and save the form. Note that the form is saved and the comments read .
User Interface (UI)	PRB588870	UI11 on Internet Explorer 8 and 9 does not redraw when maximizing browser before launching ServiceNow	1.Log in to your instance. 2.Switch to New UI. 3.If the browser window is maximized, un-maximize it. 4.Go to a different URL, like www.google.com. 5.Return to your instance and maximize the browser window before the page finishes loading. Note that the the page loads in a minimized fashion, leaving the blank space on the right.
User Interface (UI)	PRB596502	Users forced to tab to decorations when they may want to tab from field to field	1. Go to any form. 2. Press the tab key. 3. It will select the field decorations.
User Interface (UI)	PRB597438	Mobile lists on the Task table do not open forms on the child table	1. Install the new Mobile UI plugin. 2. Navigate to System Mobile UI > Navigator Apps 3. Open any Application Menu. 4. Create a new Module using the Modules related list. 5. Name the module and set the table to 'Task [task]'. 6. Navigate to /$m.do and to the module you created. 7. Open any record that is a child of the Task table. Note that it comes up as a task and not as the child record.
User Interface (UI)	PRB576919	The start_locked=false attribute is not working and causes a bug because of the extra space	1.Ensure that the Watch list field is on the form. 2.Customize the dictionary attributes to include "start_locked=true". 3.Reload the form. Note that the watch list is still closed by default.
User Interface (UI)	PRB576111	The OnChange script does not fire on document ID fields	1.Create a document ID field. 2.Create a client script that triggers when the document idIDfield is changed. 3.In form view, click the magnifying glass for the document ID field. 4.Select an item from the reference dialog box, then click OK. Note that a change is not registered.
User Interface (UI)	PRB601697	UI14 not activated by default for upgraded instances	

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB599774	Setting the Tablet UI property glide.ui.tablet_enabled to false does not disable the tablet view	1.Log in to a Dublin instance. 2.Navigate to System Properties > Tablet UI Properties. 3.Locate the Enable tablet UI property (glide.ui.tablet_enabled) and clear the checkmark, setting the property to No (false). 4.Flush the instance cache. Note that the tablet access is still available by navigating /$tablet.do or /$tab_switch.do.
User Interface (UI)	PRB603089	In Business Edition, tagged documents cannot be removed.	Login as admin. Navigate to a list, right-click on a record and select Assign Tag. Create a new tag or use any current tag. Navigate to Tagged Documents and select the tag where the record was assigned. On the record, hover over the small (X) on upper right hand corner. Notice it says Remove Tag. Click the x. Notice that nothing happens. The record is still there. The tag only gets removed once the record is selected and Remove Tag is selected from the right-click menu.
User Interface (UI)	PRB603271	Column header Filters add an extra blank filter by default	1.Open a Eureka instance. 2.Navigate to Incidents > Open. 3.Click the search icon (magnifying glass) on the list header to enable column search fields. 4.Type "active" in the search field under Incident State and "software" under Assignment Group. 5.Open the breadcrumb to see how the filtering was done. Note that there is an empty filter.
User Interface (UI)	PRB602667	ESS user is able to change the Assigned to field on the incident form	1. Log in as Admin. 2. Navigate to Open Incidents. 3. Right-click the Caller heading and select Show Visual Task Board. 4. Add user Joe Employee as a member. 5. Log in as Joe Employee. 6. Go to My Task Boards. 7. Open the above task board. 8. Click on any of the Cards. 9. Using the Assigned to button, you can change/remove the Assigned to field.
User Interface (UI)	PRB604689	Section 508: Incident Form Compliance Issue - Descriptions are not found for some form elements	See Description. JAWS or Windows-Eyes screen reader may be required.
User Interface (UI)	PRB605602	Same ticket can be opened and edited in multiple tabs	Go to an instance that is running Eureka and click an incident. The incident opens in a tab. Click the + to open a new tab. Click the same incident you clicked in Step 1. Both tabs display the same incident.
User Interface (UI)	PRB570882	A glide list field does not display values on a form when the field is read-only and the glide.ui.glide_list.start.locked property is false.	Create a field of the List type on the Incident form. Open an incident record and save a value in the new field. Sign in as a user with the itil role and open the recently edited incident record. Note that the value in the list field does not display.
User Interface (UI)	PRB604135	In TinyMCE version 4 fields, the choice menu is not available for bulleted or numbered list selection	1. Log into an instance and go to an HTML field 2. Look for Bullet or Number List and notice that there is no dropdown.
User Interface (UI)	PRB607769	Browser right-click function does not work in UI14 list search field	1. Ensure UI14 is enabled. 2. Navigate to any list. 3. Click the search icon to display column search fields. 4. Right-click in the search field. A ServiceNow context menu appears instead of the browser's right-click menu.
User Interface (UI)	PRB606204	In IE11, when UI14 is enabled, multiple items cannot be moved up and down in a slushbucket.	Ensure compatibility mode is off. Navigate to a list of incidents. Right-click a list column header and select Personalize > List Layout. Select a column name on the right side of the slushbucket to move UP or DOWN. Select another column name from the slushbucket. Note that the column name is not selectable.
User Interface (UI)	PRB577851	Embedded list control loads all records for the list, which can cause OutOfMemory errors	1. Create a new relationship as follows: Name: Choose a memorable name Applies to table: User [sys_user] Queries from table: History [sys_history_line] Query with: current.addQuery('user', parent.sys_id); 2. Navigate to sys_user.do. 3. On the User form, right-click the form header and select Personalize > Form Layout. 4. Use the slushbucket to add the relationship you created as an embedded list. 5. Open the user record for a system administrator or any user with many history updates. 6. Set a debug breakpoint in ListEditGet.java on the getQueryResponse() method. This breakpoint will be called for every record available regardless of limit, and the xml response will include all of them as well.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB604196	For script fields in full screen mode, long lines do not wrap	Open a record with a script field, such as a business rule. In the script tool bar click on the Toggle Full Screen Mode icon. Enter a very long string. Note that the line does not wrap.
User Interface (UI)	PRB607589	In IE11, module labels wrap in the application navigator	
User Interface (UI)	PRB610659	Column filter is disabled when ORDERBY is user in module arguments	1. Log in to your Eureka Patch 5 or later instance. 2. Navigate to the "My group work" module and right-click to edit the module. 3. In arguments, add "^ORDERBYstate" and try this module. Note how the magnifying glass column header filter gets disabled.
User Interface (UI)	PRB601414	When using Internet Explorer 9 and New UI, if you type text in the navigator filter that does not match anything so the navigator is blank, and press the enter key, the focus may jump to another control and toggle the navigator and header	1.Set IE9 to IE8 mode and Document mode to IE9 Standard. 2.Log in to your instance. 3.In the navigator filter box, enter text that will not match anything and press the Enter key. Note that the navigator and header toggles get set and the navigator and header disappear. If it does not happen immediately, repeat several times.
User Interface (UI)	PRB610115	Enter key is not working in search window	Go to https://<instance_name>.service-now.com/incident_search.do. Provide some relevant text in the field and press Enter. Note that it does not work. Clicking Search works.
User Interface (UI)	PRB597197	User's list view rendering HTML instead of an image	1.Go to any User record and upload any picture. 2.Go to the List view for all user records. 3.Personalize the List view and add the column Photo. Move this column to the top so that it appears as first column in the List view. Note that HTML is rendered instead of an image. 4. Move the Photo column so it is not the first column. Note that the image displays.
User Interface (UI)	PRB610825	Popup windows from the My Approvals list are missing details	1.Log in to your instance using Internet Explorer 11 or Mozilla Firefox 33.0. 2.Navigate to Self Service > My Approvals. Note that if you hover over the icon view in the list, only the title of the comments title shows. No summary displays.
User Interface (UI)	PRB608883	Usage Overview page is cut off in Internet Explorer 9 and 10	1.Open Internet Explorer 9 or 10. 2.Log into your instance. 3.Open the the Usage Overview page (https:<instance> /ua_overview_report.do). Note that the bottom of the page is cut off.
User Interface (UI)	PRB616436	Set the default end date to yesterday's date on the UA overview report and fix the date format in the report for other locales	
User Interface (UI)	PRB597042	Unable to edit time_worked values in lists of task_time_worked records when in list view if the dictionary mandatory flag is set	1.Set the dictionary record for the time_worked column in the task_time_worked table so that mandatory is true. 2.Bring up a list of task_time_worked records. 3.Click in the "Time worked" column of one of the rows. 4.Edit one of the values (days, hours, minutes, or seconds). 5. Click the green check mark to confirm the list edit. Note that the change is not retained.
User Interface (UI)	PRB613074	For TinyMCE HTML fields, font size is inconsistent between UI14 and UI11	1.Log in to your instance. 2.Change to UI11 by changing the doctype property to false. 3.Open a new Knowledge article and in the text field, enter the word "test" on 3 lines. Make the first line size 10, the second line size 18, and the third line size 24. 4.Save the Knowledge article. 5.Change back to UI14 to UI11 by changing the doctype property to true. 6.Open the Knowledge article. Note that the font size changes between UI14 and UI11. Font size 10 in UI11 appears smaller.
User Interface (UI)	PRB606568	In Internet Explorer 11, tagged documents do not show all the tasks that belong to a particular tag	1. Log in to your Eureka instance. 2. Go to incident.list and open any existing incident form. 3. Add a brand new tag that hasn't been used (for example, "test tag"). 4. Click "Tagged Documents". 5. Click the new tag that you just created to show related tasks. 6. Notice that there is one incident. 7. Go to an incident.list and open a different incident form. 8. Add the same tag (for example, "test tag"). 9. Click "Tagged Documents". Note that the count for the "test tag" shows as 2. 10. Click the tag to show related tasks. Note that only the first incident that was tagged is visible.
User Interface (UI)	PRB590235	When using the email client from the tablet view, text entered into the email body field is not saved on the message	1.Create a test admin user in the instance (know the password and add a valid email). 2.Go to dictionary and search for table name=incident of type Collection (https://<instance>.service-now.com/nav_to.do?uri=sys_dictionary.do?sys_id=940c88b0e831010065cb6027fa11704f) 3.Ensure that the attributes field contains "email_client=true". 4.Create a new incident record and add to the caller the new user. 5.Send an email by clicking the icon on the top-right. Ensure that there is text in the body field. 6.From the table view/iPad, access the same incident record and send an email. Ensure that there is text in the body field. 7.Check the email sent by navigating to the module "Emails" under "System Logs". Note that the email sent from the iPad does not have any text in the body field.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB616327	GlideBox dialog boxes do not display	1. Create a script include. 2. Update the script include. 3. In the versions list, choose the not-current version and load its form. 4. Click the "Compare to Current" UI Action. Note that no dialog displays. 5. Right-click on the "Compare to Current" UI Action and choose "Edit UI Action". 6. Add ", fadeInTime: 0" to the end of the options object passed into the GlideBox constructor. 7. Update the UI action with the revised code. 8. Click on the UI action again. Note that the dialog box displays.
User Interface (UI)	PRB619942	getControl takes a long time to retrieve select fields with many options	1. Add a variable to a catalog item with the following: Type: Lookup Select Box Lookup Table: cmdb_ci Lookup Field: name Mandatory: true 2. Order that catalog item. 3. View the requested item record with the formatter. 4. Call the following from the console: g_form.getMissingFields() Note that it takes longer than expected.
User Interface (UI)	PRB619943	g_form.getLabelOf returns lots of white space from XML markup	1) Create an item with a variable (name: chad_var) 2) Create a client script on sc_req_item to { alert("TEST: " + g_sc_form.getLabelOf('chad_var')); } onLoad 3) Request and submit the test item
User Interface (UI)	PRB619981	Incidents preview panes are stretched because the journals are not being wrapped	1. Create an incident and put in a long unbroken string of text. 2. Go to a dashboard list report that contains that incident. 3. Hover over the preview icon for that incident. Note that the preview pane is stretched out horizontally.
User Interface (UI)	PRB610493	Settings for the glide.ui.navpage.state user preference cause a browser to hang in Eureka	1. Create a new user preference for ITIL User: Name: glide.ui.navpage.state Type: String Value: {"formPane":"east","edge_center.north.isClosed":false,"edge_center.west.isClosed":false,"edge_center.west.size":242,"main.south.isClosed":true,"main.south.size":"64%","main.east.isClosed":false,"main.east.size":"99%"} Note that the browser hangs.
User Interface - Forms	PRB590047	When you enter long, unbreakable lines of text to a work not, the text does not wrap	1. Open an existing incident. 2. Enter a very long text string in the work notes field. The string should span several lines, but should not contain any spaces. 3. Save the change.
User Interface - Forms	PRB599866	ArrayIndexOutOfBoundsException occurs when multiple form elements include "* Annotation"	1) Log in as admin. 2) Go to user Administration > Users. 3) Select the User 'abel tuter' and try to customize the form. 4) In the right column, add multiple elements including the "* Annotation" element. 5) Save the form layout. Result: Error messsage: 1: java.lang.ArrayIndexOutOfBoundsException: 1: com.glide.ui.SysSection.updateAnnotation(SysSection.java:904) ...
User Interface - Forms	PRB605184	[UI14] Vertical scrollbar is (partially) hidden behind the form header.	1. Bring up any form view on an instance with UI14 in use, in a supported browser. 2. Note that the top of the vertical scrollbar is occluded by the form header.

Problem category	Problem	Short description	Steps to reproduce
User Interface - Forms	PRB585687	Incident form, Closed Notes field: Long unbroken text pushes fields to right of page	1. Go to an incident (default view). 2. Customize the form layout. 3. Add Description field after Short Description. 4. In the "Notes" form section, insert a split between Work notes and Activities. For example: Activities(filtered) |-split-| Work notes 5. Save the changes and return to the incident. 6. Enter a very long, unbroken line of text under Description, Work notes. 7. Use the right-click context menu to Save the form. 8. Select "closed" for "Incident state". 9. Under "Closure Information", paste the long unbroken text to "Close notes" 10. Set the form sections "Notes","Related record" and "closure information" to tab format (that is, they are collapsed). 11. Use the right-click context menu to Save the form. 12. Click the "Notes" tab. Result: -- The fields are pushed to the right. -- When the same incident is reopened, the form is correctly formatted.
User Interface - Forms	PRB604662	If enable system property glide.ui.clickthrough.popup, the Enable Accessibility user preference [glide.ui.accessibility] is not honored for diamond icon	1. Click the gear and then check the Enable Accessibility check box. 2. Set the glide.ui.clickthrough.popup system property to true. 3. Open any standard form view of a record on any table. -- Notice that pressing the Tab key moves through all otherwise clickable UI elements. 4. Uncheck the Enable Accessibility check box. 5. Bring up any standard form view of a record on any table (or reload). Result: Notice that tabbing works only on main user entry elements and that (still) the pop-up diamond icon is tabbable -- which is unexpected.
User Interface - List Rendering	PRB600820	Hierarchical lists hang and then the instance becomes unresponsive.	
User Interface - List Rendering	PRB614852	Headers become misaligned when searching on columns	1) Go to a List View 2) Hit the column search. 3) Filter by a - z order. 4. Scroll up and down until the headers are no longer in sync with the data.
User Interface - List Rendering	PRB596774	Missing translations to list mechanic 'Available' and 'Selected' values for roles	
User Interface - List Rendering	PRB606224	List column headings are misalignment in UI14	On an instance with UI14 activated: 1) Bring up any table listing with a few hundred records or more. 2) Have the "Show" setting -- the number of results per page -- high enough to require scrolling, like 50 or 100. 3) Filter the result set in such a way as there will still be a couple hundred records returned. 4) Click on the magnifying glass icon, if the per-column "Search" boxes aren't visible. 5) Scroll down, and note that all is fine with column headings. 6) Change the page (forward, backward, beginning, end). When scrolled down -- enough to hide the filter breadcrumb and per-column Search boxes -- the column headings are misaligned with the actual columns.
User Interface - List Rendering	PRB600767	Mobile reference qualifier is being circumvented by the Recent Selection option	1) On Mobile, go to Incident and select an incident. 2) Assign the incident to a user and save it. 3) Navigate to an incident that has an Assignment Group of Service Desk so that it should only return users in that group. 4) Modify the Assigned To field and see only the correct results displayed based on the Reference Qualifier under the Users section; however under Recent Selections, you can choose the user and save.
Visual Task Boards	PRB601370	When using Internet Explorer, the UI14 interface does not work in Eureka when document mode/user agent string is less than 9 or compatibility view is enabled	1. Using IE 9, IE 10 or IE 11, log into a Eureka instance. 2. Open F12 Developer Tools and go to Emulation. The Document mode is set to 7 and so UI14 is not loaded. (If this is not set to 7 by default, UI14 will work normally. In that case, change document mode to 7 and log out. UI14 will not work properly after that.) 3. In F12 Developer Tools > Emulation, change Document mode to 9 and User agent string to Internet Explorer 9. 4. Log out and back in. This will fix the issue and UI14 will work properly.

Problem category	Problem	Short description	Steps to reproduce
Visual Task Boards	PRB604605	[VTB] Menu dialogs closing when clicked on, not outside	1) Navigate to VTB boards 2) Click on the hamburger icon 3) Click inside the menu 4) Click outside menu 3a Expected Result: Menu will stay open 3a Actual Result: Menu will close 3b Expected Result: Menu will close 3b Actual Result: Menu will stay open
Visual Task Boards	PRB609607	Internet Explorer 10 and later in compatiblity mode fails browser check on VTB	
Visual Task Boards	PRB605307	Once a task has been archived from a visual task board, it is not possible to add the task back to the board by using the Add to Visual Task Board action, even if the board is a selectable option.	Create a freeform task board. Create a task card in any lane. Click the new task to view the details and note the task number. Click Archive Card. Perform a global search for the task number. The task record opens automatically. Right-click the form header and select Add to Visual Task Board. Select the board you created. Open the board you created. Note that the task does not appear.
Visual Task Boards	PRB608678	Visual task boards do not honor data policies or UI policies	
Visual Task Boards	PRB607046	Visual task boards with filters that contain computed values are unstable when accessed by multiple users	Create a visual task board on the Incident [incident] table with a filter condition of submitter=javascript:gs.getUserID(). Move some task cards around. Add a different user to the board as a member. Sign in as the new board member and open the board. Sign back in as the first user. Note that the cards have returned to their original positions.
Visual Task Boards	PRB607876	Visual task boards break when board owners add themselves to the member list	1. Impersonate a user 2. Create a new VTB 3. Add yourself as a member Client-side errors are generated and you cannot add more members.
Visual Task Boards	PRB608375	Visual task board user preferences are not stored correctly when the Mobile UI plugin is not activated	Navigate to Self Service > My Task Boards. The welcome screen appears. Close the welcome screen. Create a new task board. A tool tip appears that describes freeform boards. Repeat the previous steps. Note that the welcome screen and tool tip appear again.
Visual Task Boards	PRB603527	Work notes activity or history issue occurs when a task is associated with more than one board	1. Create two different flexible boards using the same list of tasks for both 2. Create unique lane names on both boards, so that none of the lane names between the two boards are the same 3. Move a card / task from one lane to another on board A 4. Open that card / task to view the work notes, on board B Notice the Activity from board A appears in the work notes of the task on board B. Instead, the Activity from board A does not appear in the work notes of the task on board B Also, if a card / task is moved from one board to another, sometimes the activity of that task from board A appears in the activity stream of board B. I'm assuming this is the same issue.

Problem category	Problem	Short description	Steps to reproduce
Visual Task Boards	PRB607232	Visual task board user searches behave differently than normal sys_user reference field searches	1. Log on to an instance. 2. Update the sys_user dictionary name field so that the calculated value is last, first. The script line 14 would now look like: current.last_name + ', ' + current.first_name; 3. Update the sys_user record for Abel Tuter so that the updated display value is written to the database. 4. Go to the incidents list. 5. Open the breadcrumbs and put Caller into the breadcrumb. 6. Enter "Abel" in the Caller field and note that the value is found. 7. Enter "Tuter" in the Caller field and note that the value is found. 8. Go to Visual Task boards. 9. Create a new task board or modify an existing one. 10. Click the button to add users. 11. Search for "Abel" and note that the value is not found. 12. Search for "Tuter" and note that the value is found. The behavior is inconsistent from the incident user search where the user can be found either way.
Visual Task Boards	PRB603664	HTML tags are visible in the Description field	1. Log on to an instance. 2. Create a field. For example on the Task table add a field called Description of type html.3. For comparison locate it close to the String type description field Fill both fields with text Result: String Type field shows as expected in list view, html shows the tags in the list view.
Visual Task Boards	PRB616617	The visual task board labels and lane headers are not translated	1. Log on to an instance. 2. Activate the plugin- I18N: German Translations. 3. Go to Incidents > All. 4. Right-click the State field. and then select Show visual task board from the menu. 5. Change the language to german. 6. Navigate to Self Service> My task boards. Notice that the labels and the lane headers are not translated to German. No records for these labels are found on sys_translated too. Creating a record for vtb_lane for label new (neu in german. does not reflect on the visual task board.
Visual Task Boards	PRB603472	Tasks do not add to the visual task board from Homepage guage	1. Log on to an instance. 2. Impersonate Fred Luddy. 3. Go to Itil Homepage. 4. Check the checkbox next to any incident. 5. Click the 'Add to Visual Taskboard' UI Action. Notice the following error in console: Uncaught TypeError: Cannot read property 'getChecked' of undefined
Visual Task Boards	PRB600587	Visual task board cards should not be visible when records are restricted by ACLs	1. Log on to an instance. 2. Install the Work management plugin. - Go to the Visual Task Boards - Click Boards - Click New - Give it a Name - Task Table: Work Order Task [wm_task] - Lane field: State - Filter State is pending dispatch - Board Members: Abel Tuter Claudio Loose 3. Impersonate Abel Tuter - Type wm_task.list - He can't access the records due to a security constraint …. - However, if you access My Task Boards - Cards are displayed for those records Notice that the cards are visible at all when records are restricted by ACLs.
Visual Task Boards	PRB601889	Visual task boards do not work properly if the Mobile UI plugin is not activated	

Problem category	Problem	Short description	Steps to reproduce
Visual Task Boards	PRB603116	Tagged documents do not obey ACL restrictions in the UI14 interface	---- Scenario 1 ---- 1. Log on to an instance. 2. Create a new table and make it available to ITIL User (can make it public role in table creator). 3. Go to the table and create two test records and view them as ITIL User. 4. See that the two records appear in the Tabbed Documents page. 5. Add two fields to the table. 6. Make the following ACLs: - table - (row-level) - public (already created if you used the table creator and made the table with role=public) - table.* - (field-level) - script: false; 7. Go to Tabbed Documents. The cards should be there since the user can read the record, but the two fields should not appear. Note: If you aren't sure if you did #5 right, you can go to incident_list.do and you will see the column names but no data for those columns for any record ---- Scenario 2 ---- 1. As ITIL User, view a couple of incidents and verify that they appear on the Tagged Documents page. 2. Create an ACL: incident.short_description - role: admin. 3. Verify that ITIL User cannot see that column anymore on incident_list.do. 4. Go to Tagged Documents. 5. ITIL User should not see Short description right below card title.
Visual Task Boards	PRB604413	Adding more than one new classic form task and closing tasks by clicking outside the task form fails	1. Log on to an instance. 2. Click one of the plus signs inside a lane or in its header to add a new task 3. Close the newly open task by clickin the "X" in the top-right corner of the form. Notice clicking outside the form does not close it. 4. Click one of the plus signs again. Notice the form doesn't open.
Visual Task Boards	PRB607132	The Polyfill dialog is broken	1. Log on to an instance. 2. Open a VTB board 3. Click on a card 4. Click outside the dialog Notice that instead of the dialog closing, nothing happens. 5 Click the "Assigned To" box Notice that instead of the Assigned-to selector appearing, nothing happens.
Visual Task Boards	PRB604415	Assignment policies violated by Visual Task Boards	Create a new incident and set the Assignment group to Database. In the Incident list, right-click the Priority column header and select Show Visual Task Board. In the visual task board that appears, drag the avatar for David Loo onto the card for the incident you just created. Note that the incident is assigned to David Loo even though he is not in the Database assignment group.
Visual Task Boards	PRB610792	Visual task board lane management is not enforcing ACLs properly	1. Log on to an instance. 2. Create a ACL rule on vtb_lane.order to restrict users to swap the order of a lane. 3.Navigate to any visual task board and press the directional arrows. Notice that users are able to make changes.
Visual Task Boards	PRB616975	UI Actions for Mandatory fields not functioning in Visual Task Boards	1. Create a task board of Incident By State. 2. Move a task from an "open" state to the "Resolved" column. 3. Wait for the UI Policy failure form to show. Expected results: In the classic form that is shown, the "state" field should be set to "Resolved" and the UI policy to require close notes and status should be run to show and highlight those required fields. Actual results: The "state" field remains in the old state (pre-lane move attempt) and the UI Policy is not applied until the user changes the state manually.
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	FAILS: ===== JSONv2: -- https://<INSTANCE_NAME>.service-now.com/incident.do?JSONv2&sysparm_query=sys_id=<SYS_ID>&sysparm_action=update -- https://<INSTANCE_NAME>.service-now.com/incident.do?JSONv2&sysparm_sys_id=<SYS_ID>&sysparm_action=update ------ BOTH succeed if field to be inserted / updated is not "comments" or "work_notes" (journal types(?)) JSONv1 -- https://<INSTANCE_NAME>.service-now.com/incident.do?JSON&sysparm_sys_id=<SYS_ID>&sysparm_action=update ------ "sysparm_sys_id" cannot be used with JSONv1 for inserts / updates. SUCCEEDS: ========== JSONv1: -- https://<INSTANCE_NAME>.service-now.com/incident.do?JSON&sysparm_query=sys_id=<SYS_ID>&sysparm_action=update
Web Services	PRB599804	Issues with SOAP webservice calls through a MID Server	1.Access the following soap function: https://<yourinstance>.service-now.com/nav_to.do?uri=sys_soap_message_function.do?sys_id=ecde030c6f442100dd3253eabb3ee4d0 2. Click the Test link to run the payload. It will fail with java.lang.NullPointerException.
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	1. On an instance, add the following property - glide.invalid_query.returns_no_rows and set it to true 2. Go to System Web Services and Create a New Web Service The New Web Service will appear in the left navigation pane under System Web Service 3. Click this the new link and you will see a Record not found message.
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 mulitple import set insert not consistent with WSDL	1. Activate the "Insert Multiple Web Service" plugin. 2. Create data source from csv or some other data, test data load so table is created. 3. Create two transform maps for this data source (they don't need to be used or configured, just linked to import table). 4. Observe WSDL for insertMultipleResponse function. 5. With SOAP UI, insert two records to import table created by step 1. 6. Observe SOAP UI response being different to WSDL described in step 3.
Web Services	PRB597251	Web Service Fields are shown inconsistently with translations in the embedded list view	1 - Log into a Dublin instance 2 - Ensure the web services plugins are active 3 - Ensure some i18n translation languages are active 4 - Navigate to System Web Services > Inbound > Location (or > Notification or > Computer) 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.
Web Services	PRB601142	SOAP and REST Outbound requests through MidServer fail if response payload is too big	1. Create a SOAP Outbound Message Record to point to another ServiceNow instance WSDL. 2. Generate a SOAP Message functions. 3. Send getRecords request through configured mid server. 4. Observe you will get successful response. 5. Now change "glide.soapprocessor.large_field_patch_max" property from 512000 to 1000. (This will force payload in ECC queue to become attachment). 6. Rerun getRecords requests. 7. Observe there is failure. Check logs for failure stack trace. 8. Try similar test with REST Outbound Message.
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.	- Create a script include using the GlideRemoteGlideRecord scriptable object. - Attempt to use the script to delete a record on a different instance.

Problem category	Problem	Short description	Steps to reproduce
Web Services	PRB612333	SOAP response includes duplicate field data when duplicate form sections are present in the UI view	
Work Mgmt	PRB616352	Double-click required for Work Management Accept	
Work Mgmt	PRB603858	State Flows do not get added to Update Sets	1. Activate State Flow in Eureka. 2. Create State Flow. See Update Sets and note that it is not included in there.
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_approvers 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.

Problem category	Problem	Short description	Steps to reproduce
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.	
Workflow	PRB597100	Users in global domains must be allowed to checkout workflows that belong to non-global domains	1 Log on to an instance. 2. Make sure the workflow and Domain Support plugins are activated. 3. Create a workflow in the global domain. 4. Switch to any of the sub-domains and checkout the workflow, make any changes and publish the workflow. Notice that the system creates a new workflow that overrides the one in global as expected. 5. Switch back to global domain 6. 'Expand Scope' in the list view to see the new overridden record. 7. 'Show Workflow' after navigating to this record 8. Click 'Checkout'. 9. Check console to see an exception being thrown and the dialog just hangs without failing gracefully.
Workflow	PRB599344	After manual approval and approval coordinator rejection, the workflow goes into a loop	1 Log on to an instance. 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. 3. Order an item that uses the workflow. 4. In the workflow context, manually add approvers. 5. Approve one Approver from an Approval - User child activity within an Approval Coordinator activity. 6. Reject one Approver that is defined within the Manual Approvals child activity within the Approval Coordinator activity. Due to the Rollback activity within the workflow, the two Catalog Tasks are now set to the Open state. 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.
Workflow	PRB608282	Workflow stage from the Catalog Task table does not show the stages from the Requested Item table	1 Log on to an instance. 2. Navigate to Service Catalog > Open Records > Tasks. 3. On the Catalog Task [sc_task] table, right-click the header and select Personalize > List Layout. 4. Click the Request Item [+] and click the [+] button. 5. Add the following fields: Request Item.Stage Request item.item Request item.Item.Workflow 6. Click Save 7. On the Catalog Task table, notice that we are able to retrieve the Item name and the Workflow name, but not the Stages.
Workflow	PRB599343	Workflow stage information does not translate to another language	1. Go to workflow editor and click New. 2. Name the workflow and choose workflow-driven rendering and table request item(sc_req_item) 4. Add two new stages: Click the cogwheel icon and edit stages. Add name "Fulfillment" and value "Fullfilment" and name "Waiting for Approval" and same value. 5. Add to workflow according to screenshot: Branch,Approval-User activity and two Set values. 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>> and go to sc_req_item.list and see stages. Only first stage is translated (see the screenshot). 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).

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	1. Log on to an instance.
			2. Create a new Choice for Stage field on 'Requested Item' with
			Value : item_cancel
			Label : Item Cancelled
			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 > 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();
			
			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 hsowing its Label 'Item Cancelled'.

Workflow	PRB602053	Workflow timer activity is not calculating correctly	1 Log on to an instance. 2. Create a workflow for the Change Request table that contains Begin -> Timer -> End activities. 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 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. 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.
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	1 Log on to an instance. 2. Create a new incident. 3. Review the activity. Notice the error: Activity count exceeds max allowed for this workflow version current count: 1 max count: -1
Workflow	PRB594561	The condition builder doesn't work properly when you are using the Is not empty property on a Glide/List field type	1 Log on to an instance. 2. Use the comprehensive workflow on change_request. 3. Set the condition builder to watchlist is not empty. 4. Open a change request with no one in the watch list. Notice the workflow fired when it should not have.
Workflow	PRB613609	The due date on Create Task, Approval - User, and Approval - Group is incoorect using Generate	1. Log on to an instance. 2 Import an update set. 3. Click Try it. 4. Click Order now. 5. Open a Request Item for example, REQ0010010. 6. Open a Request Item for example, RITM0010010. 7. Click the Task tab. Notice The due dates that fall on the weekend.
Workflow	PRB608006	The stage field displays vertically instead of horizontally	1 Log on to an instance. 2. Locate Self Service > Requested Items in the navigator. Notice that the stage field is displayed vertically instead of horizontally

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	1. Log on to an instance. 2. Create a workflow with group approval activities. 3. Approve the group approval record. Notice the individual approver records are set to "no longer required". Notice the workflow does not progress.
Workflow	PRB603407	Workflow stage text does not translate to another language	1 Log on to an instance. 2. Change the language to French. 3. Go to the Service Catalog > Top Requests > Apple iPad 3. 4. Click Order Now. 5. Submit Order. 6. Expand the work flow icons. Notice that the stage status is still displayed in English.
Workflow	PRB590551	When workflow activity inputs are in the format ${variable_name}, the sub-workflow input type must be set to String	1. Log on to an instance. 2.Create 2 workflows - lets call them "Workflow" and "Subflow". 3. In Subflow: - Edit Inputs, and add an Integer input. Call it u_input. 4. In Workflow: - Add a script activity to write a scratchpad variable. e.g. workflow.scratchpad.u_var = 5; - Add a workflow activity for the Subflow, and in the properties try and enter "${workflow.scratchpad.u_var}" in the input field. Cannot add the activity.
Workflow	PRB598281	Workflow stage, which is waiting for approval, is not translating the word "by" in the list view	1 Log on to an instance. 2. Navigate to System Definition > Plugins. 3. Activate com.snc.i18n.french. 4. Refresh your browser so the Language dropdown appears. Set the value to French. 5. Navigate to sc_req_item.list. 6. Expand the Étape field for the default value of RITM0000003. 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)"
Workflow	PRB603572	Workflow stages metadata updates in workflow version unnecessarily when diagram is loaded	1 Log on to an instance. 2. Open a workflow diagram but do not change it. Notice that the workflow version has been updated.
Workflow	PRB605208	Error in Workflow Nudger after a clone causes NullPointerException	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
Workflow	PRB608653	Stages for sc_req_item do not display for gateway approval	1 Log on to an instance. 2. Create a workflow against sc_req_item table. 3. Have a Begin and End. Assign a new stage to the End activity. 4. Create a new item against this workflow in the Service Catalog. 5. Request for the item so that it goes through the gateway approval (>$1000 worth). 6. Order the item and see that the stages for the requested item remain blank. It should render the stages.
Workflow	PRB603620	Parent workflows do not observe changes made to 'current' by subflows	
Workflow	PRB607257	Update set causes duplicate workflow rules, tasks, and approvals	1 Log on to an instance. 2. Run an update set. 3. Execute and update a minor change. 4. Check for duplicate records.

Workflow	PRB604324	The Abort action on approval business rule is not creating the new approval	1. Log on to an instance.
			2. Create a catalog item with workflow which has a group approval.
			3. Add some people in that group and yourself.
			4. Write a business rule on 'sysapproval_approver' to not create approval if it's yours by abort action:
			
			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);
			}

Problem category	Problem	Short description	Steps to reproduce
Workflow	PRB605872	Change approval workflow does not behave as expected	Create a change request when the Approval Coordinator has the following properties: - Approval coordinator: Any Child Activities to be approved - Add three Approval Users and one Manual Approval - Add Tasks after approval 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.
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.	1. Log on to an instance. 2. Create a workflow with stage rendering = workflow-driven, computed. 3. In the workflow, create two Create Task activities and make sure the workflow stops on the 1st create task activity. 4. Set the stages for both activity the same, for example, Fulfillment. 5. Trigger the workflow. Notice the list icon view of the activity will be "PENDING" even though it arrives at the 1st activity.
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	In a pre-Eureka instance (Dublin, Calgary): - Install plugin "Domain Support" or "Domain Support - MSP Extensions Installer" - Create a new workflow and publish it - Add domain field to the workflow version form - Set wf_workflow_version.sys_domain to e.g. "TOP/Initech" Note at this point the wf_workflow has no domain field. Upgrade to Eureka... 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: <wf_workflow> <name>Initech domain workflow</name> <sys_created_by>david.piper@snc</sys_created_by> <sys_created_on>2014-08-19 14:50:55</sys_created_on> <sys_domain>global</sys_domain> <sys_id>b2083fba28a621004acfa22240533cca</sys_id> <sys_mod_count>0</sys_mod_count> <sys_overrides/> <sys_updated_by>david.piper@snc</sys_updated_by> <sys_updated_on>2014-08-19 14:50:55</sys_updated_on> <vars/> </wf_workflow>
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	1. Log on to an instance. 2. Create a workflow. 3. Assign the workflow to a catalog item. 4. Open a request for the catalog item. 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.
Workflow	PRB615865	Switch Activity does not always show up in Workflow	
Workflow	PRB187228	Requested Items Stage is not appearing on PDF report	1. Log on to an instance. 2. Navigate to Service Catalog Request Items. 3. Right-click the list and choose Export to PDF. 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.