Service Automation & Business Management

Issues fixed in the Fuji release.

Problem category	Problem	Short description	Steps to reproduce
Apps - ITIL	PRB592061	"Comments Mandatory on Reject" client script does not evaluate as expected.	1. Install the plugin "com.snc.facilities_management.demo". 2. Open /sysapproval_approver.do and set the following fields: - [Approver]: Abel Tuter - [Approving]: FMR0000002 3. Save the approval. Modify the State to be "Requested", and Save the form again. 4. With the Approval Summarizer present, click the Reject button. Notice that the Client Script "Comments Mandatory on Reject" does not fire. 5. Remove the Approval Summarizer from the form. Set the approval record back to a "Requested" state, save the form, then try clicking the Reject button again. 6. Client Script works as expected.
Apps - ITIL	PRB586072	Approvals with e-Signature plugin throwing 'User name or password invalid' error message	1. Enable Approvals with e-Signature 2. Change Userid of Abel Tuter to Abel.Tuter 3. Assign Abel Tueter an approval 4. Log in as Abel Tuter. 5. Enter username in all lowercase letters and you will get an error message 'User name or password invalid' If you enter Abel.Tuter, it's successful.
Apps - ITIL	PRB584492	Change Management Risk Assessment not enforcing mandatory questions	1. Activate the Change Management Risk Assessment plug in and load demo data 2. Navigate to Change Management > Risk Assessments, and click the new button to create a new assessment master 3. Give it the name Test Change Risk Assessment, and click Save 4. Add a question to the survey; make it a single line of text, mandatory is true, order 100, weight 100, call it Test Question 5. Add an assessment condition; enable this survey for Category is Other 6. Click the Take Survey button; click Submit without entering anything into the Test Question box; you will get an pop-up informing you the Test Question is mandatory 7. Create a new change; make sure the Category is Other and fill in a Short Description and click Save 8. Click on the Fill Out Risk Assessment UI Action link; click Submit without entering anything into the Test Question box; the risk assessment will be saved, there is no enforcement of the mandatory setting for the question
Apps - ITIL	PRB602352	Timeline Visualization gives an error if the instance does not have high security settings enabled.	1. Log in to an instance that does not have the High Security Settings plugin enabled. Alternatively, set the glide.ui.escape_text system property to false. 2. Navigate to Timeline Visualization > All. 3. Click CIO Roadmap or any other timeline record. 4. Click the View button. The following message is displayed: The element type "canvas" must be terminated by the matching end-tag.
Apps - ITIL	PRB603263	User interface issues on the Timeline Visualization panel.	1. Activate the "Timeline visualization" plugin 2. Create a new TimeLine Visualization record by navigating to: TimeLine Visualization -> All -> New 3. Create some pm_project records with the same planned_end_date 4. Open the Timeline Visualization record you have just created: TimeLine Visualization -> All -> test visualization 5. Click on the View UI Action. The 3D Timeline Visualization displays. 6. Look for the Panel on date "June 30, 2014, 64 Projects" and click on it to get the list of records There are 10 records displayed. There is not a scroll bar to facilitate the user to navigate the list 7. Click on right single arrow to navigate to the next 10 records. It will display the next 20.
Apps - ITIL	PRB580947	Schedule (cmn_schedule_span) has an issue when selecting "All Day" option	1. Create maintenance schedule an select timezone "pacific" and all day 2. Create user with timezone of 8hr forward from pacific. 3. Open maintenance schedule in both timezones (pacific and Europe / Madrid)
Asset Mgmt	PRB615065	The Status from the existing CI is not used when creating an Asset from a CI if Enforce CI Verification is used and the hardware asset default value is custom	1. In the dictionary, change the default value of alm_asset.install_status 2. Turn on "Enforce CI Verification" for "Computer" model category, which should already be linked to alm_hardware asset class 3. Create a new Computer on a blank form (cmdb_ci_computer.do) 4. Change (hardware) status [cmdb_ci_hardware.hardware_status] to: "retired" 5. Save 6. Click "Create Asset" button. This will reload the form, but now it will be linked to the newly created asset. 7. Open the newly created asset. This will have used the default value 50 (still in the box) rather than the expected value of 7 (retired)
Asset Mgmt	PRB617364	CMDB to Asset not returning expected results	

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Asset Mgmt	PRB601469	When a stockroom's location is changed, the location of the assets in the stockroom is not changed.	Navigate to alm_asset and select one that is in stock, available. On the asset form, change the stockroom. Notice that the location is changed. Save the record. Click the asset's stockroom link and change the location of the stockroom. Navigate back to the asset and notice that the location of the asset has not changed
Asset Mgmt	PRB606105	The inventory_management role is undefined	1. Go to the Asset Management application > Stockrooms 2. Personalize dictionary for assignment group Notice the reference qualifier There is no role in the system called inventory_management
Asset Mgmt	PRB603982	Enforce CI Verification on CI not working when model category gets changed on a model record that matches the CI's model category	Without Discovery: 1. Go to the cmdb_model_category table and find the record for Computer [cmdb_ci_computer]. This record should have the asset class set to Hardware [alm_hardware]. 2. Open this record and set the Enforce CI verification field to true. 3. Go to the cmdb_ci_computer table and create a new record with the following values: Name: Any value (for example, Test Computer) Model ID: Choose a model where the category is only "Computer" (for example, Asus G Series) 4. Save the record. You should see in this record that there is no asset value. 5. Go to the cmdb_hardware_product_model table and choose a model record that only has "Computer" for the model category. You can choose the same record as above or a different record. 6. For this step and the previous step, make sure that the asset tracking strategy for the model record(s) you select is not set to "Don't create assets". 7. Open this record. 8. For the model categories, remove the "Computer" reference and save the record. 9. Reopen this same record and add the "Computer" reference again. If you refresh the cmdb_ci_computer record, you should see that an asset record has now been created for this CI. With Discovery: 1. Prepare to scan a CI via Discovery for which you know the model and what class it will create. For example, if you scan an Apple computer, this will create a "cmdb_ci_computer" record with a model like "Apple MacBookPro10,1". 2. Repeat steps 1-4 above but make sure the cmdb_model_category record where you enable the "Enforce CI verification" matches what will be created by the CI that you scan. 3. Scan your CI. 4. After scanning, check the following: A new cmdb_hardware_product_model record should be created. For the dummy CI you created, check to see if an asset record is now created for this CI.
Asset Mgmt	PRB605632	alm_hardware display name is not searchable after a model is updated	1. Go to the "cmdb_hardware_product_model" table and create a new record with these values - Name: TestModel - Model categories: Computer 2. Go to the "alm_hardware" table and create a new record with these values - Model category: Computer - Model: TestModel 3. Open a list view of the "alm_hardware" table and search for the display_name = TestModel You should come back with one result. 4. Open the Model record and change the name to whatever you would like. (ex. ChangedModel) 5. After saving this record, you should see the Display name changed to this new value, and if you open the alm_hardware record, you should also see the Display name reflecting this new value. 6. Go back to the list view of "alm_hardware" and now search for display_name = ChangedModel (or whatever name you give). - You should see that you get no results back 7. In this same list view, search for the old Model name ("TestModel") You should see that you get a result back, but it shows the new value.
Asset Mgmt	PRB606227	Clearing the "Assigned to" field on an asset doesn't clear it on the related CMDB CI	
Change Management	PRB604584	Error [Planned end date must be after Planned start date] appears on Change form	Log in to an out-of-the-box instance running Eureka. Navigate to the sys_properties.LIST, glide.sys.date_format and change the value to [dd-MM-yyyy] Navigate to Change request > Create New and select the Planned start date as today, and the Planned end date in the future Save or submit the change request.
Contract Mgmt	PRB609714	Invalid query in ConditionChecks script include	1. Go to System Definition > Script Includes 2. Search for and select Name = ConditionChecks 3. Verify that line 133 is a query to the compliant field on the clm_condition_check table: gr.addQuery('compliant', 'true'); 4. Navigate to clm_condition_check.list 5. Open any record. 6. Right-click the header and Personalize > Dictionary Note that there is no field named "compliant"

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Demand Management	PRB604293	In the Demand Management application, creating a new stakeholder [dmn_stakeholder_register] record displays a system error message when an existing user and portfolio combination is given.	Open a Eureka instance. Activate the Demand Management plugin with demo data. Navigate to Demand Management > Stakeholders > Create New. Enter an existing stakeholder user and portfolio. For example, enter Alva Pennigton (user) and Finance (portfolio) from the demo data. Click Submit. Note the error messages that are generated.
Financial Mgmt	PRB609762	Allocation rules always allocate 100% of the cost to each rule and ignore the percentage setting in the rule	Create an expense allocation rule with less than a 100% allocation. Create an expense line that will trigger the rule, and set the Status field to Pending. Run the scheduled job that processes allocation rules: Process Allocation Rules. The cost is the full amount instead of the percentage you selected.
Financial Mgmt	PRB613787	IT Cost Management: Rate Card Number is not set in Expense Lines	
Financial Mgmt	PRB581512	The cost center does not get copied to the expense lines from the originating distribution cost.	
Financial Mgmt	PRB617430	IT Cost Allocation: Last Fiscal Period and This Fiscal Period properties are not available on certain date filters.	1. Click "Allocate by Actual Project Cost". 2. In the Cost Allocation section, select the "Filter" check box. 3. Pick any date field. Result: Notice that the date filter option does not display properties that are related to the fiscal calendar.
Financial Mgmt	PRB609982	Cost center does not get copied to expense lines from the originating distribution cost	1. Login to an instance. 2. Navigate to Distribution Cost 3. Create a new record. You might need to create a new distribution cost rule to select in the 'Distribute cost rule' -> Select 'Cost center' -> Submit -> Take a note of this distribution cost number 4. Navigate to sys_trigger.LIST. Open the [Process FM Costs] job and click 'Execute Now' 5. Navigate to Distribute Cost Center and open the record you created in step 3. Scroll down to the Expense Lines related list. Include the Cost Center via personalize list. Notice the Cost Center is empty
Financial Mgmt	PRB603555	A very large amount of jobs caused excessive database contention.	
Financial Mgmt	PRB619593	Create new Expense Line with User as the source: User field is cleared on save.	1. Open Financial Management > Expense Lines 2. Create a new Expense Line record. 3. In the Source section, in the User field, select a user. 4. Save the record. After the save, the Source DI field shows "User: <username>", but the User field is now blank and has no value. The Expense Lines related list is also empty. 5. Reopen the record that you created in step 2. 6. In the Source section, in the User field, select the same user. 7. Save again. This time the field is retained and the expense appears on the related list as expected.
Financial Mgmt	PRB607548	Distribution Costs: Adds expense lines for two extra days after End Date	1. Create a distribution cost rule to filter for the assets. For example, use condition '"name starts with b"'. 2. Create a distribution cost and assign it the distribution cost rule. Under the '"General"' tab, select an '"End date"' and the interval '"Daily"'. 3. Select the '"Recurring"' option. 4. Go to an asset that matches the rule and add a recurring expense line. 5. Assign a rate card. 6. Wait for the distribution cost to go past the '"End date"'. Result: After the end date is reached, the distribution keeps adding expense lines for two days. Then it becomes disabled.
Incident Alert	PRB610465	PIR Report erroring breaks if glide.ui.escape_text is false.	1) Enable Incident Alert Management. 2) Set glide.ui.escape_text to false. 3) Create a new record for incident alert management. 4) Set state to resolved. 5) Click "View PIR Report". An error returns in the popup: "The entity name must immediately follow the '&' in the entity reference."
Incident Alert	PRB605179	A ghost update is occurring for the "Show related incident alert" UI Action.	1) Make sure the Active field on the"Show related incident alert" UI Action is set to true. 2) View any open incident. 3) Open the UI Action again. The versions will show that the UI action was updated when the incident was opened. It was made inactive.

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Incident Management	PRB603157	The Show related incidents UI macro works on the caller_id field only in Dublin and later releases	Open any incident record. Right-click the Location field and select Personalize Dictionary. In the Attributes field, enter tree_picker=true,ref_contributions=user_show_incidents. Click Update. Navigate to Incident > Create New. Set the Location to any value. Click Submit. Navigate to Incident > Create New. Set the Location to the same value as in the previous incident. Right-click the form header and select Save. Click the Show related incidents icon beside the Location field. Note that no results are displayed. In our Calgary builds, the list renders as expected with both new Incidents in place. In the Dublin builds, no results return, since the updated user_show_incidents Macro hard codes the field to caller_id rather than letting this be variable based on the associated field.
Incident Management	PRB602983	The Incident Management (com.snc.incident) plugin in the Dublin upgrade changes the value of the glide.ui.autoclose.time property to 0.	Upgrade a Calgary instance to Dublin. The Best Practice-Incident Resolution Workflow (com.snc.bestpractice.incident) plugin in the Dublin upgrade sets the value of the glide.ui.autoclose.time property to 1. Then the Incident Management (com.snc.incident) plugin in the Dublin upgrade sets the value of the glide.ui.autoclose.time property to 0.
IT Governance Risk and Compliance	PRB612988	Error while adding condition in Condition Collection (Message Centre) in HI	1. Navigate to a Condition collection record. 2. Click on the "Add condition" related link.
IT Governance Risk and Compliance	PRB599138	For IT Governance Control Test Definitions, there is not a custom UI Action for Insert which will generate a new Definition ID for the new copy of the record	1. Activate the IT Governance plugin; load demo data. 2. Navigate to Control Test Definition list. 3. Select a Control Test Definition record, right-click on the record header, and select Insert. 4. Go back and refresh the Control Test Definition list, and order by the Definition ID; note that you have two Control Test Definition records with the same Definition ID. 5. If you choose Insert and Stay, you will get a new record with a new Definition ID, because of the custom UI Action for Insert and Stay.
IT Governance Risk and Compliance	PRB600634	Activating IT / GRC plugin breaks Visual Task Boards	1. Activate IT / GRC plugin in master. 2. Try to view a Visual Task Board.
IT Governance Risk and Compliance	PRB616756	IT Governance reverting customizations to OOB state for the task closer BR during an upgrade	1. Activate the IT Governance plugin. 2. Make a customization to the task closer BR. 3. Upgrade the instance. 4. Look at the upgrade history for target name contains task closer. The upgrade details show a disposition of updated even though there was a customization made that should have a skipped disposition. Also observe the file name that appends the _Before_1458a4faeee51f2e9949fb3241e375238fc26dfc after the sys_id of the BR.
Knowledge Management	PRB578864	Knowledge search logs show wrong value for Results field.	Navigate to Knowledgebase >View, and search for a term that would return a large result set possibly spanning multiple pages. Navigate to Search Log, notice the log entry for that search shows Results incorrectly.
Knowledge Management	PRB584603	Localized instances display multiple English entries when openning articles from the kb_view UI macro	1. Enable "I18N: Knowledge Management Internationalization Plugin v2" (com.glideapp.knowledge.i18n2). This is to get the Languages box and the respective UI Macro that builds it (kb_languages) 2. Navigate to https://instancename.service-now.com/kb_view.do?sys_kb_id= Expected results: Have one option for English (or none) Actual results: Observe a large number of "English" entries in the Languages box
Knowledge Management	PRB603820	The label for the "attached_knowledge" UI Macro could not be translated	1. Install a language plugin on the instance. 2. Open a problem record. For example, PRB0000055. 3. Attach a KB Article to the PRB using the KB icon on short description, and save. This adds the "Attached knowledge:" field just below work notes. 4. Change to another language. This label is not translated.
Knowledge Management	PRB592911	Self service knowledge search only returns one result regardless of search results	
Knowledge Management	PRB620168	HTML in Knowledge articles don't show properly	

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Knowledge Management	PRB618169	Knowledge search fails when there is a more than one kb_find_query UI macro	1. Launch https://instance.service-now.com/kb_find.do. 2. Verify search works and there are results. 3. Navigate to UI Macro > kb_find_query. 4. Right click header and select Insert and Stay. 5. Click back to list view and set the new version: active=false. 6. Launch https://instance.service-now.com/kb_find.do. 7. Search no longer works and the system generates two entries in the error log: 1st Error log entry: -------Source: com.glide.ui.ServletErrorListener -------Message: /glide/nodes/[instance node]/webapps/glide/itil/WEB-INF/ui.jtemplates/kb_find_query.xml (No such file or directory): no thrown error 2nd Error log entry: -------Source: com.glide.ui.ServletErrorListener -------Message: GlideJellyContext: /glide/nodes/[instance node]/webapps/glide/itil/WEB-INF/ui.jtemplates/kb_find_query.xml (No such file or directory): no thrown error
Knowledge Management	PRB593923	Localized knowledge articles still display when inactive	1. Install I18N: Knowledge Management Internationalization Plugin v2. 2. Install a language translation. 3. Create a new knowledge article. 4. Create a translated version of the knowledge article. 5. View them make sure they are working. 6. Deactivate the translated article. The article is still visible.
Knowledge Management	PRB595964	Typing symbols or letters into the kb_list.do page field causes the list to break	1. Browse to Self-Service > Knowledge. 2. Select any of the "View all items" links. 3. Change the page number field on the list to one of the following !, @, +, A. 4. Press Enter. The list is blank, and the error message: to NaN of org.mozilla.javascript.Undefined@8a16d7 is displayed in place of the page count. Occasionally, the list will just appear as a blank page with no error or list at all. This is not the same behavior on other list views, for example incident or cmdb_ci. In these lists, the list just reloads show records 1 to X of Y.
Knowledge Management	PRB585994	A wiki_text field on a form breaks the CSS of subsequent form section headers	1. Add the "Wiki" field to the Knowledge [kb_knowledge] form. 2. Create a new Form Section on the Knowledge [kb_knowledge] form. 3. Look at the header of the new form section See that the CSS formatting is wrong on the form section: the header text is white instead of black, and the height of the header is wrong. 4. Remove the Wiki field from the form. 5. Look at the header of the new form section again. The section looks fine now.
Knowledge Management	PRB609575	Global search returns retired articles as exact matches	1. Navigate to the Knowledge [kb_knowledge] form. 2. Open any article and set the state to "retired". 3. Search the article number in global search. The search returns the article as an exact match.
Knowledge Management	PRB590003	Before business rules do not run on kb_find.do UI page when there are multiple languages on the system	1. Activate at least one i18n language. 2. Activate 'I18N: Knowledge Management Internationalization Plugin v2' plugin. 3. Go to kb_knowledge list and make at least 3 KBs of type Known Error. 4. Create a simple query business rule. For example: Name = kb query test Table = kb_knowledge Condition = gs.isInteractive() Script = current.addEncodedQuery('topic=Known Error'); When = before Query = True This should only query kb articles of topic = Known error. 5. Global search for a keyword that does not appear in those KBs which are marked Known Error, for example 'VPN'. Notice no results are returned, which is expected due to the query business rule. So global search honors the query business rule. 6. Now go to KB > View and search for VPN, see KBs that are not of topic Known error are also returned. If you turned ON debug business rule you'd see the query business rule is not being run. Only happens on kb_find.do
Knowledge Management	PRB615043	Wrong link to help in the Knowledge Management v3 plugin	

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Knowledge Management	PRB600002	Feedback comments section in Knowledge application does not reappear when you check Flag Article after submitting feedback	1) Go to Self-Service -> Knowledge 2) Click an article 3) Click the + (plus icon) next to the Feedback: label 4) Enter comments and click "Submit Feedback" 5) Check the "Flag article" check box Note that the comments section is not redisplayed for you to enter additional feedback.

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

Knowledge Management	PRB615816	The publication homepage does not show default list elements	
Knowledge Management	PRB588878	Knowledge search returns different results than global search	
Knowledge Management	PRB609226	Cannot bookmark KB search results from a global search	1. Search for any knowledge article in global search. 2. From the results drag the link to the book mark bar.
Knowledge Management	PRB583915	Knowledge breadcrumbs not displaying translated topic value	1. Activate these plugins: I18N: Internationalization (com.glide.i18n), I18N: French - Canada Translations (com.snc.i18n.french-canada), I18N: Quebecois Translations (com.snc.i18n.quebecois) 2. Create translated knowledge articles. 3. Navigate to the translated articles. 4. The breadcrumbs change to the non-translated value as you navigate.
Knowledge Management	PRB617146	Broken related search results in email notifications	1. Login as the admin user. 2. Create an incident and set the Caller to itil the user (whose email is enabled). 3. Type 'email' in Short description field. The system displays some articles as search results. 4. Submit the incident. 5. Navigate to Email > Logs. 6. Open the 'Incident INCxxxxxxx -- opened on your behalf' notification for the incident. 7. Click 'Preview HTML' . The system displays some articles listed under Related Search Results 8. Click the article links. The system does not open the article.
Knowledge Management	PRB591933	Later versions of Chrome silently block knowledge searches against SN wiki due to insecure content.	This can be reproduced with Chrome 30: 1) Log on to an instance, then go to Self-Service -> Knowledge 2) Click Advanced Search 3) Change the 3rd drop down field from "Knowledge" to "ServiceNow wiki" 4) Enter "UI Actions" in the search field 5) Click the Search button 6) Note that nothing happens The console will have the following error: <instance-name>/navpage.do ran insecure content from http://wiki.servicenow.com/search-results.php?cx=005409823165138974380:bltnnmgfoek&cof=FORID:10&ie=UTF-8&q=UI%20action. This is similar to PRB591244
Knowledge Management	PRB600330	Mobile Knowledge (knowledge_base/home) does not filter out "Retired" articles like the native UI	Choose a KB article and verify that it comes up in a search Change the state of the KB article to retired Verify that the KB article no longer shows up in a search Search for the same article in the Mobile UI. The article shows up in searches.
Managed documents	PRB589194	Unable to download a copy of a managed document	Open an instance. Activate the Managed Documents plugin and make sure demo data is loaded. Navigate to Managed Documents > All. Right-click Coding Standards and select Copy Document. Navigate to the Copy Coding Standards document. Check the Download file box and then check out the document. You do not see a download box and the page turns white.

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Managed documents	PRB590781	Group approvals for Document Management not working	Log in to an instance. Activate the Managed Documents plugin. Navigate to Managed Documents > Approval Rules. Configure the form to add the Group Approvers related list. Set up an approval rule; for example, set the Type field to Policy. Add an entry to the User Approver related list and add an entry to the Group Approver related list. Create a document which meets the criteria of your approval rule. Note that approvals go the user but not to the group.
Managed documents	PRB599315	Changing default date format breaks ast_contract UI Action	Activate the Contract Management plugin. Change the glide.sys.date_format property to dd-MM-yyyy. Navigate to any active ast_contract record. Click the Adjust UI action. Choose two valid dates and update. When the form reloads, note that the Starts and Ends fields contain incorrect dates.
Managed documents	PRB586192	For Managed Documents, inactive approval rules still apply.	Log in to an instance. Activate the Managed Documents plugin. Navigate to Managed Documents > Administration > Approval Rules. Click on any approval rule (for example, Internal policy). Set the Active field to false. Navigate to Managed Documents > Documents > Create New to create a new document. Create a document which meets the criteria of your approval rule. Click Save. Under the related links, notice that the Approvers section has been updated.
Managed documents	PRB595102	For managed documents, there is a date/time mismatch when documents are checked out.	Open an instance running Berlin, Calgary or Dublin. Navigate to Plugins > Managed Documents. Activate the Managed Documents plugin. Navigate to Managed Documents > All and open a document. Click the Check out link. This brings up a window which displays the revision date. This date should be the same as the date in the Document Revisions tab but it does not match.
Managed documents	PRB613506	When a user attempt uses the New and Edit buttons in related lists on managed document lists, "Action not authorized" errors occur	1) Install the "Managed Documents" plugin. 2) Bring up a sys_user record. 3) Add the "Document > Owner" related list to the form. 4) Login as a user who has the document_management_user role. 5) Go to the Documents related list. 6) Click the New button.
Managed documents	PRB579265	The user receives a blank page when checking out a managed document with the Download file box unchecked.	- Navigate to System Definition > Plugins and activate the Managed Documents plugin. Make sure to Load demo data. - Managed Documents > All - Click on Coding Standards - Click on the Check Out Document Related Link. - Uncheck the Download file box, and press Check Out - You will be directed to a blank page, and a number of HTML Errors will appear in the logs.
Managed documents	PRB602128	An alert is displayed when the incrementation revision number of managed document being published is greater than or equal to two decimal places (for example, 0.10).	1. In Managed Documents choose "Create New". 2. Fill out details and select auto increment revision and save 3. After submitting in that same document "Click Upload/Check In Revision". 4. Notice that revision number is incremented. Choose file and attach. 5. If you repeat step 3 and change revision number from 0.2 to 0.9 and save -next revision number is going to be 0.10 6. After creating 0.10 revision number click "Check out document" 7. In related list "Document Revisions" open 0.10 revision document and "Submit for Review" 8. In Related list "Document Revisions" document 0.10 is in state "Ready for publishing" now 3. If you open that again and click "Publish revision" alert is displayed:"Please enter a valid revision number"
Managed documents	PRB613018	When using "Upload/Check In Revision," multiple attachments appear in Document Revisions related list	1) Open an instance. 2) Install the Managed Documents plugin and load demo data. 3) Go to dms_documents.list. 4) Choose Coding Standards. 5) Click on Upload/Check In Revision. 6) Add an attachment. 7) Click OK multiple times. 8) Go to the Document Revisions related list. 9) Click the latest one. Notice that it has multiple attachments.

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Performance Analytics	PRB601154	An Indicator with a condition using a dot-walked field never matches anything.	1. Create an incident and assign to assignment group "IT Finance CAB" 2. Create an indicator source based on facts table "incidents", leave the conditions empty 3. Create an automated indicator based on the indicator source from the previous step 4. In the "Advanced Conditions" section of the automated indicator add a condition using a dot-walked field. For example: "Assignment Group.Name" "contains" "CAB" 5. Run a DC Job for this automated indicator Result: no scores are ever collected
Performance Analytics	PRB601665	Time chart widgets with additional indicators with a second Y axis checked still show their series on the first Y axis	
Performance Analytics	PRB605698	Add Content dialog box on Dashboards slow and out of context.	.
Performance Analytics	PRB611656	Paging on a scorecard (PA Widget) does not appear to be working	
Performance Analytics	PRB606664	Breakdown dashboard element scrollbar is not scrollable	1. Go to Dashboards 2. Open Incidents by Group 3. Click on Element selector. Do not use middle mouse button to scroll. 5. Try to click on the scrollbar to scroll Window is hidden
Performance Analytics	PRB608532	Domain separation is applied to scores on an instance that is not domain separated	
Performance Analytics	PRB603805	Scoresheet has incorrect dates when changing glide.sys.date_format	
Performance Analytics	PRB608425	Increase max length of pa_breakdowns.field and pa_dimensions.field	
Performance Analytics	PRB618578	Save as PNG/JPG doesn't save with the breakdown applied.	1. Log on to an instance and impersonate a user. 2. Type Dashboard in navigation filter 3. Go to a dashboard 4. Choose the "Online" breakdown for the dashboard (all the charts are updated accordingly). 5. Click the button to save the widget as PNG/JPG. The picture saved is the global one and doesn't have the breakdown applied.
Procurement	PRB599639	If multiple model categories are associated with a model, procurement can create the asset, but not the associated CI.	1. Install the Procurement plugin. 2. Navigate to Product Catalog > Product Model > Hardware Models. 3. Click on MacBook Air 13. 4. Add another category In the Model categories field. 5. Create a purchase order for one of these product models. a. Navigate to Procurement > Orders > Purchase Orders and click New. b. Fill in the Ship to field with any selection and click Submit. 6. Open the purchase order. 7. In the Purchase order line items related list, click New and add the following information: Vendor: Apple Product Model: MacBook Air 13 8. Click the Submit button for the line item. 9. Click the Order button on the purchase order. 10. Receive the order to create the asset. a. Click the Receive button. b. Select the Allow Asset Tag Input check box. c. Leave the Asset tag field blank. d. Fill in the S/N with any number. e. Click OK. 11. Open the asset record for this asset. Note that the Configuration Item field is blank.
Procurement	PRB604008	Procurement for transfer orders calculates improper quantity for transfer orders from a second source.	1) Activate the Procurement plugin with demo data. 2) Prepare for the test case by creating two transfer orders and moving stock of Apple iPad 3 from the Southern California warehouse to the San Diego North and San Diego North Central warehouses, so only 3 are left in the Southern California warehouse, and 15 are in the San Diego North warehouse. 3) Use the Service Catalog to request a quantity of 5 Apple iPad 3s. 4) Go to Procurement > Requests, find the request, and go to the Approvals related list and approve the request. 5) Go to the Catalog Task related list and select the Source Request Items task. 6) Click the Source Request button on the task, and on the pop-up you will note a Quantity Remaining of 5; from the available stockrooms, you will see North, North/Central, and Southern California. 7) Select Southern California Warehouse, and you will see 3 in stock; for the destination, pick San Diego South Pickup/Dropoff and click OK; you will get a message 'A Transfer order to transfer 3 of 'Apple iPad 3' has been created'. 8) Click the Source Request button on the task, and on the pop-up you will note a Quantity Remaining of 2, and only the North and North/Central stockrooms will be available. 9) Select San Diego North as the warehouse and you will see 15 in stock, and once again select San Diego South Pickup/Dropoff and click OK; you get a message 'A Transfer order to transfer 5 of 'Apple iPad 3' has been created'. Since only two were remaining in the quantity, this transfer order incorrectly over-orders by three items.
Procurement	PRB615827	Business rule "Update Request Item CI" sets wrong CI on catalog tasks	

Problem category	Problem	Short description	Steps to reproduce
Procurement	PRB602976	Default value for the Requested field on the Purchase Order table is incorrect	1. Open a record on the Purchase Order [proc_po] table. 2. Personalize the form and add the Requested field. The field type is "Date/Time" and has a default value returned from "gs.now()", which only returns a date.
Procurement	PRB605262	Multiple assets are ordered when the OK button is clicked more than once on the Receive Purchase Order dialog	1. Open a purchase order that has not been ordered yet. 2. Click Order. 3. Click Receive. 4. Add a quantity. 5. Click OK multiple times on the dialog window.
Procurement	PRB611962	Purchase order value is not updated after purchase order line item is cancelled or deleted	1. Navigate to Procurement > Orders > Purchase Orders. 2. Click New and create a new purchase order. 3. Click the Purchase Order Line Items tab. 4. Click New and add a new order line. 5. Create additional line items. 6. View the Purchase Order. Note that the Total Cost field displays the sum of the cost of all three order line items. 7. Delete one of the order line items in the related list. 8. Update the form. Note that the order line item is deleted but that the Total Cost field still displays the same sum as before.
Project Management	PRB611361	Project Recalculation: For auto project, successor tasks are not recalculated after you update a predecessor task	1. Activate Project management v3 plugin 2. Activate Demand plugin 3. Activate PPS plugin 4. From PLATFORM (Not Workbench), create a project and some tasks by using "task creator" with relationship, so all sub tasks have a dependency. 5. Update any predecessor task duration from platform this project related task list. You can take look the project related task list for the duration. All the phases are have dependent relationship. 8. Check the successor task's start date. It is not recalculated. Go to Gantt Chart to see the issue. 9. Go to workbench, update another predecessor plan phase's duration. 10. Check its successor task's start date. It is not recalculated. Go to Gantt Chart to see the issue.
Project Management	PRB602572	The Week starts on field on the Time Card form displays an incorrect default value when user's date format is a non-default format.	1. Define a user and set the date format for the user to a non-default data format, such as MM-dd-yyyy. 2. Log in as the user. 3. Go to Time Cards and click the New button.You will see the default value as something like 10-06-0182. 4. Choose a task. 5. Click the Submit button.The new time card is not displayed on the page because the time card is created with an incorrect date.
Project Management	PRB612069	Project/Project Task Time constraint issues on workbench	
Project Management	PRB602037	The system hangs if a large number of days is entered for a project's planned duration.	1. Navigate to Project > Projects > Create New. 2. On the Project form, enter 7000 for the number of days in the Planned duration field. 3. Click Submit. Note that the system hangs.
Project Management	PRB587559	In single currency mode, rollup of project costs is incorrectly converting the rolled up amount to US dollars, but presenting the amount in the system currency.	1) Turn on the Project Management v2 plugin 2) Set the following system properties to turn on single currency mode and project cost rollup com.snc.project.rollup.cost - true glide.cost_mgmt.process_task_top_task - false glide.i18n.single_currency.code - CAD <-- sets to Canadian dollars glide.i18n.single_currency - true 3) Go to project management, and create a new project 4) Go to Personalize > Form Layout, and add the Actual cost field (work_cost) to the project form 5) Create a new child project task record 6) Go to project task record, Personalize > Form Layout, and add the Actual cost field (work_cost) to the project form 7) Fill in a value in the actual cost field on the child project, and save it 8) Go back to the parent project record, note the Actual cost value should be the same as the child cost, but the input value has been converted by the current exchange rate between Canadian dollars an US dollars *** The exchange rate today is US$1.00 = CAD$1.03 *** If I input CAD$1.03 in the project task, the value shown in the parent project is CAD$1.00 *** If I input CAD$1.00 in the project task, the value shown in the parent project is CAD$0.97
Project Management	PRB602801	The Demand [dmn_demand] table and Requirement [dmn_requirement] table state choices are not created after activating the Demand Management application.	Activate the Project Management plugin. Activate the Demand Management plugin. Note that the choice list for State in the Task table has duplicate values for Incident and Problem.
Project Management	PRB600098	The widget that displays project portfolio information on the Project Overview homepage does not filter correctly	1. Log in to your Dublin instance. 2. Ensure that Project Management v3 is active. 3. Navigate to the Project Overview homepage. 4. Look at the Project Portfolio: IT Projects and Project Portfolio: Business Projects lists. Note that these lists display all active records in pm_portfolio_project instead of the specific projects associated with each project portfolio.
Project Management	PRB609398	Gantt chart loads very slowly for projects containing large number of tasks	1. Import a project with 5000 tasks. 2. Open the Gantt Chart related link from the project form. Note that the page takes approximately 30 seconds to load.

Problem category	Problem	Short description	Steps to reproduce
Project Management	PRB610025	Resource Console does not display correctly in Internet Explorer 9 and 10 after Eureka upgrade	1. Open Internet Explorer 9 and 10. 2. Open a base Eureka Patch 4 Hot Fix 1 instance. 3. Activate the Resource Management plugin. 4. Under Resource Plans, click All. 5. Click New to complete a new form. 6. Complete all required fields. 7. Click Submit. 8. Under Resource Console, click Resource Console. Note that there is a display issue.
Project Management	PRB594310	Project Management V3 - In a Portfolio, the Projects related list does not provide an Edit button to permit you to add or remove projects from the portfolio via a slushbucket.	1) Get two Dublin demo instances; in one instance, activate Project Management V2, in the other activate Project Management V3. Check the box to load demo data. 2) In the V2 instance, access a pm_portfolio record and go down to the Projects related list - note there is an Edit... button to add/remove projects from the portfolio, per the wiki 3) In the V3 instance, access a pm_portfolio record and go down to the Projects related list - note the Edit... button is missing 4) If you go to List Control in the V3 instance, and click the Enable Edit button, it does nothing - it should make changes to support the Edit... button. (See http://wiki.servicenow.com/index.php?title=Project_Portfolio_Management#Adding_Existing_Projects_to_a_Portfolio)
Project Management	PRB595730	In Project Management v3, changing system date format to use 3-character month representation causes copy_project UI Page to throw a pop-up and require the month in numeric format	1. Open an instance. 2. Change the date format on your instance to one with the 3-character format for the month: dd-MMM-yyyy. 3. Open a project and select Copy Project. 4. On the pop-up window, the Start date displays in system format; for example 21-Feb-2014. 5. Click OK. You get an error that the date cannot contain alphabetic characters; it needs to contain numbers. 6. Change 21-Feb-2014 to 21-02-2014 and then click OK. The project and project tasks copy successfully and the dates in the copied tasks display in expected system format (21-Feb-2014, 10-Apr-2014, etc.). But you have to change the date input from the specified system format to make this work.
Project Management	PRB572274	The PPM formatter portfolio_update_dashboard_link needs to be translatable	
Project Management	PRB606174	Some projects are displaying the Gantt chart and some are not	1. Create a custom table derived from planned task. 2. Create a new project 3. Include the custom table in the related lists view. 4. Bring top_task of the custom table into the view. 5. Create new tasks of custom table. 6. Open the Gantt chart; it does not load.
Project Management	PRB582705	Time Cards > My Time Cards > Current page functionality does not work correctly when the instance or user has custom date format (something other than the yyyy-MM-dd format in the system	
Project Management	PRB609953	Loading project management planned task hierarchy can cause OutOfMemory (OOM)	
Project Management	PRB602539	Installing Project Management v3 plugin does not include Resource Timeline	1) Login to a Eureka instance 2) Install the the "Project Management" (com.snc.project_management_v3) plugin Note that neither the "Project Resource Timeline" schedule page nor the "Resource timeline" UI action exist.
Project Management	PRB604148	In Demand Managment, tables are extended off either task or planned_task; state choice values/labels have been customized but do not work with either Task Active State Management or mark closed business rules	1. Activate the Demand Management plugin and load demo data. 2. Look at the dmn_decision list; none of the states are correct. 3. Examine the sys_dictionary and sys_dictionary_override entries for task.state; there is an override for dmn_demand, but it does not include any of the state attributes, only the Readonly property. 4. Examine the sys_choice values for state for dmn_decision, dmn_demand, dmn_requirement, and task. One of the plugin activations is resulting in duplicate sys_choice records for task.state. Nov 07, 2014: Active button is on and off won't affect the demand State; also demand State changes wont affect the Active status.
Project Management	PRB602169	Gantt chart is displayed instead of project record after updating project task from project	1. Open an existing project. 2. Click on Gantt chart and then close the Gantt chart. 3. Open one of the project tasks in the project. 4. Update something in the project task record, like the description, and then click Update. 5. After updating, the Gantt chart appears in the main frame instead of redirecting back to the project page.

Problem category	Problem	Short description	Steps to reproduce
Project Management	PRB581414	Users with the document_management_user role cannot create new documents in the Managed Documents application.	Activate the Managed Documents plugin. Grant the document_management_user role to the ITIL user. Impersonate the ITIL user. Navigate to Managed Documents > Documents > Create New. The ITIL user can create a new document. Navigate to Managed Documents > Documents > Owned By Me. An empty list is displayed. The New button is also displayed because the ITIL user can create a new document. Navigate to Managed Documents > Documents > Requested By Me. An empty list is displayed. The New button is also displayed because the ITIL user can create a new document. Navigate to Managed Documents > Documents > All. An empty list is displayed, with rows removed by security constraints. The New button is not displayed because the ITIL user cannot create a new document from this list.
Project Management	PRB600336	The time frame buttons on the timeline page are not translated when viewing a timeline page in another language.	Activate the French language plugin. Change the language to French. Navigate to System UI > Timeline Pages. Click the Change Schedule record. Click the Afficher la chronologie (View Timeline) button. Note that the first letter of each button name for the day, week, month, and year views is displayed using the English letter.
Project Management	PRB601943	The Allocate Resource dialog in the Resource Management application does not scale properly. If you increase the font size, the dialog does not display messages.	Open a Dublin instance. Ensure Project Management v3 is active. Activate the Resource Management plugin with demo data. Click on the Increase Font Size icon and increase the font size to 11pt. Click on the RPDEMO project. Go to the Resource Plan related list and click New. Make it a User Resource plan type, add a user, and then request it. Click the View Resource Availability related link. Click on any of the time bars in the chart to get the Allocate Resource dialog. Note that with the 11-point text, the Cancel button wraps so that it is at the bottom left of the dialog instead of to the right of the OK button. Enter 4.5 in the dialog and click OK. Note that nothing happens. Change the font size to 10pt and repeat steps 5 through 10. Note that the Cancel button now appears to the right of the OK button. When you make your input and click OK, you get the following message below the input box: "Please enter a whole number."
Project Management	PRB606059	Translation issues in the Gantt chart and the Relationship Types list	1. Navigate to Project > Projects > All. 2. Open a project. 3. Click the Gantt Chart related link. 4. Note that the field used to add a new task is not translated. 5. In the application navigator filter, type task_rel_type.list to open the Relationship Types list. 6. Note that the Parent descriptor, Child descriptor, and Name fields are not translated.
Project Management	PRB579400	The text color under a timeline span cannot be changed.	Navigate to System UI > Timeline Pages. Select Change Schedule to open the record. Click View Timeline to display the timeline. From the Change Schedule record, select the outside_maintenance_schedule=true^EQ condition to change the Timeline Page Span Style. Change the Label color field to Red. Notice that the color of the text does not change.
Project Management	PRB608510	Planned cost is a calculated field but the calculation is hard-coded to work only for group resources and not user resources.	
Project Management	PRB594011	In the Time Card module, the Generate Task Cards button is not generating the expected cards.	1. Ensure that the project management and time card management plugins are activated. 2. Give the project_manager and itil roles to a user. 3. Pick a project and some associated project tasks and assign them to the user selected in step 2. 4. Make sure the planned start for the project and tasks is set several weeks in the future and not for the current week. 5. Impersonate the user from step 2. 6. Navigate to Time Cards > My Time Cards > Current. 7. Click the Generate Task Cards button and then click OK on the two resulting popups. Note that new time cards are generated for the planned tasks even though these tasks will not be active for several weeks and should have been filtered by the query.

Problem category	Problem	Short description	Steps to reproduce
Project Management	PRB596393	The calc effort and allocation business rule on time card records generates a new user resource record for any task, not just planned task records	Activate the Project Management v2 plugin and load the demo data. Configure the Incident form layout and add the Time worked field. Set these system properties to true: com.snc.time_card.autocreate com.snc.time_card.time_worked com.snc.time_card.update.effort com.snc.time_card.update.resource Impersonate the user Bow Ruggeri. Create a new incident and enter 30 minutes in the TIme worked field Click Submit. A message is displayed that the time card was created. Impersonate admin and navigate to the user_resource table. Note the new record that was just created.
Project Management	PRB605148	Setting glide.ui.escape_all_script to true breaks the SDLC Scrum planning board	1. Open a Eureka instance. 2. Activate the SDLC - SCRUM and the SDLC - Scrum Process Pack plugins. 3. Set glide.ui.escape_all_script to true. 4. Go to the Scrum planning board. 5. Note that the entity name must immediately follow the '&' in the entity reference.
Project Management	PRB572095	Copied project subtasks (using Copy Partial Project) do not display on Gantt chart; manually created subtasks do appear	Note: You need to create two levels of project tasks: a task and a subtask. Project Record ---> Project Task ---> Project subtask 1. Open an instance. 2. Create and save a project record (Project > Projects > Create New) 3. Enter a short description and click Submit. 4. Create one project task (Project Tasks tab > New), enter Task 1 in the Short Description field and click Submit. 5. Edit the new task by selecting Task 1 from the Project Tasks tab. 6. Create a subtask manually (Project Tasks tab > New), enter Manual SubTask A for Task 1 in the Short Description field, and click Submit. 7. Click the Gantt Chart related link to verify that the task and subtask both appear in the Gantt chart. 8. Now create a subtask for Task 1 by right-clicking in the header bar and selecting Copy partial project from the context menu. 9. The Copy Partial Project dialog box appears. 10. Select any task from any project to copy from the list, using the magnifying glass. 11. In the Name field of the dialog box, enter Copied SubTask B for Task 1 and click OK. 12. Click the Gantt Chart related link to see if all project tasks appear in the Gantt chart. SubTask A still appears but SubTask B does not. 13. Note also that if you manually create a third subtask (C), both the A and C subtasks appear in the Gantt chart but copied subtask B still does not.
Project Management	PRB604451	Dragging and relating two project tasks in a Gantt chart can cause the system to hang	Create a very complex project with many phases and tasks. Create many relationships between phases and many relationships between tasks.
Project Management	PRB600378	Project Overview page has broken gauges	
Project Management	PRB607583	General data exception when new projects are created	1. Navigate to Project > Projects > Create New. 2. Fill out the fields on the form. 3. Click Save.
Schedules	PRB583809	Calendar View: "sysparm_zoom=" in the URL has no effect	1. Go to System Scheduler > Schedule Pages > Create New 2. Create 3 new Schedule pages. 3. Add "show_schedule.do?sysparm_type=maint3&sysparm_include_view=monthly,weekly,daily,oldtimeline&sysparm_zoom=monthly" to the URL. Observe that "sysparm_zoom=monthly" has no effect. Remove 'weekly' from the list in "sysparm_include_view=" Observe that the calendar now opens monthly.

Problem category	Problem	Short description	Steps to reproduce
Schedules	PRB588684	Multiple calendar entries for a single user do not appear in Timeline view	- System Definition > Plugins - Activate Group On-Call Plugin - On-call Rotation > Create New Rota Group: Database Rota name: Test Manual schedule: True - Submit - On-call Rotation > On-call Calendars - Make sure you are on the Weekly view - Highlight any section of the Calendar, and select "Specify extra times when a rota is active" - Press OK - Double-click the new Schedule entry. - Set "When" to cover the current date from 00:00:00 to 23:59:59. - Double-click the empty space next to the 8:00:00 hour on the calendar for today. - Select Member = Fred Luddy and press OK. - Double-click the empty space next to the 9:00:00 hour on the calendar for today - Select Member = ITIL User and press OK - Double-click the empty space next to the 10:00:00 hour on the calendar for today - Select Member = Fred Luddy and press OK Your Weekly view should list Fred Luddy on schedule for 8, ITIL User on schedule for 9, and Fred Luddy again on schedule for 10. - Click the Timeline view Your Timeline will show only a single entry for both Fred Luddy and ITIL user. The schedule entry that should appear before ITIL User does not appear.
Schedules	PRB598803	On-call Calendars in Weekly view shows incorrect date: '1899-12-31'	1. Enable the 'Group on-call rotation' plugins 2. Navigate to 'On-call Rotation' > On-call Calendars > Switch to weekly view. Notice the date/time format: 00:00., 01:00 time shown 3. Navigate to 'System Properties' > System. Change the 'Time format' property value from 'HH:mm:ss ' to 'HH:mm, z' or '"HH:mm:ss z' by including timezone. 4. Repeat step 2. Notice that the On-call Calendars in Weekly view shows '1899-12-31' incorrect date.
Schedules	PRB613815	Floating holidays are not displayed on the On-Call Calendars	1) Navigate to 'Off hours (workday 8:00 - 5:00)' schedule (it will be there when you activate the On-Call Scheduling plugin and load demo data, possibly even without loading demo data). 2) Add the following Schedule Entries: Memorial Day - Type On Call, Show as On Call, When: 2007-01-01 08:00:00 to 17:00:00, Repeats Yearly, Floating, Last Monday May Thanksgiving Day - Type On Call, Show as On Call, When: 2007-01-01 08:00:00 to 17:00:00, Repeats Yearly, Floating, 4th Thursday November Thanksgiving Day After - Type On Call, Show as On Call, When: 2007-01-01 08:00:00 to 17:00:00, Repeats Yearly, Floating, 4th Friday November Christmas - Type On Call, Show as On Call, When: 2007-12-25 08:00:00 to 17:00:00, Repeats Yearly, Day of the Year Christmas Eve - Type On Call, Show as On Call, When: 2007-12-24 08:00:00 to 17:00:00, Repeats Yearly, Day of the Year 3) Click the Show Schedule related link on the 'Off hours (workday 8:00 - 5:00)' calendar. Notice that the holidays are all represented correctly and show 24-hour coverage, from year to year (check out 2012 through 2018). 4) Generate a new rota for one of the groups; pick the 'Off hours (workday 8:00 - 5:00)' schedule that you just modified. 5) Once the roster has been generated, look at the On-Call Calendar for the group. Notice that Christmas Eve and Christmas show up as expected in the calendar, but the floating holidays are not shown.
Schedules	PRB583839	Monthly view of on-call calendar does not print correctly	Pre-requisite: Enable the On-Call Rota Plugin 1. Create a new rota (On-call Rotation -> Create New Rota) 2. Select a group (for example, 'Hardware') 3. Leave Manual Schedule unchecked (this is to speed up steps to reproduce) 4. Select a start date (today or beginning of month) 5. Select a schedule type (for example, 'Workday 9:00 to 5:00'). You are taken to the calendar for the schedule. 7. Change the view from week to month (click the first icon below the date browser in the top-right-hand corner) 8. Click the Print icon next to the Logout button. Expected results: Cell for the first date should be populated with a member's rotation. Actual results: Cell for the first date is empty and the rotation detail ends up in the first cell of the print view.

Problem category	Problem	Short description	Steps to reproduce
Schedules	PRB619555	Schedule page using 'oldtimeline' bars extends beyond right side of calendar	
SDLC	PRB580739	SCRUM Process Plugin issues	1.) Install SCRUM Process Pack Plugin with no demo data. 2.) Open up the "Planning Board" application. Notice that nothing loads due to a javascript error: Uncaught TypeError: Cannot read property 'name' of undefined 3.) Now reinstall the SCRUM Process Pack Plugin, WITH demo data. 4.) Open up the "Planning Board" application. Notice that the planning board now loads properly.
SDLC	PRB599408	Changing date format to MM-dd-yyyy and using Create Story UI action from an enhancement or defect results in a corrupt Created date	1) Activate the SDLC Scrum Process Pack. 2) Set the system date format to MM-dd-yyyy. 3) Go to Create New Enhancement, and create one called Test Enhancement; click Submit. 4) Go back into the enhancement, right-click, and choose Create story. 5) On the story pop-up, fill in any required fields and click Submit; the story will be created 6) Use the gear to personalize the story related list on the enhancement, and add Created to the list; note the date value is incorrect.
SDLC	PRB584306	SDLC (Scrum) Burn Down Chart code renders a chart with gaps and errors if the metric instance story count value is formatted incorrectly	1) Activate the SDLC - Scrum and the SDLC - Scrum Process Pack plugins, and load the demo data. 2) Navigate to this record: rm_release_scrum.do?sys_id=3f7d5f43ef41200099620fa3f822569b%26sysparm_view=scrum 3) Click on the Burn Down Chart related link. Note how the chart draws as expected 4) Go to this metric instance record: metric_instance.do?sys_id=57fe70d0373120006c8f40ed9dbe5df8. 5) Change the Value field from 30 to 1100 and click Save. 6) Go back to the rm_release_scrum record and click the Burn Down Chart related link. Note how the scale on the chart has changed, but it still draws as expected. 7) Go back to the metric instance record and change the Value field from 1100 to 1,100 and click Save. 7) Go back to the rm_release_scrum record and click the Burn Down Chart related link, Note how the chart now draws improperly. The scale is off, and both the Total Points shading and the Ideal line are missing.
SDLC	PRB608015	Incorrect state for Enhancement	1. Install the SDLC plugin. 2. Create an enhancement. 3. Change the state to "Testing/QA". Note that the active state of the enhancement becomes false.
SDLC	PRB617470	"New" UI action on 'cmdb_product' is broken by SCRUM plugin	1. Open an instance that does not have the SDLC - Scrum Process Pack plugin installed. 2. Navigate to any CI form that has the Model ID field on it (Configuration > Base Items > Servers). 3. Select the magnifying glass on the Model ID Field. 4. Observe that a New button is available. 5. Install the SDLC - Scrum Process Pack plugin. 6. Navigate to any CI form that has the Model ID field on it (Configuration > Base Items > Servers). 7. Select the magnifying glass on the Model ID Field. 8. Observe that no New button is available.
SDLC	PRB605295	Add Group Member UI action has excessive run time due to query used	1. Activate the SDLC Scrum plugin with demo data. 2. Activate the SDLC - Scrum Process Pack plugin with demo data. 3. Navigate to SDLC (Scrum Release) > Planning > Open Releases table (rm_scrum_release). 4. Select the demo record. 5. Go to the Teams related list. 6. Right click below the list header where it currently displays one team already shown and choose Add Group Member. 7. With the developer console open, you can see a lot of GlideRecord synch queries for the sys_user_role_contains table.
SDLC	PRB591277	Add Sprints UI action gives error when glide.ui.escape_text = false: The entity "nbsp" was referenced, but not declared	1. Open an instance. 2. Navigate to System Definition > Plugins. 3. Activate the SDLC - Scrum Process Pack application with demo data. 4. Navigate to System Properties > All Properties. 5. Set glide.ui.escape_text to false. 6. Navigate to SDLC (Scrum Process) > Open Releases. 7. Select any record. 8. Right click on header and Add Sprints. 9. Note the following error: The entity "nbsp" was referenced, but not declared.

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

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

Problem category	Problem	Short description	Steps to reproduce
SDLC	PRB594216	SDLC planning board is a blank page with no options	1. Open an instance. 2. Activate the SDLC - SCRUM and SDLC - Scrum Process Pack plugins, but do not load any demo data. 3. Navigate to SDLC (Scrum Process) > Planning > Open Releases. 4. Remove the filter and verify that there are no records in the rm_release_scrum table. 5. Navigate to SDLC (Scrum Process) > Planning > Planning Board. An error is thrown on the server and browser and the content frame displays a blank page.
SDLC	PRB608094	Back button is not present in Project Grooming page	
SDLC	PRB602495	Add Scrum tasks UI Action showing translated options when translation not selected	1. Open an instance. 2. Navigate to System Definition > Plugins. 3. Enable the I18N: Spanish Translations plugin. 4. Enable the SDLC - Scrum Process Pack Plugin with demo data. 5. Navigate to SDLC (Scrum Process) > Open Stories. 6. Select any story (for example, STRY0000002). 7. Click the Add Scrum Tasks related link. The options display in English and in Spanish.
Service Catalog	PRB614798	Admin Home items (originally from Business Edition) are returned by search API	1. Log in as administrator. 2. Go to the 'Create An Incident' record producer. 3. Type 'email' in to the 'Please describe your issue below' field.
Service Catalog	PRB609861	"EMPTY_JSON" is not defined when using Scripted Order Guide	1. Confirm that Catalog Item Sales Laptop has an associated workflow 2. Edit the workflow Service Catalog Item Request 3. Add Scripted Order Guide to the workflow after the begin and before the approval-user activity. Do not populate the script field for the activity. 4. Publish the workflow and order the Sales Laptop Catalog Item. 5. Open the System log and do a search for Source = ACTIVITY Note the EMPTY JSON error being displayed.
Service Catalog	PRB592578	When the language is set to Hebrew, the content on the Service Catalog checkout page is aligned to the left instead of to the right.	1. Log in to a Dublin instance. 2. Enable the Hebrew language plugin. 3. Using the language picker, change the language to Hebrew. 4. Navigate to Service Catalog > Office. 5. Click on Packaging and Shipping. 6. On the Package and Ship inter-office or to external addresses, fill in the details and click Proceed to Checkout. Notice that the columns on the checkout screen are misaligned: the column with the Request Number field is aligned to the left instead of to the right. Notice that the Home, Back to Catalog, and Continue Shopping buttons are also misaligned. 7. Open a new browser tab, change the language to English, and repeat steps 4-6. Notice that the columns and buttons on the checkout screen are aligned correctly.
Service Catalog	PRB592446	The Continue Shopping button in the shopping cart redirects to incorrect an URL	In a demo instance, set the system property "glide.sc.continue.shopping.target" to "catalog_home.do?sysparm_view=catalog_default" Go to CMS page for that instance, then click Computers and Hardware under Order Things Click on any item (Desktop or Laptop) Click Add to cart. Click Continue Shopping. Result: You get an error message: A view name can only contain A-Z, a-z, 0-9, and _
Service Catalog	PRB604290	The Catalog UI Policy Action for Read Only does not work as expected on multiple choice variables.	1. Log in to a Eureka instance. 2. Navigate to Service Catalog > Maintain Items. 3. Click on Access. 4. Create a multiple choice variable and give it a name and question. Be sure to create at least two options for this variable. 5. Save the variable. 6. Create a catalog UI policy on this item. 7. Create a catalog UI policy action on the new multiple choice variable. 8. Set this UI policy action to Read only=true. Do not set a condition to ensure this runs. 9. Save. 10. Go to Access item and click Try it. Notice that the current option is read only but the other options are selectable.
Service Catalog	PRB600046	Service Catalog List collector breaks page (JavaScript error)	1. Log on to an instance, and add a new List Collector variable to a catalog item. 2. Order the item. 3. Open the browser's console. 4. Go to the Requested Item, default view. 5. See that as soon as the list collector variable is rendered, it throws a couple of JavaScript errors.

Problem category	Problem	Short description	Steps to reproduce

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

Service Catalog	PRB601311	On the ESS Portal, the Add to Cart and Order Now buttons in the CMS Catalog Cart content block do not work.	1. Navigate to Content Management > Sites > Employee Self-Service. 2. Enable the Use external cart check box and save the change. 3. In the Pages related list, open Portal - Order Hardware. 4. Click the Edit Page related link. 5. Click Add content. 6. Click Content Blocks, then Catalog Cart. 7. Click the middle left Add here drop zone as the location for the content. 8. Go to the /ess page. 9. Click on Hardware and then Sales Laptop. 10. Enable JavaScript debug in the browser. 11. Click either the Add to Cart or Order Now button. Note the following error: Uncaught ReferenceError: alertPriceUpdate is not defined
Service Catalog	PRB600746	Stacktrace is shown when creating a Category Request.	Ensure that the Service Creator plugin is not installed (for Eureka and Fuji). Go to Self-Service > Service Catalog > Can We Help You? Open an Item Designer Category Request. Populate the fields and submit. Look at the system console where a stacktrace is shown.
Service Catalog	PRB603187	Submitting request through mobile view does not submit last field on form	1. Create a record producer for an incident with two variables 2. Open the record producer in the mobile view. 3. Give each variable a value and submit the record producer. 4. Open the incident form in the regular desktop UI, and add the variable editor 5. Note that the variables are empty and/or missing
Service Catalog	PRB605426	In Internet Explorer 8, a long-running JavaScript error is caused by isRadioControl(fieldName) when a large number of radio button variables are used on a catalog item.	Place 100+ radio button variables on an item and open in IE-8
Service Catalog	PRB604099	After upgrading to Eureka, an out of memory condition occurs when null or zero length strings are entered into the search field.	Go to Self-Service > Service Catalog. Click in the search field. Enter a space and click the search icon. The following message appears in the log: SEVERE *** ERROR *** OutOfMemoryError: Java heap space
Service Catalog	PRB600132	Reference qualifier field is hidden after saving the record	1. Create a new variable of type Reference 2. Enter values in Question and Name fields. 3. Within the Move to "Type Specification" tab/section, select a reference 4. Change "Use reference qualifier" to "Advanced" 5. The Field "Reference qual" is displayed. Populate this field, and submit the variable form. 6. Reopen the variable. 7. Note that the field "Use reference qualifier" is still advanced, but the field "Reference qual" is not displayed anymore.
Service Catalog	PRB604122	Container and label variables, incorrect formatting when submitted from an order guide	1. Create an order guide with 4 or 5 tabs (rule bases). 2. Create a variable set with ~10 variables with multiples labels and container starts and ends. DO NOT make any of the variables mandatory. (can use attached var_set: 3ColumnSet) 3. Add the variable set to all of the order guide items such that they will appear on all of the tabs defined in step 1. 4. Run the order guide being careful to only visit 1 or 2 of the tabs noting which tabs you have visited. 5. Submit the order, and visit each of the spawned RITM records. Notice that the RITMs associated with the tabs that were NOT visited in the order guide. The variables (labels and containers) will not render correctly on the RITM form. The RITMs that are associated with tabs that were visited in the order guide will render the variables correctly.

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB615817	"Back to Catalog" and/or "Continue Shopping" buttons do not work as expected on Shopping Cart and Order Status	Scenario 1: 1/ Open Catalog Item "Apple iPad 3" in the hardware category, or via the 'Try It" button of the catalog item Note the Warning generated in sys_log 2/ Click Add to Cart, and Edit Cart. Note the Warning generated in sys_log as this Shopping Cart page loads Click "continue shopping" and nothing happens 3/ Click "Check Out" Note the Warning generated in sys_log as this Order Status page loads Click "back to catalog" or "continue shopping" and nothing happens Scenario 2: 1) Go to Service Catalog homepage 2) From Top Requests, select an item 3) Click Order Now 4) Click Continue shopping Note that it redirects to Homepage, not Catalog homepage
Service Catalog	PRB605369	Users can access the form view (not list) for requested items, even if ACLs do not grant reads access	1) Get the sys ID of a requested item record that Joe Employee will not have access to 2) Login as Joe Employee 3) Access the requested item record to which the user does not have access. 4) Note that the security restriction message is displayed as it should be 5) Access the same record in the form view. 6) Note that the record does appear even though the user does not have access. This is not consistent with our other tables. For example if you do this same test in an incident the user cannot access the record in either the list view or the form view.
Service Catalog	PRB611546	CMS Continue Shopping button redirects to homepage URL when going to a CMS item directly rather than browsing to it	
Service Catalog	PRB618079	Workflow Catalog Variables do not display in the requested item after first use	
Service Catalog	PRB613011	Checkbox variables added to a Variable Set do not appear together under the label	Add a variable set to a catalog item that contains a label variable followed by two check box variables.
Service Catalog	PRB601359	When an item with No cart field checked is included in an order guide, part of the cart still appears	1. Navigate to Service Catalog > Order Guides 2. Open 'New Employee Hire' 3. Add 'No Cart' to form 4. Check 'No cart' and save 5. Click 'Try It' 6. Fill out form and select 'iPhone 4' 7. Click 'Choose Options' Note that 'This Item' is still shown in upper right - there should be no cart.
Service Catalog	PRB604475	Content item opens within catalog when the target configuration is set to open in new window.	
Service Catalog	PRB599211	Request items variables are displayed differently depending on whether they are generated via mobile or browser.	
Service Catalog	PRB593930	Group Approvals (GAPRV) stay active (open) when Catalog Request is cancelled by user	1. In the Service Catalog, submit a request for a Catalog Item. 2. Cancel this request 3. On the related list check the Group Approval Record and modify the list view to display Active and State field 4. Notice that the Group approval record created has the following: "Approval = Cancelled", "Active = True", and "State = Open" 5. However, if you do this again and as an approver you Approve or Reject the item the Group approval record created has the following: "Approval = Approved/Rejected", "Active = False", "State = Closed Complete/Closed Incomplete" .
Service Catalog	PRB592433	Large catalog implementations cause extremely slow search	
Service Catalog	PRB594899	Mandatory variables in Wizards not working properly	
Service Catalog	PRB598283	The "No Quantity" field on catalog items does not work for the mobile UI.	1. Open a catalog item. 2. Add the No Quantity option to the form. 3. Check the No Quantity box. 4. Test the catalog item on a mobile device, and a desktop browser. 5. Note that the quantity field is still visible on the mobile device.

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

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

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB601657	Navigating to a requested item from search results opens the item in the wrong category	1. Go to Content Management > Sites. Open the only record available, then uncheck 'Simple Catalog Display' and save. 2. Set glide.sc.use_breadcrumb_links.cms to true 3. Add an item to more than 2 categories (for example, add Sales Laptop in Can We Help You? and in Software) 4. Open ESS site. 5. Navigate to Order Things > Computer and hardware (or hardware or Request Computers and Handhelds). 6. Sarch for Dell. - Note the links to other categories below the item; also note the current category - Note the item's link is pointing to the wrong category 7. Open the item - Note the breadcrumb is the wrong category, as noted before.
Service Catalog	PRB604349	UI Policy "Comments mandatory on rejection" not working in Eureka	1. Log on to an Eureka instance. 2. Open sysapproval_approver list. 3. Open any approval. 4. Change State to Rejected. The Comments field does not display as is mandatory. 5. It works when changing this line to: g_form.setMandatory('comments',true);
Service Catalog	PRB594883	Copy UI Action not copying user generated fields in the Request table	1. Log on to an instance. 2. Navigate to Requests. 3. Create a new field. 4. Add it to the form. 5. Enter anything in the form. 6. Enter a location in the location field. 7. Click Save. 8. Click Copy. 9. Notice the user field was not copied, neither was the location
Service Catalog	PRB597073	Catalog form slow to load	
Service Catalog	PRB614077	Catalog Homepage "Category Items" sections uses old cached sub-category Title, after the Category Title has been updated.	Reproduced on Eureka (P6HF2), Fuji (demonightlyuk): 1. Use the "+" to add this to the service catalog homepage: Catalog Catergories -> Hardware -> Catalog Items 2. Edit the title of the "Desktops" category. 3. View the catalog homepage. the Old "Desktops" category title is still used.
Service Catalog	PRB580710	Activation of e-Signature plugin disables Save and stay on an Approval Record	
Service Catalog	PRB581482	Using wizard the Date-Time fields is populated incorrectly in requested item	In Maintain Item (Choose iPhone) 1) Use an existing catalog item (iPhone) or create a new one 2) Add a variable of type date/time field with name "start_time" Wizard 1) Create a new wizard with 3 panels 2) In the wizard create a wizard variable of date/time field with the same name as the above 2) step. "start_time" 3) 1st panel, add "start_time" to the related list and connect the transition to the 2nd panel. (A panel that prompts the user to answer questions) 4) 2nd panel, (Catalog Order) and link it to iPhone and connect the transition to the 3rd panel. 5) 3rd panel, (Catalog Checkout Panel) 6) Save everything 7) Try It: - Enter "00:00:00" as the start time and any day you want. - Press Next and you will order the iPhone and you will see that the start_time is "00:00:00" - Press Next and then expand the item and you will see that the "start_time" is "16:00:00" of the previous day.
Service Catalog	PRB600020	Proceed to Checkout button is greyed out in older version of Firefox	Using Firefox 3.6.15: 1. Choose maintain items, then select any item 2. Click the Try It UI action. 3. Add to Cart. 4. Notice the "Proceed to Checkout" button is inactive.
Service Catalog	PRB600478	Variables not created with specified default value if user does not have "Read roles".	1.) Navigate to Self-Service > Service Catalog, and select the "Application Server (Large)" item. 2.) Right-click on the "How much (if any) SAN Storage is required?" variable and select "Personalize Variable". 3.) Add the "Read roles" field to the Variable form, and add the "itil" role. 4.) Specify a default value for this variable. 5.) Save the variable. 6.) Now impersonate Joe Employee and navigate to Self-Service > Service Catalog, and select the "Application Server (Large)" item. Notice that the variable is no longer visible. 7.) Submit the request. Now as an Admin, navigate to the newly created Request Item. 8.) Notice that the RITM was created without the default value applied for that "SAN Storage" variable.
Service Catalog	PRB600968	Duplicate pane issue when the property "glide.sc.show_listing_breadcrumbs" is set to true	

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

Problem category	Problem	Short description	Steps to reproduce
Service Catalog	PRB599356	Issues with Delivery Address Populating in the Two-Step Checkout Page	
Service Catalog	PRB582603	Add to Cart button does not appear on screen for certain Service Catalog items	
Service Catalog	PRB585854	Checkbox variables do not convert to user's currency	1) Go to Maintain Catalog Item and open one of the items. Ensure that the currency is USD. 2) Add a checkbox variable. Include a value in price if checked 3) Log in as a user with GB locale (so you see the prices in GBP) 4) Go to Service Catalog home page and search for the catalog item from step 1. 5) Check the current price 6) Check the checkbox variable created in step 2. Note the price increments the absolute value and it does not convert it to GBP
Service Catalog	PRB603376	Service Catalog Overview homepage is overwritten during upgrade	1) Modify the Service Catalog Overview homepage 2) Upgrade to upgrade.2007_11_fall plugin. The changes are overwritten by out-of-box version.
Service Catalog	PRB592331	Workflow Context UI action jumps to subflow instead of jumping to parent	
Service Catalog	PRB604414	Mobile UI allows adding of items to cart and purchasing when 'No Order' or 'No Cart' has been marked true	1. Log on to an instance. 2. Go to Maintain Items and select Access. 3. Add 'No Order=true' and 'No Cart=true' to the form layout if not on there already and 'Use Cart Layout=false'. 4. Select both of these options. 5. Save and click 'Try It'. 6. Cannot add to card or view cart. 7. Go to /$m.do 8. Go to Catalog > Software > Access 9. You can click 'Add' to add this to cart 10. Next screen allows you to order this item.
Service Catalog	PRB595180	Entitlement scripts executing multiple times, causing repeats	1. Customize the Item form to provide access to the entitlement script section 2. Select an item and add an entitlement script with teh following: "gs.addInfoMessage("Testing: " + current.name);" 3. Access the catalog and observe the script will run more times than expected fro the number of items.
Service Catalog	PRB597292	Personalize order guide in Dublin defaults to item view.	1. Open an order guide. 2. Open the context menu and select personalize item. 3. Notice that the system defaults you to the Item view.
Service Catalog	PRB570705	Request and Request Item are is inactive after clicking Accept	1. Create an approval workflow and attach it to the Request table. 2. Submit a catalog item that will use that workflow at the REQ level. 3. Go to the sysapproval_approver record associated with the request. Click "Deny" next to the request item in the request item summarizer. (Don't click the Approve or Reject button) 4. View the Request and Request Item records. Notice that both show as inactive 5. Go back to the sysapproval_approver record. Click "Accept" next to the request item. 6. Click the 'Approve' UI Action on the sysapproval_approver record. 7. View the Request and Request Item. Notice that their state is inactive and neither show in the Request or Item module. The Expected behavior is that the REQ and RITM will reopen when the sole RITM is re-accepted The Actual behavior is that once it is Denied, it does not get reactivated by the Accept link
Service Catalog	PRB598126	Ordering a catalog item with attachments causes performance issues	
Service Catalog	PRB598766	SetValue in GlideRecord Mobile	
Service Catalog	PRB607998	Translation issues with Macro approval_summarizer_sc_req_item	1. Go to any requested item record that has an approver. (or add an approver to any sc_req_item) 2. Click on the approval record in the sc_req_item related list.
Service Catalog	PRB589795	Dirty form support not available for variable editor on sc_req_item table	1. Open Service Catalog. 2. Order Application Server (Standard). 3. Change a value on the variable editor and navigate away by clicking incident module [notice no dirty form] If you access the same RITM, change any of the fields and navigate away you will receive a dirty form alert.
Service Catalog	PRB591145	"More Information" collapses when going to the second page in the service catalog	1. Set the property glide.sc.auto_expand to 20 2. Go to a category. Ensure it has more than 10 items and change the items to display value to 10 3. When you navigate to the second page, the items are not expanded
Service Catalog	PRB609522	Choice fields on Service Catalog, Dublin+ do not display all unique values	1. Create a new select box Variable including none option. 2. Create two choice options: a. Label = alpha, Value = alpha b. Label = alpha, Value = bravo 3. Open the catalog item. Only one choice displays instead of two.
Service Catalog	PRB592814	Show Help option on HTML type variables does not appear.	1. Crate a HTML type variable on a catalog item. 2. Check the Show Help checkbox. 3. Enter some kind of Help text. 4. The help link does not appear.

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

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

Problem category	Problem	Short description	Steps to reproduce

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

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

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

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

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

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

Problem category	Problem	Short description	Steps to reproduce
Skills Mgmt / Timecards	PRB593484	If the date format is defined as dd-MM-yyyy and a user clicks the New button on the Time Card related list from an incident, the Week starts on field displays an incorrect value.	1. Install the Time card management plugin, if not already installed. 2. Select Personalize > Related Lists from the form context menu and add the Time Card -> Task related list to the incident default view. 3. Change the date format for the admin user to dd-MM-yyyy. 4. Impersonate the admin user. 5. Open an incident. 6. Click the New button on the Time Cards related list.Note that the value in the Week starts on field is not correct.
Skills Mgmt / Timecards	PRB581959	In the Time Card module, the work week starts on Monday and time entered on Sunday is not tracking.	1. Log in to an instance on a Monday after 12:00 am midnight GMT (for example, 16:30:00 US/Pacific). 2. Activate the Time Card Management plugin. 3. Navigate to Incident > Open > and open an existing incident. 4. Right-click the form header and select Personalize > Form Layout. 5. Add the Time Worked field and click Save. 6. Navigate to Time Cards > Properties. 7. Check the Auto-create a user's time card when they update a task field. 8. Check the Auto-fill a user's time card with time from their "Time worked" entries. 9. Click Save. 10. Navigate to Incident > Open and open an existing incident. 11. Enter the time into the Time worked field and click Update. 12. Navigate to Time Cards > All and observe that record has been created and time has been allocated. 13. Navigate to Time Cards > Properties. 14. Change the value of the What day should time cards start on field to Tuesday and click Save. 15. Navigate to Incident > Open and open an existing incident. 16. Enter time into the Time worked field and click Update. 17. Navigate to Time Cards > All and observe that the record has not been created and time has not been allocated.
SLA	PRB593926	The Default SLA Workflow can end before the third Create Event activity runs.	Open the Priority 1 resolution (8 hour) SLA definition. Change the duration to 1 minute. Create a P1 incident by setting Impact and Urgency to High. After the SLA breaches, open up that task_sla record and view its workflow.
SLA	PRB580854	The contractFilter business rule for the SLA Contracts plugin does not correctly filter the Contract field.	1. Navigate to a service contract. 2. Fill in the related lists with records for Contracts CIs, Contract Locations, Contract Groups, and Contract Users. 3. Create an incident, fill in one of the references with one of the records you added to the service contract. 4. Try to access the contract using the reference look up. 5. Works for CI and Location - filtering does not work for Groups and Users
SLA	PRB586223	SLACalculatorNG does not update the has_breached field	
SLA	PRB590066	SLAs closed a second before Planned end time can breach.	1.Navigate to System Scheduler > Schedules. 2.Click New. 3.In the Name field, enter Test Schedule. 4.Right-click the form header and select Save. 5.Click New on the Schedule Entries Related List 6.Set When to a 9 hour period. Make sure it starts at a point in the future, as you will need to create a request before the schedule is active. 7.Set Repeats to Daily, and Save 8.Navigate to Service Level Management > SLA Definitions. 9.Click New, use the following values: Name: Test SLA Duration: 9 hours and 1 second Schedule: Test Schedule Start condition: Active is True Stop condition: Active is False 10. Click Submit. 11. Navigate to Incident > Create New. 12. Right-click on the form header and click Save. 13. Verify that Test SLA is associated to the record. 14. Wait until you are outside of the defined schedule. Since your schedule is set to 9 hours per day, you should have 1 second left in Business time left on the task_sla record, and the Planned end time should be tomorrow. 15. Set your Incident to a Closed state. Despite the fact that you could be hours before the Planned end time, the SLA will breach.

Problem category	Problem	Short description	Steps to reproduce
SLA	PRB602017	Task_SLA workflows transferred into an Update Set with the condition match "Run The Workflow" can cause duplicate workflows if user changes condition from "Run the Workflow" to "None"	1) Log into Berlin or Calgary instance 2) Navigate to Workflow > Workflow Editor 3) Create a new Workflow on the Task_SLA table, where the workflow condition match is set to "Run the Workflow" 4) On the cogwheel of the Workflow Editor, click "Publish" 5) Move this Workflow over to a new instance via an Update Set 6) Within the new instance, navigate to Workflow > Workflow Editor and open up the workflow created within step 1 to 4 7) Check out this workflow, and navigate to the Workflow Properties 8) Set the Condition Match from "Run The Workflow" to "--None--". 9) Publish the Workflow 10) Within the main page of the instance, navigate to Workflow > Administration > Workflow Versions and notice that there are duplicate workflows created.
SLA	PRB593692	When an SLA reset condition is true and a new task_sla record is created, the SLA pause condition is not correctly evaluated.	Reproduced in Calgary, Dublin, and Eureka. 1) Navigate to the Priority 1 Resolution (8 hour) SLA Definition on the contract_sla table. 2) Right-click the form header and select Personalize > Form Layout, and add the Reset Condition field to the form. 3) Add the following Reset condition to the SLA definition: Updates greater than 0 Incident state is one of New, Active 4) Navigate to Incident > Create New, open a new incident, set the impact, urgency (and priority) to 1, and select Save. You will get a task_sla record created, and it will be set to the In Progress state. 5) Put in a comment and select Save. Your existing task_sla record will be Completed, and a new task_sla record will be created and In Progress. 6) Change the incident state to Awaiting problem and select Save. The In Progress task_sla record will be Paused. 7) Put in a comment and select Save. The task_sla record will still be Paused. 8) Change the incident state to New and select Save. Your task_sla record will be marked completed and a new task_sla record will be created, but it will be Paused and not In Progress even though the Pause Condition is no longer true.

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

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

Problem category	Problem	Short description	Steps to reproduce
Transaction and Session Mgmt	PRB603760	Transaction Quota Manager fails to kill a transaction that causes nodes to run out of semaphores.	Generate a large amount of users (i.e., 800,000). Go to the Users by Location report. Change Group by from "location" to "user_name". This forces the reporting engine to iterate through a large amount of groups. Run the report. This will take a long time. When the cancel prompt is displayed, click Cancel. You can see that the cancel was not able to stop iterating through every group.
Visual Task Boards	PRB601370	When using Internet Explorer, the UI14 interface does not work in Eureka when document mode/user agent string is less than 9 or compatibility view is enabled	1. Using IE 9, IE 10 or IE 11, log into a Eureka instance. 2. Open F12 Developer Tools and go to Emulation. The Document mode is set to 7 and so UI14 is not loaded. (If this is not set to 7 by default, UI14 will work normally. In that case, change document mode to 7 and log out. UI14 will not work properly after that.) 3. In F12 Developer Tools > Emulation, change Document mode to 9 and User agent string to Internet Explorer 9. 4. Log out and back in. This will fix the issue and UI14 will work properly.
Visual Task Boards	PRB604605	[VTB] Menu dialogs closing when clicked on, not outside	1) Navigate to VTB boards 2) Click on the hamburger icon 3) Click inside the menu 4) Click outside menu 3a Expected Result: Menu will stay open 3a Actual Result: Menu will close 3b Expected Result: Menu will close 3b Actual Result: Menu will stay open
Visual Task Boards	PRB609607	Internet Explorer 10 and later in compatiblity mode fails browser check on VTB	
Visual Task Boards	PRB605307	Once a task has been archived from a visual task board, it is not possible to add the task back to the board by using the Add to Visual Task Board action, even if the board is a selectable option.	Create a freeform task board. Create a task card in any lane. Click the new task to view the details and note the task number. Click Archive Card. Perform a global search for the task number. The task record opens automatically. Right-click the form header and select Add to Visual Task Board. Select the board you created. Open the board you created. Note that the task does not appear.
Visual Task Boards	PRB608678	Visual task boards do not honor data policies or UI policies	
Visual Task Boards	PRB607046	Visual task boards with filters that contain computed values are unstable when accessed by multiple users	Create a visual task board on the Incident [incident] table with a filter condition of submitter=javascript:gs.getUserID(). Move some task cards around. Add a different user to the board as a member. Sign in as the new board member and open the board. Sign back in as the first user. Note that the cards have returned to their original positions.
Visual Task Boards	PRB607876	Visual task boards break when board owners add themselves to the member list	1. Impersonate a user 2. Create a new VTB 3. Add yourself as a member Client-side errors are generated and you cannot add more members.
Visual Task Boards	PRB608375	Visual task board user preferences are not stored correctly when the Mobile UI plugin is not activated	Navigate to Self Service > My Task Boards. The welcome screen appears. Close the welcome screen. Create a new task board. A tool tip appears that describes freeform boards. Repeat the previous steps. Note that the welcome screen and tool tip appear again.

Problem category	Problem	Short description	Steps to reproduce
Visual Task Boards	PRB603527	Work notes activity or history issue occurs when a task is associated with more than one board	1. Create two different flexible boards using the same list of tasks for both 2. Create unique lane names on both boards, so that none of the lane names between the two boards are the same 3. Move a card / task from one lane to another on board A 4. Open that card / task to view the work notes, on board B Notice the Activity from board A appears in the work notes of the task on board B. Instead, the Activity from board A does not appear in the work notes of the task on board B Also, if a card / task is moved from one board to another, sometimes the activity of that task from board A appears in the activity stream of board B. I'm assuming this is the same issue.
Visual Task Boards	PRB607232	Visual task board user searches behave differently than normal sys_user reference field searches	1. Log on to an instance. 2. Update the sys_user dictionary name field so that the calculated value is last, first. The script line 14 would now look like: current.last_name + ', ' + current.first_name; 3. Update the sys_user record for Abel Tuter so that the updated display value is written to the database. 4. Go to the incidents list. 5. Open the breadcrumbs and put Caller into the breadcrumb. 6. Enter "Abel" in the Caller field and note that the value is found. 7. Enter "Tuter" in the Caller field and note that the value is found. 8. Go to Visual Task boards. 9. Create a new task board or modify an existing one. 10. Click the button to add users. 11. Search for "Abel" and note that the value is not found. 12. Search for "Tuter" and note that the value is found. The behavior is inconsistent from the incident user search where the user can be found either way.
Visual Task Boards	PRB603664	HTML tags are visible in the Description field	1. Log on to an instance. 2. Create a field. For example on the Task table add a field called Description of type html.3. For comparison locate it close to the String type description field Fill both fields with text Result: String Type field shows as expected in list view, html shows the tags in the list view.
Visual Task Boards	PRB616617	The visual task board labels and lane headers are not translated	1. Log on to an instance. 2. Activate the plugin- I18N: German Translations. 3. Go to Incidents > All. 4. Right-click the State field. and then select Show visual task board from the menu. 5. Change the language to german. 6. Navigate to Self Service> My task boards. Notice that the labels and the lane headers are not translated to German. No records for these labels are found on sys_translated too. Creating a record for vtb_lane for label new (neu in german. does not reflect on the visual task board.
Visual Task Boards	PRB603472	Tasks do not add to the visual task board from Homepage guage	1. Log on to an instance. 2. Impersonate Fred Luddy. 3. Go to Itil Homepage. 4. Check the checkbox next to any incident. 5. Click the 'Add to Visual Taskboard' UI Action. Notice the following error in console: Uncaught TypeError: Cannot read property 'getChecked' of undefined

Problem category	Problem	Short description	Steps to reproduce
Visual Task Boards	PRB600587	Visual task board cards should not be visible when records are restricted by ACLs	1. Log on to an instance. 2. Install the Work management plugin. - Go to the Visual Task Boards - Click Boards - Click New - Give it a Name - Task Table: Work Order Task [wm_task] - Lane field: State - Filter State is pending dispatch - Board Members: Abel Tuter Claudio Loose 3. Impersonate Abel Tuter - Type wm_task.list - He can't access the records due to a security constraint …. - However, if you access My Task Boards - Cards are displayed for those records Notice that the cards are visible at all when records are restricted by ACLs.
Visual Task Boards	PRB601889	Visual task boards do not work properly if the Mobile UI plugin is not activated	
Visual Task Boards	PRB603116	Tagged documents do not obey ACL restrictions in the UI14 interface	---- Scenario 1 ---- 1. Log on to an instance. 2. Create a new table and make it available to ITIL User (can make it public role in table creator). 3. Go to the table and create two test records and view them as ITIL User. 4. See that the two records appear in the Tabbed Documents page. 5. Add two fields to the table. 6. Make the following ACLs: - table - (row-level) - public (already created if you used the table creator and made the table with role=public) - table.* - (field-level) - script: false; 7. Go to Tabbed Documents. The cards should be there since the user can read the record, but the two fields should not appear. Note: If you aren't sure if you did #5 right, you can go to incident_list.do and you will see the column names but no data for those columns for any record ---- Scenario 2 ---- 1. As ITIL User, view a couple of incidents and verify that they appear on the Tagged Documents page. 2. Create an ACL: incident.short_description - role: admin. 3. Verify that ITIL User cannot see that column anymore on incident_list.do. 4. Go to Tagged Documents. 5. ITIL User should not see Short description right below card title.
Visual Task Boards	PRB604413	Adding more than one new classic form task and closing tasks by clicking outside the task form fails	1. Log on to an instance. 2. Click one of the plus signs inside a lane or in its header to add a new task 3. Close the newly open task by clickin the "X" in the top-right corner of the form. Notice clicking outside the form does not close it. 4. Click one of the plus signs again. Notice the form doesn't open.
Visual Task Boards	PRB607132	The Polyfill dialog is broken	1. Log on to an instance. 2. Open a VTB board 3. Click on a card 4. Click outside the dialog Notice that instead of the dialog closing, nothing happens. 5 Click the "Assigned To" box Notice that instead of the Assigned-to selector appearing, nothing happens.
Visual Task Boards	PRB604415	Assignment policies violated by Visual Task Boards	Create a new incident and set the Assignment group to Database. In the Incident list, right-click the Priority column header and select Show Visual Task Board. In the visual task board that appears, drag the avatar for David Loo onto the card for the incident you just created. Note that the incident is assigned to David Loo even though he is not in the Database assignment group.
Visual Task Boards	PRB610792	Visual task board lane management is not enforcing ACLs properly	1. Log on to an instance. 2. Create a ACL rule on vtb_lane.order to restrict users to swap the order of a lane. 3.Navigate to any visual task board and press the directional arrows. Notice that users are able to make changes.

Problem category	Problem	Short description	Steps to reproduce
Visual Task Boards	PRB616975	UI Actions for Mandatory fields not functioning in Visual Task Boards	1. Create a task board of Incident By State. 2. Move a task from an "open" state to the "Resolved" column. 3. Wait for the UI Policy failure form to show. Expected results: In the classic form that is shown, the "state" field should be set to "Resolved" and the UI policy to require close notes and status should be run to show and highlight those required fields. Actual results: The "state" field remains in the old state (pre-lane move attempt) and the UI Policy is not applied until the user changes the state manually.
Work Mgmt	PRB616352	Double-click required for Work Management Accept	
Work Mgmt	PRB603858	State Flows do not get added to Update Sets	1. Activate State Flow in Eureka. 2. Create State Flow. See Update Sets and note that it is not included in there.