Platform

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	
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)
Backup	PRB608237	FY14 Backup fills /backup partition to 100%	
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.
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.

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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.	
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.

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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
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
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

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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
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)'
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.
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

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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.	
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.	

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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.
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.

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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.
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 = '';

Problem category	Problem	Short description	Steps to reproduce
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	
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	

Problem category	Problem	Short description	Steps to reproduce
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.
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.	

Problem category	Problem	Short description	Steps to reproduce
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
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.

Problem category	Problem	Short description	Steps to reproduce
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
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.
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

Problem category	Problem	Short description	Steps to reproduce
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.
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.
Misc	PRB576886	Attachments look like they can be deleted even when the ACL for delete returns false	
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.	

Problem category	Problem	Short description	Steps to reproduce
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.

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.

Problem category	Problem	Short description	Steps to reproduce
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
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.

<table>
<tr><th>Problem category</th><th>Problem</th><th>Short description</th><th>Steps to reproduce</th></tr>
<tr><td>Mobile Browser</td><td>PRB598754</td><td>[MobileUI] g_form.getReference does not work in Service Catalog on Mobile UI</td><td>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</td></tr>
<tr><td>Mobile Browser</td><td>PRB581198</td><td>[Tablet] Catalog navigation in ESS portal is cut off on tablet</td><td>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.</td></tr>
<tr><td>Mobile Browser</td><td>PRB593155</td><td>[Tablet] Reference lookup not displaying on a Catalog Item when using Tablet $table.do interface</td><td></td></tr>
<tr><td>Mobile Browser</td><td>PRB610116</td><td>g_form.setValue('assigned_to', '', '') not working correctly. Sets an empty value to a field</td><td></td></tr>
<tr><td>Mobile Browser</td><td>PRB604784</td><td>[Tablet] Cannot scroll horizontally on incident form on iOS. Form does not resize correctly on iPad</td><td>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</td></tr>
<tr><td>Mobile Browser</td><td>PRB600272</td><td>[MobileUI] Changing the glide.sys.date_format property can break updates to glide_date_time fields</td><td>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.</td></tr>
<tr><td>Mobile Browser</td><td>PRB599377</td><td>[Mobile UI] Long content overlaps with other rows in the list</td><td>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.</td></tr>
</table>

Problem category	Problem	Short description	Steps to reproduce
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
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	

Problem category	Problem	Short description	Steps to reproduce
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.	
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.

Problem category	Problem	Short description	Steps to reproduce
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.

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
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.
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.

Problem category	Problem	Short description	Steps to reproduce
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.
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.

Problem category	Problem	Short description	Steps to reproduce
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	
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.

Problem category	Problem	Short description	Steps to reproduce
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
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.
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.
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"

Problem category	Problem	Short description	Steps to reproduce
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	
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	

Problem category	Problem	Short description	Steps to reproduce
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	
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	
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
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.
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.

Problem category	Problem	Short description	Steps to reproduce

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
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	

Problem category	Problem	Short description	Steps to reproduce
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	
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.

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.

Problem category	Problem	Short description	Steps to reproduce
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.
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

Problem category	Problem	Short description	Steps to reproduce
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.
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

Problem category	Problem	Short description	Steps to reproduce
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.
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

Problem category	Problem	Short description	Steps to reproduce
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
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).

Problem category	Problem	Short description	Steps to reproduce
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.
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.

Problem category	Problem	Short description	Steps to reproduce
User Interface (UI)	PRB620018	Tooltip does not display when hovering over a field of type Conditions	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.
User Interface (UI)	PRB610351	Incident: Tab key stops on icons and decorations	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.
User Interface (UI)	PRB611026	Embedded lists that are not part of a split affect the alignment of fields in Google Chrome and Internet Explorer	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.
User Interface (UI)	PRB542551	When a form runs a client script that uses g_form.getSections(), you get unexpected print results.	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.
User Interface (UI)	PRB597485	Tablet view lookup on reference fields does not filter the list	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.
User Interface (UI)	PRB599044	Using HTML to create a table in Annotation causes a large space before the table	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.
User Interface (UI)	PRB599544	sys_db_view_table.table shows Database Views as options	
User Interface (UI)	PRB599793	Tooltip on Time Worked field does not change depending on status	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".
User Interface (UI)	PRB599982	Tagged Documents: top of first row is overlaid, link to incident detail is not accessible	

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.
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

Problem category	Problem	Short description	Steps to reproduce
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 /$m.do and to the module you created. 7. Open any record that is a child of the Task table. Note that it comes up as a task and not as the child record.
User Interface (UI)	PRB576919	The start_locked=false attribute is not working and causes a bug because of the extra space	1.Ensure that the Watch list field is on the form. 2.Customize the dictionary attributes to include "start_locked=true". 3.Reload the form. Note that the watch list is still closed by default.
User Interface (UI)	PRB576111	The OnChange script does not fire on document ID fields	1.Create a document ID field. 2.Create a client script that triggers when the document idIDfield is changed. 3.In form view, click the magnifying glass for the document ID field. 4.Select an item from the reference dialog box, then click OK. Note that a change is not registered.
User Interface (UI)	PRB601697	UI14 not activated by default for upgraded instances	
User Interface (UI)	PRB599774	Setting the Tablet UI property glide.ui.tablet_enabled to false does not disable the tablet view	1.Log in to a Dublin instance. 2.Navigate to System Properties > Tablet UI Properties. 3.Locate the Enable tablet UI property (glide.ui.tablet_enabled) and clear the checkmark, setting the property to No (false). 4.Flush the instance cache. Note that the tablet access is still available by navigating /$tablet.do or /$tab_switch.do.

Problem category	Problem	Short description	Steps to reproduce
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.
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	

Problem category	Problem	Short description	Steps to reproduce
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.
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.

Problem category	Problem	Short description	Steps to reproduce
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.
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.

Problem category	Problem	Short description	Steps to reproduce
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.