Washington DC Release Notes

Last updated: 12/16/2025

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Company Headquarters
2225 Lawson Lane
Santa Clara, CA 95054
United States
(408) 501-8550

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Phase 6 - Prepare to upgrade the production instance 1411

Phase 7 - Upgrade the production instance 1412

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Washington DC release notes

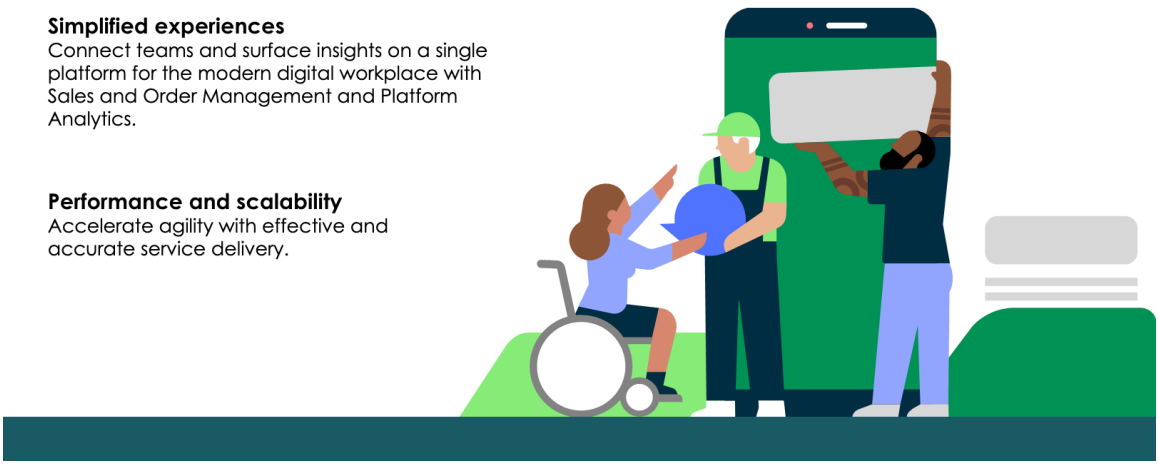
The ServiceNow® Washington DC release includes new products and applications, as well as additional features and fixes for existing products. Read the release notes to learn about the release, prepare for your upgrade, and upgrade your instance.

Washington DC highlights

Intelligent automation
Increase productivity with intelligence and automation in every corner of your business with Workflow Studio and Now Assist.

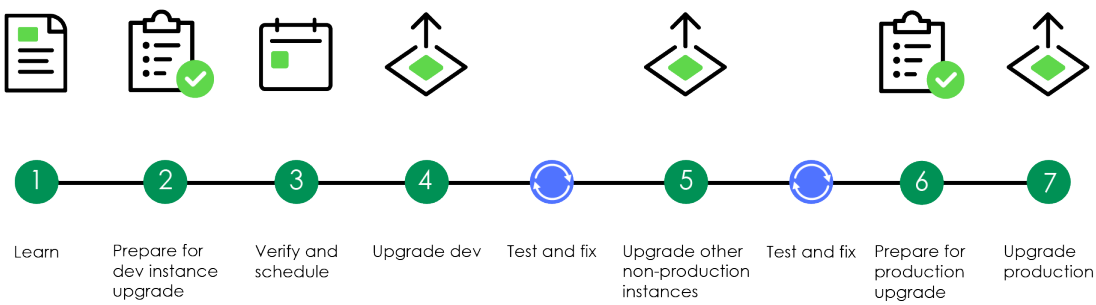
Simplified experiences
Connect teams and surface insights on a single platform for the modern digital workplace with Sales and Order Management and Platform Analytics.

Performance and scalability
Accelerate agility with effective and accurate service delivery.



Path to successful upgrades

Upgrading your instance involves planning, testing, and validation. The release notes guide you through completing all of the phases and tasks for a successful upgrade.



Start your upgrade journey

To use the release notes in your upgrade process, choose the upgrade phase that you're ready to start with. It's recommended you complete the phases in the order listed. For a guide to the redesigned release notes experience, see Using the release notes.

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Learn about Washington DC	Prepare your upgrade	Upgrade to Washington DC
Find out what's new and changed in Washington DC	Choose the target version and prepare for your upgrade	Review the process and upgrade your instance

Release timeline

New Washington DC release versions are released throughout the year. Here are the current dates for Washington DC patch and security patch releases. To view a full list of Washington DC release versions, refer to Available patches and hotfixes. Future release dates are subject to change.



Maximize your release notes value

Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

How to use release notes

Release notes tools

We've created some tools to help you review the release notes and upgrade more quickly and efficiently. For more information, see Build your own release notes.

Release notes summaries

If you're interested in a specific set of release notes information, we've displayed release notes for all products by category. For example, you can read about the browser requirements for all Washington DC products, all on one page.

Personalized PRB release notes

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Generate a cumulative list of all the problems that are fixed in an upgrade from your current release version to any available target version.

Combined product release notes for cross-family upgrades

View all release notes information for any product, from any family release version to another, on one page.

To check out the release notes tools available for your upgrade scenario, choose your upgrade path to Washington DC.

- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Release notes for upgrading from Tokyo
- Washington DC patch and hotfix release notes

Choose your upgrade path to Washington DC

- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Release notes for upgrading from Tokyo
- Washington DC patch and hotfix release notes

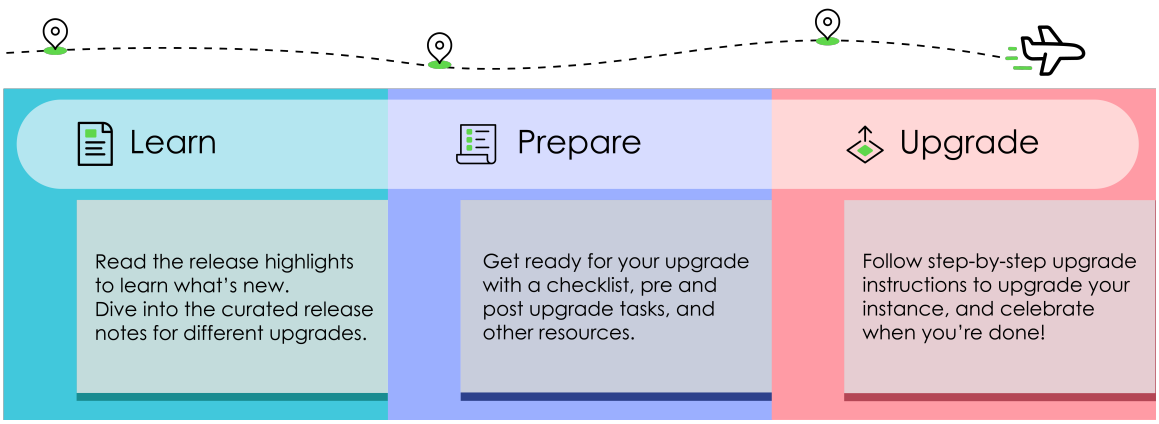
Using the release notes

Learn how to navigate the redesigned release notes and find the information you're looking for.

Navigating the release notes

We've redesigned the ServiceNow release notes experience to provide phased content that more closely matches the upgrade process.

Using the release notes



Release notes directory

Learn where you can find different release notes content throughout your upgrade journey.

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Section	Content
Learn about the Washington DC release	Review the release highlights to learn about new features and enhancements, and use curated release notes that correspond to your upgrade path. • Release notes for upgrading from Vancouver • Release notes for upgrading from Utah • Release notes for upgrading from Tokyo Each curated release notes package includes tools to help inform the next steps in your upgrade, including: • Washington DC highlights • Features and changes by product, which are pre-combined for cross-family upgrades • Changes to plugins • Personalized PRB release notes • Available patches and hotfixes • Browser support • Accessibility and compliance
Prepare your upgrade	Start preparing for your upgrade with our upgrade planning checklist and series of tasks to complete before and after your upgrade. Improve your upgrade experience with ServiceNow upgrade products, tools, and best practices. • ServiceNow upgrades • Pre- and post-upgrade tasks for various products • Upgrade planning checklist • Upgrade tools and resources • Upgrades and the ServiceNow Store
ServiceNow upgrades	Our upgrade guide includes testing guidance, information on how to schedule your upgrades, and more. • Phase 1 - Read the release notes and plan your upgrade • Phase 2 - Prepare for the development instance upgrade • Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support • Phase 4 - Upgrade and validate the development instance • Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance • Phase 6 - Prepare to upgrade the production instance • Phase 7 - Upgrade the production instance

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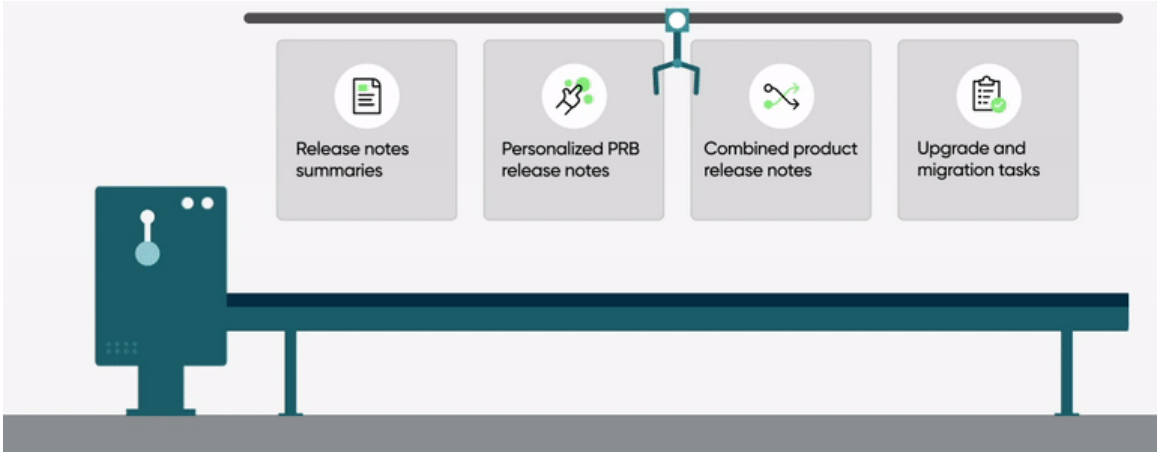
Release notes tour

Learn how to navigate the redesigned release notes and find the information you're looking for. Use new release notes tools to improve your upgrade experience.

How to use release notes

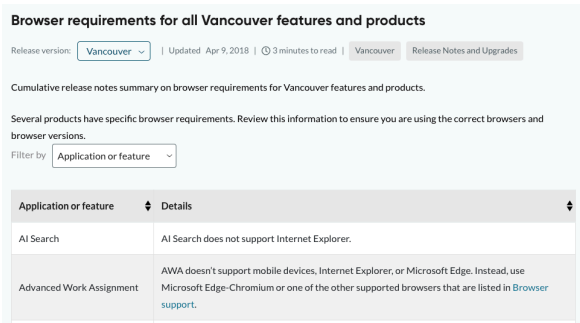
Build your own release notes

Enhance your upgrade experience with configurable release notes that fit your unique upgrade scenario. Assemble product information, fixes included in your targeted release version, and upgrade tasks to streamline your upgrade preparation, even when you skip a family release.



Release notes summaries

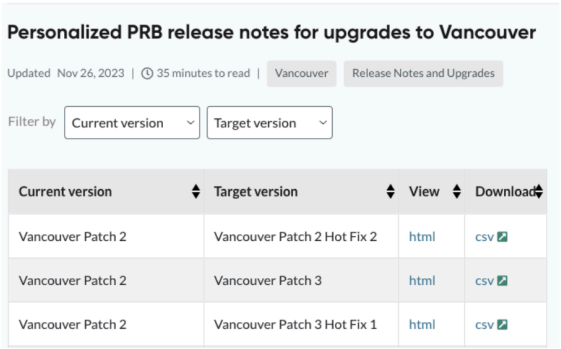
Get a glimpse of release notes based on what products you have and what information you need. Release notes summaries enable you to select the information category you're looking for and specify which products you have. Then, your release notes are compiled into a single, easy-to-read summary. Browse product highlights, new and changed features, important upgrade information, and more for N-1 to N upgrades.

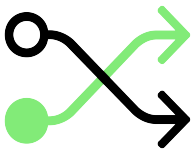


Personalized PRB release notes

With personalized PRB release notes, collect a list of fixes to fit your specific upgrade scenario. Choosing your current release version and your targeted release version generates a list of all the fixes included in your upgrade. View this list in a table, or download a spreadsheet to sort and review PRBs as needed.

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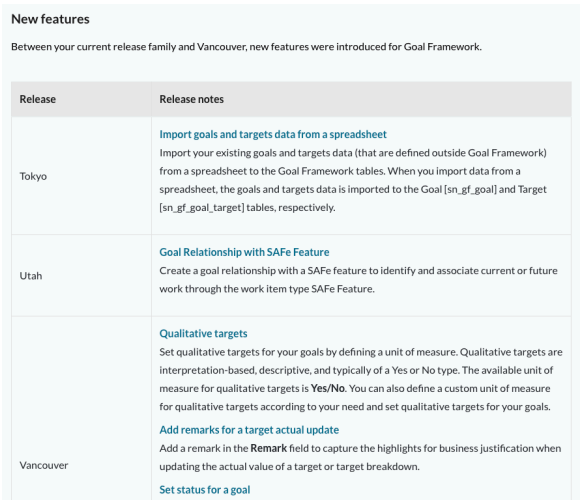


Combined product release notes

If your upgrade involves skipping one or more family releases, combined product release notes ensure you have all the information you need to prepare for your upgrade. From a list of available products, you can filter changes and features for your specific applications across the relevant releases, and view the information all on one page.

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- Combined product release notes for upgrades from Vancouver to Washington DC
- Combined product release notes for upgrades from Utah to Washington DC
- Combined product release notes for upgrades from Tokyo to Washington DC

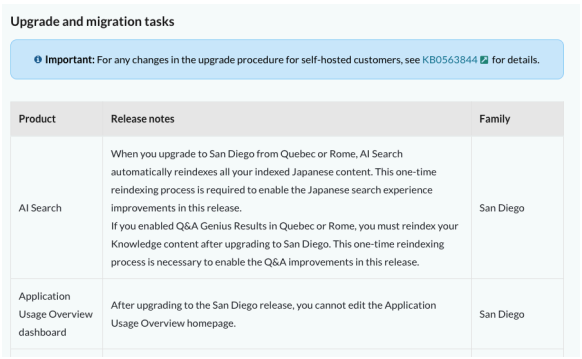




Upgrade and migration tasks

Once you're equipped with the product and PRB information you need, compile a list of upgrade and migration tasks required to complete your journey. View the necessary pre- and post-upgrade and migration tasks for your products and build a to-do list to help guide your upgrade process.

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Upgrade and migration tasks

Important: For any changes in the upgrade procedure for self-hosted customers, see KB0563844 for details.

Product	Release notes	Family
AI Search	When you upgrade to San Diego from Quebec or Rome, AI Search automatically reindexes all your indexed Japanese content. This one-time reindexing process is required to enable the Japanese search experience improvements in this release. If you enabled Q&A Genius Results in Quebec or Rome, you must reindex your Knowledge content after upgrading to San Diego. This one-time reindexing process is necessary to enable the Q&A improvements in this release.	San Diego
Application Usage Overview dashboard	After upgrading to the San Diego release, you cannot edit the Application Usage Overview homepage.	San Diego

Get started

To begin building your release notes, choose an option above or select which family you're upgrading from:

- Release notes for upgrading from Vancouver
- Release notes for upgrading from Utah
- Release notes for upgrading from Tokyo

Washington DC General Availability release highlights

High-level overview of products and features in the ServiceNow AI Platform Washington DC General Availability (GA) release.

Overview of the Washington DC General Availability (GA) release

Take work to the next level with smarter, faster, simpler experiences for everyone.

ServiceNow AI Platform

Now Intelligence

- Platform Analytics: Surface meaningful analytics with proactive, actionable insights. Seamless integration with Flow Designer to create condition-based triggers to kick off actions. Hone in on data with many-to-many filtering support in cascading filters.
- Intelligent data discovery: Query data in your instance by entering plain language in global search and workspaces. Use the included Now LLM fallback as a secondary method to interpret queries. Track system usage and performance using NLQ logs.
- Process Mining enhancements: Automate detection of common process inefficiencies such as pattern repetition, extreme duration, and long transitions. Immediately understand process data with an auto-generated project-specific dashboard. Accelerate setup with a comprehensive guided experience.
- Now Assist enhancements: Improved self-service with LLM-based workflow topics in Virtual Agent Designer. Deliver consistent experiences with integration with Microsoft Teams. Get GenAI-powered conversational interactions anywhere with support for Now Assist in Virtual Agent in mobile apps.

Platform Foundation

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- Workflow Studio: Single, intuitive design interface for processes, flows, actions, and decision tables. Get started quickly with a guided authoring experience. Easily monitor the health and effectiveness of automations.

Platform Security

- Data Privacy enhancements: Enable real-time sensitive data discovery and anonymization for API calls. Use partial data anonymization to selectively control and modify sensitive data. Simplify the identification of sensitive data with keyword support in data discovery.
- Access control enhancements: Assign time-limited temporary roles for specific users and groups with Access Controls. Compare users, groups, and roles in a consolidated view and evaluate access controls across multiple resources (tables)with Access Analyzer.
- Security Center enhancements - Critical Update Manager: Review clear timelines and receive assistance in planning and prioritizing updates. Get recommended guidance for taking action on critical update information. Navigate step-by-step guidance for each update.

ServiceNow Impact

- AI accelerators - Jumpstart Your AI Journey: Align your business objectives to ServiceNow's AI solutions. Get a technical overview and demo of AI capabilities, including: Generative AI, Task Intelligence, Predictive Intelligence, Natural Language Understanding (NLU).
- Instance Observer: Get an expert primer on Instance Observer and how it can help you monitor and maintain platform health. Use the database growth summary to see an overview of database growth metrics to help you optimize performance. Metrics include total instance size and growth, largest tables, and fastest growing tables.

Upgrades

- Performance profiling for Automated Test Framework: Dynamically analyze runtime behavior in the Automated Test Framework (ATF). Detect performance degradation during upgrades and then investigate and fix issues. Quickly identify critical bottlenecks.
- ATF support in configurable workspaces: Create and run automated tests to quality check changes in workspaces. Execute tests for a wider range of applications and environments. Run quick start tests for more out-of-the-box applications.

Now Assist

- Now Assist for IT Operations Management: Simplify jargon-laden alerts with clear natural language provided by generative AI. Secure your enterprise operations data with a dedicated LLM not connected to public models
- Chat interaction summarization for incident/case creation: Reduce manual workloads with the ability to pre-populate description fields in a new case directly from chat. Use GenAI to automatically create incident/case details from chat interactions.

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- Now Assist in Virtual Agent: Provide faster and easier service delivery with catalog ordering enabled within Virtual Agent chat. Create personalized experiences that help resolve inquiries faster with GenAI enabled Q&A for knowledge articles.
- Agent and admin experience enhancements: Provide seamless agent handoffs with GenAI created incident/case summaries when a case is reassigned. Provide GenAI created content with additional LLM inputs designed to improve accuracy and reduce hallucinations.
- Now Assist integration with Microsoft Teams: Reduce mean time to resolution through more personalized self service with Now Assist in Virtual Agent. Get quick summaries of knowledge articles within the tools that employees chat, meet, and collaborate in. Increase employee productivity by providing them quick answers to information they are searching for.
- LLM-based topics in Virtual Agent Designer: Improve self-service with faster implementation chatbot conversations. Test topics using phrase analysis, prompt discovery, context variables, and more. Preview in Now Assist panel, Microsoft Teams, or Slack.
- Now Assist for Field Service Management: Simplify debriefs with automated work order summarization, reducing manual effort for service technicians. Increase process adherence and data accuracy with summarization across activity streams, parts and incidentals.

Technology Workflows

IT Service Management

- Digital Product Release Management: Easily manage product releases with end-to-end visibility and automated compliance validation. Empower product teams to plan, build, and release at their own pace. Define reusable policies and controls to reduce outages and incident volume.
- Now Assist for IT Service Management: Improved self-service with LLM-based workflow topics in Virtual Agent Designer. Deliver consistent experiences with seamless integration with Microsoft Teams. Increase self-service rates via Virtual Agent with analyses on conversational nature of catalog items.
- Workforce Optimization enhancements: Recognize individual and team achievements through in-app peer-to-peer recognition. Schedule work with intelligent recommendations based on team skills and availability. Create transparency for leaders by creating group-specific views for the teams.
- IT Service Management enhancements
  - Service Operations Workspace: On-call Scheduling – Efficiently create, edit, and manage on-call schedules and escalation policies with a reimagined user experience.
  - Process Mining: Project Builder – Accelerate your time to process improvement with a comprehensive guided setup for new and experienced process analysts.
  - Knowledge Management: Recommended Actions – Reduce MTTR and provide agents with relevant knowledge content directly with Service Operations Workspace.
  - Password Reset: Secure Configuration Assistant – Quantify the security of your password reset processes and review recommended actions if you are below a designated threshold.

IT Operations Management

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- Cloud Services Catalog: Reduce cloud provisioning time via pre-defined templates and guided set-up for cloud catalog requests. Maintain visibility and control through governance policies. Automate release pipelines (e.g. ADO) and automation tools (e.g. Ansible) through centralized policy-driven workflows.
- Now Assist for IT Operations Management: Simplify jargon-laden alerts with clear natural language provided by generative AI. Enrich technical context and speed resolution with analysis of alerts and incidents. Secure your enterprise operations data with a dedicated LLM not connected to public models.
- Discovery Admin Workspace: Identify more kinds of technology, easier with anonymous, crowdsourced data, even new or specialized applications and devices. Expedite mapping with a vetted repository of application fingerprints. Simplify asset management with a validated, trusted catalog, helping ensure accurate tracking and simplified compliance.
- Alert Automations: Simplified user experience to onboard quickly and get to value faster, even without a mature CMDB. Group alerts with common fields, tags, CIs and more. Group based on exact match, fuzzy or pattern matching. Simple and more intuitive UX to group and escalate alerts. Create incidents and notify teams via email.
- Agent-based Service Mapping: Take informed, data driven actions with service maps made via agent-based client collectors (ACC). Get more business context in highly secure and transient environments that require agent discovery and pattern execution. Supercharge agents with industry leading ServiceNow AI through machine learning (ML) or employ traditional top down (TD) Service Mapping.

CMDB

- Data certification enhancements: Simplify certification workflow. Centralize certification work from an elegant new Data Manager UX on the CMDB Workspace. Streamline remediation with new data deduplication templates and workspace.

Software Asset Management

- SaaS Detection: Increase visibility into all SaaS applications being accessed – managed, unmanaged, paid, and free. Monitor application use to help ensure only approved applications are utilized. Enable tracking of total users, login information, duration spent in an app.
- Software Asset Management maturity: Track the success of the SAM program and progress with SAM practice maturity. Accelerate time to value by assessing the level of your organization’s SAM progress. Identify ways to grow, improve, and adopt the SAM module.
- Exposure assessment: Identify vulnerable software from normalized software asset data through multiple discovery sources. Schedule exposure assessments to continuously identify impacted software and leverage automated vulnerability response workflows to remediateAccelerate turn-around time for '0-day' asset exposure.

Cloud Cost Management

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- Container cost management: Increase spend visibility with granular cost breakdown by namespaces or cloud services used by the cluster. Allocate costs of shared container services to respective teams using the services. Streamline operations with better budgeting and resource optimization.
- Shared cost allocation: Allocate shared costs amongst teams and departments when using multiple cloud services from different providers. Include taxes and support costs from multiple cloud services offered from providers like AWS, Azure, and GCP. Shift partial spend accountability from central IT to the respective individual team.

Hardware Asset Management

- Asset total cost of ownership: Understand the true financial impact of hardware and enterprise assets by analyzing procurement, maintenance, repair, and disposal expenses. Strategically plan for future investments by benchmarking asset costs to compare lifecycle performance and enhance asset refreshes. Gain visibility and control over asset-related expenses throughout its lifecycle.
- Asset warranty integration with Lenovo: Forecast refresh schedules using official warranty dates from Lenovo, reducing complex configurations. Resolve issues quickly and in compliance with warranty terms, with increased visibility into warranty and extended warranty details. Stay ahead of renewals with 'important action' reminders of upcoming warranty expirations to help ensure devices are supported.
- Hardware Asset Management maturity: Increase ROI of Hardware Asset Management by providing a clear path to maturity and adoption. Strategically plan your maturity roadmap with actionable insights on feature utilization and tasks to drive maturity effectively. Take a crawl, walk, run approach to ensure careful implementation of Hardware Asset Management at every stage.
- Indoor mapping: Reduce time spend locating assets with interactive maps showing granular location of each asset within a specific floor or place. Minimize manual asset tracking efforts, lower the risk of loss, and facilitate efficient asset audits and maintenance. Location space hierarchy is based on campus, building floor, and place.

Enterprise Asset Management

- Asset total cost of ownership: Understand the true financial impact of hardware and enterprise assets by analyzing procurement, maintenance, repair, and disposal expenses. Strategically plan for future investments by benchmarking asset costs to compare lifecycle performance and enhance asset refreshes. Gain visibility and control over asset-related expenses throughout its lifecycle.
- Indoor mapping: Reduce time spend locating assets with interactive maps showing granular location of each asset within a specific floor or place. Minimize manual asset tracking efforts, lower the risk of loss, and facilitate efficient asset audits and maintenance. Location space hierarchy is based on campus, building floor, and place.
- Work management enhancements: Significantly reduce screen time by efficiently closing work order tasks in bulk, entering work notes, and recording time worked. Improve technician productivity by adding parts to work order tasks and reviewing all descendant assets in the asset hierarchy. Streamline inspections with checklist templates to include in work order tasks when step-by-step guidance is needed.

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Security Incident Response

- Major Security Incident Management: Ability for incident managers to start conference calls from MSIM. Provide recommended participants. Capture post-meeting recording, attendees, duration, and chat.
- SIR Now-on-Now Playbooks: Search for possible password spray and credential dumping tools. Perform endpoint detection and identify repeat detections. Reveal email domain spoofing and search for spoofed emails. Detection of malicious files using Office 365.

Vulnerability Response

- Security Posture Control: Gain visibility into enterprise asset inventory and security policy gaps, such as missing endpoint protection agent. Automate response workflows to correct asset hygiene gaps (ex: missing or nonfunctional security agents). Detect and prioritize high-risk asset combinations (w/critical vulnerabilities or misconfigurations).
- EPSS Scoring: Leverage in ServiceNow Vulnerability Response through the OOB integration, daily integration job run. Utilize EPSS Probability score in application, cloud, and infrastructure security vulnerabilities. Apply EPSS scores alongside CVEs and VITs for enhanced visibility in connection with your Rollup and Risk calculators. Utilize unified attack surface dashboard- EPSS aggregated view across host, container and application vulnerability.
- Cybersecurity Executive Dashboard: Benchmark security and risk metrics to report wins and support budget planning. Track goals to improve security posture using key indicators. Gain early visibility into high priority vulnerability impact (e.g. CISA CVEs and 0-day vulnerabilities).
- Vulnerability Crisis Management: Dig into the life cycle of critical events using MSIM and Asset Exposure Assessment. Calculate risk for critical events. Simplify work for vulnerability event managers with a dedicated workspace.

Strategic Portfolio Management

- Enterprise Agile Planning: Collaborative space for product managers, agile team leads and managers to scale their agile work. New backlog and planning board experiences to prioritize, plan, manage dependencies and track the progress of agile work and teams.
- Resource Management Workspace: Complete view of all work to truly capture the accurate capacity and workload of an organization. Approve or reject resource requests based on total capacity and a resources bandwidth. Streamline communication with cross-functional teams with MS Teams integration.

Application Portfolio Management

- Application Rationalization: Leverage data-driven indicators to effectively evaluate applications. Optimize investments in the application portfolio. Reduce application redundancy and complexity.
- Technology Reference Model for Hardware Model: Maintain internal technology standards on hardware models to complement existing support for software. Minimize risk and track technical debt across your entire application portfolio. Leverage Hardware Asset Management (HAM) content for a better user experience. Easily review hardware asset records to ensure they meet internal standards within the Hardware Asset Workspace.

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- Application Total Cost of Ownership: Incorporate 3rd party vendor costs to automatically calculate TCO score. Conduct application TCO rationalization at the business application and business capability levels. Leverage APM application TCO dashboard to better visualize and align with stakeholders.

Cloud Observability

- EU datacenter: Meet data privacy rules and legislation when working in the European Union. Support our customers' security, privacy and regulatory compliance requirements in more regions. Assist our customers' broad international growth plans.

Risk Products

Integrated Risk Management

- Manage documents on records with OneDrive: Manage documents on policies, evidence requests, engagements, audit tasks, and more using OneDrive integration. Collaborate online using Excel, Word, PowerPoint, Visio, and more with Office 365 integration. Maintain a version history with access to any version on OneDrive.
- Feedback and review process for second line: Enable risk and compliance teams to capture findings or challenge the frontline to gather additional information. Allow a challenge at any point in the workflow, not just at a specific state of the record. Embed a means to respond to the challenge in familiar user experiences (i.e. applications and portals).

Business Continuity Management

- Operational Resilience Management: Analyze adverse scenarios, and importance and impact tolerance of business services; track service dependencies/metrics. Gain insights for preparing self-attestation reports for regulatory compliance purposes. Automate CMDB record updates and changes through to BIAs, plans and exercises.

Environmental, Social and Governance

- Sustainable IT Program Management: Collect and normalize data using hundreds of standard sustainability metrics, including market-first metrics from SustainableIT.org. Plan, map, visualize, monitor, and report on infrastructure performance over time, creating reports easily using Microsoft Office 365 and content accelerators. Empower users to increase donations, recycling, and reuse and minimize e-waste landfill and privacy risk. Enlist front-line users to accurately assess and quantify climate and other risks for a comprehensive IT sustainability program.
- Expanded compliance support: Collect reliable data for 1100+ metrics, now including CSRD/ESRS, using off the shelf content auto-populated in ESGM. Use a consistent process and data set to structure activities, comply, and report against multiple standards and frameworks for maximum efficiency, including CSRD/ESRS, GRI, SASB, TCFD, and the UN SDGs.
- ESG Risk Assessment: Customize the risk assessment process for your team. Support both qualitative and quantitative risk assessment methods. Support entity-based risk assessments and material topic assessments. Automatically aggregate the bottom-up risk assessment scores across the risk.

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- Form builder: Enhanced version of formula builder for calculated metric definitions. Type and edit the formula on the editor for better usability. Support for constants and easier error handling/debugging.
- Enterprise-friendly ESG reporting: Embed secure, auditable, and refreshable ESG data directly from ServiceNow ESGM into Microsoft Word documents. Access metrics, material topics, and custom report data from within the ESG panel. View a complete list of all embedded data and update history with hyperlinks. Automate collaboration and approval to get work done faster, with an audit trail.

Employee Workflows

HR Service Delivery

- ServiceNow Voice for HR:Increase efficiency with the ability to automatically classify, route, and prioritize HR call center cases. Enable faster support with recordings and transcripts saved directly to casesKeep employees informed with updates on case status, updates and interactions on mobile.
- Admin Workspace for Service Providers: Give service provider admins a consolidated view of the demand and consumption of their services.Connect client specific KPIs, contact details, and useful links in a single space with a dedicated client details page.
- ServiceNow Vault for HR: Safeguard sensitive information with the ability to configure anonymization policies. Easily create reports that provide transparency around PII collected and where it is stored. Automate data cleanups based on applicable retention policies.
- Video-based employee communications: Allow content authors to search and select from available videos without having to separately login to the video provider. Embed secure videos into microsites and employee news using a rich content editor. Customize the employee news experience with video content aligned to intended audiences.
- Service and experience feedback: Extend the ability to get feedback across all service workflows. Capture in-moment feedback across employee channels of choice. Enhance feedback with flexible configuration and analytics.

Now Assist for HR

- Chat interaction summarization for incident/case creation: Reduce manual workloads with the ability to pre-populate description fields in a new case directly from chat. Use GenAI to automatically create incident/case details from chat interactions.
- Now Assist in Virtual Agent: Provide faster and easier service delivery with catalog ordering enabled within Virtual Agent chat. Create personalized experiences that help resolve inquiries faster with GenAI enabled Q&A for knowledge articles.
- Agent and admin experience enhancements: Provide seamless agent handoffs with GenAI created incident/case summaries when a case is reassigned. Provide GenAI created content with additional LLM inputs designed to improve accuracy and reduce hallucinations.

Workplace Service Delivery

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- Workplace Event Planner: Equip space planners and managers with a schedule view to visualize reservations and spaces. Access reservation details and apply map filters to search for proper spaces to meet employee requirements. Provide admins with a simple drag-and-drop interface to modify reservation details.
- Workplace Reservation enhancements: Allow employees to seamlessly create a single reservation spanning multiple days. Scan QR codes to see space details, availability of the space, and directly reserve spaces upon arrival. Inform employees if a space is available for the complete duration of a recurring reservation.
- Indoor Mapping enhancements: Empower map admins to visualize CAD file elements, edit CAD entities, and export modifications back to CAD. Enable facility managers to retrieve accurate values from CAD files to better understand floor measurements. Display and visualize employees permanent seat assignments on the map.
- Workplace entities: Define workplace entities tailored to an organization's unique structure such as financial, HR, or management hierarchies. Easily manage space consumption based on allocations within the defined organizational hierarchy. Provide visualizations of different levels of the hierarchy from a stack plan or floor map view.
- Health & Safety Risk Management: Deploy job safety analyses (JSAs) to assess potential risks and ensure worker safety on high-risk assignments. Identify risks, controls, and likelihood to reduce incidents and drive compliance. Quickly identify risk actions and areas of frequent risk from a real-time dashboard.

Legal Service Delivery

- Contract Management Pro: Expedite contracts using self-service and intake forms that route contract requests to the right team members. Author flexible Microsoft Word templates that dynamically generate contracts with clauses from a library. Deliver contract insights to business leaders to mitigate potential risk and help ensure smooth business operation.
- Legal Simple Intellectual Property: Purpose-built workflow to intake, process, and engage with outside counsel on invention disclosure requests. Guide employees through the invention disclosure process. Encourage employees to submit inventions with rewards at each stage in multiple currencies.
- New Legal ecosystem integrations: Seamlessly integrate with popular legal applications including iManage and Legal Tracker. Easily store and retrieve legal documents in iManage. Help fulfillers track outside legal engagement and spend with Legal Tracker.

Employee Growth and Development

- Mentoring: View suggested mentors based on targeted skills, enrollment preferences, match insights, and mentor expertise. Search mentors based on name, job profile, and match score and add mentorship activities to growth plans. Empower mentors and mentees with scheduling tools for continuous conversations and engagement.
- Opportunity Marketplace: Help employees determine their fit for a job role based on skill requirements and preferences using match analysis. Allow employees to define match preferences based on job type, location, and interests. Prompt employees to act on featured job opportunities of high priority for the organization.

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- Skills Intelligence Workspace: View skill insights, important actions, and an overview of skills health data through a guided, self-service experience. Allow admins to define job role groups with related skills, requirements, and proficiency levels. Improve data quality by leveraging machine learning to eliminate duplicate skills during onboarding.
- Skills in Manager Hub: Provide managers with a complete skills overview to understand team strengths and identify skills gaps. Learn how employees compare to job requirements, review skill proficiencies, and validate employee skills. Gain insight into the skills your employees are learning along with ongoing and completed activities.
- Employee Growth and Development enhancements: Allow users to send Outlook invites directly from Conversations and Growth Plans and auto-sync calendar information. View growth opportunities and statuses for submitted job applications within Career Hub. Enable employees to create aspirations from featured roles and critical skills to address talent gaps in the organization.

Hyperautomation and Low Code

App Engine

- Form Builder enhancements: Empower developers to quickly edit a record page's form within UI Builder. Enable developers to edit a steps form layout seamlessly within Process Automation Designer. Allow developers to efficiently access next-generation Form Builder directly from within the platform context menu.

Automation Engine

- Embedded Task Automation: Quickly initiate RPA automations from existing ServiceNow forms to reduce duplicative work. Access a user-friendly experience for observing and monitoring the automation process in real-time. Accelerate productivity through improved automation access within workflows.
- Automation logs: Achieve instant visibility into automation progress and stages, allowing for timely interventions if needed. Quickly troubleshoot bottlenecks or issues in automations by tracking each stage's outcomes. Maintain a detailed record of automation activities, enabling transparency and accountability in RPA processes.
- Document Intelligence enhancements: Extract information by selecting data directly from documents with the Draw Tool. Expand accessibility through intuitive tooling and functionality. Increased limits and more advanced AI models to cover more use cases.
- Message Replicator for Stream Connect: Automate message replication between local Kafka environments and ServiceNow using MID Server. Establish bi-directional linkage with Kafka and ServiceNow with support for data ingress and egress. Reduce dependencies on third-party replicators and speed time to value with a natively built message replicator.
- Multi-dimensional process mining for external data: Visualize ServiceNow and external process data in a single map for full visibility into end-to-end processes. Create and configure external tables and ServiceNow tables with a multi-dimensional project.

Customer Workflows

Customer Service Management

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- Voice routing with Amazon Connect using AWA: Create and maintain routing rules for all customer engagement channels, including voice, in a central location. Assign voice calls to the best available agent with the right skills, expertise, and capacity. Balance work volume for individual agents by managing task assignments across channels.
- Process experiences on portals: Lead customers through the case lifecycle, from intake to completion. Enhance case status visibility for customers and agents through improved task tracking. Allow customers to pause and resume cases, addressing action items when it is most convenient.
- Service model foundation - business location 360-degree view: Provide a holistic view for agents to find location context when creating new cases. Offer site managers visibility into multiple locations and any issues impacting them simultaneously. Easily tailor user experiences without customization through the business location 360 template.
- Service Catalog agent experience: Expedite the selection of services when filtering through service categories. Enable keyword search for service name, case type, or case type description. Provide access to service selector from multiple locations to submit issues quickly.
- Modernized activity stream: Improve user interface (UI) responsiveness and visual appeal. Optimize screen real-estate through collapsible panels that minimize scrolling. Deliver a flexible layout that allows admins to configure views in the side-panel or as a tab on the record page.

Sales and Order Management

- Product Catalog Management: Support complex products, bundles, and combined product and service offerings across commercial and technical catalogs. Browse through catalogs quickly using hierarchical categories, and search using keywords or codes. Launch configurator from quotes or orders, configure and price complex product offers quickly and accurately. Use price matrices or account-based pricing and create pricing extensions to access external price lists.
- Opportunity Management: Create or import opportunities, manage the end-to-end sales cycle, and use Kanban view for drag and drop. Launch needs analysis questionnaire to identify relevant product offers for agents. Manage opportunity activities including interactions, emails, and appointments. Create one or more quotes from an opportunity with a single click.
- Quote Management: Configure and price a quote using the product configurator. Manage the quote lifecycle and track quote revisions as customer needs or product configurations change. Create orders automatically from customer-approved quotes.
- Order Capture:Improve the ordering experience with catalog categories, search, and browse and an easy-to-use configurator. Use third-party systems for order fulfillment, or use SOM to decompose and fulfill orders. Capture orders with minimally required information and enrich order later to increase efficiency and reduce fallouts. Enable commercial move, add, change and disconnect (MACD) of sold products during post-sales engagement.
- Order Fulfillment: Decompose and fulfill product, service, and resource orders. Auto-create and assign order fulfillment tasks for detailed fulfillment tracking. Provide Gantt chart views for tracking long, complex fulfillment lifecycles. Support order-to-work order (FSM) and order-to-project (SPM) workflows. Support in-flight order modifications and jeopardy tracking.

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- Customer Contracts & Entitlements: Create or sync contracts from third-party systems and gain a 360 view of covered products, entitlements, and customer details. Confirm entitlements automatically with entitlement verification API. Capture entitlement orders and create contracts using workflows to enable cross-sell and up-sell during support processes. Empower agents to easily initiate entitlement modification or cancellation requests.

Field Service Management

- Field Service Marketplace: Empower service organizations to efficiently outsource tasks to a qualified and eligible contractor workforce. Notify contractor managers of new requests and enable their responses for proposed timeframes and costs. Help ensure qualifications are met and select the ideal contractor for the work order task to deliver quality service.
- Linear asset support: Visualize and record precise work locations within the framework of a linear asset. Simplify resource dispatch and task assignment to the correct location on a linear asset. Provide technicians with precise work locations to reduce travel time and accelerate task completion.
- Suggest parts for tasks: Provide parts recommendations as relevant search results to the work order task initiator, dispatcher, or qualifier. Shorten time spent on parts research for ad-hoc work orders by displaying task-relevant parts from historical data. Enhance part assignment accuracy by scheduling resources with the necessary parts for a successful first visit.
- Microsoft Teams integration for Dispatcher Workspace: Streamline communication between dispatchers and technicians for timely updates and efficient collaboration. Deliver real-time notifications to technicians for emergencies, weather updates, or timecard requests. Ensure easy access to conversations and attachments now available in the activity stream.
- Now Assist for Field Service Management: Simplify debriefs with automated work order summarization, reducing manual effort for service technicians. Enhance data entry on mobile devices, enabling a seamless and efficient user experience for field resources. Increase process adherence and data accuracy with summarization across activity streams, parts and incidentals.
- Site Mapping for Field Service Management: Reduce time spent on locating job sites and assets with mobile wayfinding and maps for onsite locations. Improve technician ability to navigate complex environments with step-by-step directions and arrival times. Enable further visibility by showing the location of other related nearby assets.

Industry Products

Financial Services Operations for Banking

- Dispute Agent Workspace: Resolve disputes faster with end-to-end dispute history in a single view. Provide transparent status visibility to customers through pre-populated, regulatory aligned email templates for each step of the dispute journey. Improve dispute agent effectiveness with easy access to relevant tasks and data in a purpose-built dashboard.
- Voice routing with Amazon Connect using AWA: Create and maintain routing rules for all customer engagement channels in a centralized location. Assign calls to the best available agent with the right skills, expertise, and capacity. Manage task assignments across channels to balance work volume for individual agents.

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- Process experiences on portals: Lead customers through the case lifecycle, from intake to completion. Enhance case status visibility for customers and agents through improved task tracking. Allow customers to pause and resume applications, addressing action items when it is most convenient.
- Service model foundation: business location 360-degree view: Provide a holistic view for agents to find business location context when creating new cases. Offer site managers visibility into multiple branch locations and any issues impacting them simultaneously. Tailor user experiences without customization through the Business Location 360 template.
- Service Catalog agent experience: Expedite the selection of services when filtering through service categories. Enable search with keyword for service name, case type, or case type description. Provide access to service selector from multiple locations to submit issues quickly.
- Modernized activity stream: Increase user interface (UI) responsiveness and visual appeal. Optimize screen real estate through collapsible panels that minimize scrolling. Deliver a flexible layout that allows admins to configure views in the side-panel or as a tab on the record page.

Financial Services Operations built with Visa

- ServiceNow Disputes Management, built with Visa: Offer faster, more accurate dispute resolution and fraud management with one digital experience and work orchestration layer. Help Ensure seamless compliance through automation, alerts, and audit trails. Save time and cost with pre-configured integrations with up-to-date Visa guidelines.
- Dispute rules content pack for Visa: Deflect unnecessary disputes and quickly resolve valid disputes through pre-built questionnaires and reason code mappings tied directly to Visa rules. Minimize manual updates to Visa rules with pre-configured integration and built-in ongoing rules maintenance. Improve operational agility and speed to value by seamlessly deploying additional Visa services as needed.
- Visa suite integration: Sync transaction and disputes data across platforms for more accurate resolutions and reduced errors. Help prevent disputes, minimize fraud, and avoid expensive chargebacks with real-time purchase details and fraud notifications. Automate complex, multi-step dispute and fraud processes to improve efficiency and resolution time.
- Dispute Agent Workspace: Resolve disputes faster with end-to-end dispute history in a single view. Provide transparent status visibility to customers through pre-populated, regulatory aligned email templates for each step of the dispute journey. Improve dispute agent effectiveness with easy access to relevant tasks and data in a purpose-built dashboard.

Financial Services Operations for Insurance

- Guidewire Cloud integration: Streamline processes to save time and cost through Advanced Work Assignment (AWA), Process Mining, audit trail, and more. Provide everyone the same real-time access to claim progress, status updates, and policy details. Customize business processes quickly via low-code tools.
- Voice routing with Amazon Connect using AWA: Create and maintain routing rules for all customer engagement channels in a centralized location. Assign calls to the best available agent with the right skills, expertise, and capacity. Manage task assignments across channels to balance work volume for individual agents.

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- Modernized activity stream: Increase user interface (UI) responsiveness and visual appeal. Optimize screen real estate through collapsible panels that minimize scrolling. Deliver a flexible layout that allows admins to configure views in the side-panel or as a tab on the record page.

Manufacturing

- Knowledge Management compatibility: Gather & organize OT data into easily accessible knowledge base articles enabling quick access and efficient knowledge sharing. Enhance decision-making with real-time insights derived from comprehensive OT incident analyses. Optimize resource utilization through automated knowledge workflows and real-time data integration.

Technology

- Service Bridge enhancement- transport diagnostics: Alert administrators with any provider or consumer registration errors. Proactively identify sync issues and alert administrators with issue details. Detect and auto-correct transport issues. Inform administrators when auto-correcting is not possible.
- Service Bridge enhancements - remote catalog variable set support: Reduce the need to create variables individually for each catalog item. Create a collection of variables that can be reused across multiple remote catalog items. Capture sets of data with a single remote record producer. When variables are modified in the set, changes are reflected for all associated remote catalog items.
- Trouble ticket outbound notifications: Automatically stream event notifications from the ServiceNow AI Platform to interested subscribers. Notify external applications of trouble ticket events. Equate trouble tickets to cases or incidents. Aligned with industry standards OpenAPIs. Leverages Hermes and Kafka capabilities.

Sales and Order Management for Technology Providers

- Opportunity Management: Create or import opportunities, manage the end-to-end sales cycle, and use Kanban view for drag and drop. Launch needs analysis questionnaire to identify relevant product offers for agents. Manage opportunity activities including interactions, emails, and appointments. Create one or more quotes from an opportunity with a single click.
- Quote Management: Configure and price a quote using the Product Configurator. Manage the quote lifecycle and track quote revisions as customer needs or

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product configurations change. Create orders automatically from customer-approved quotes.

- Order capture: Improve the ordering experience with catalog categories, search, and browse and an easy-to-use order capture. Launch workflows to gather required data not supplied during order capture with order enrichment. Capture orders with minimally required information and enrich order later to increase efficiency and reduce fallouts. Enable commercial move, add, change and disconnect (MACD) of sold products during post-sales engagement.
- Order fulfillment: Decompose and fulfill product, service and resource orders. Auto-create and assign order fulfillment tasks for detailed fulfillment tracking . Provide order timeline views for tracking long, complex fulfillment lifecycles. Support order-to-work order (FSM) and order-to-project (SPM) workflows. Support in-flight order modifications and jeopardy tracking.
- Customer Contracts & Entitlements: Create or sync contracts from third-party systems and gain a 360 view of covered products, entitlements, and customer details. Automate entitlement verification with standard API. Capture entitlement orders and create contracts using workflows to enable cross-sell and up-sell during support processes. Empower agents to easily initiate entitlement modification or cancellation requests.
- Product Catalog Management: Support complex products, bundles, and combined product and service offerings across commercial and technical catalogs. Browse quickly through catalogs using hierarchical categories, and search using keywords or codes. Launch configurator from quotes or orders, configure and price complex product offers quickly and accurately. Use price matrices or account-based pricing and create pricing extensions to access external price lists.

Telecommunications

- Rack visualization: View rack mounted devices and their operational status See vacant rack space. Drag equipment templates into vacant rack space and automatically initiate change workflows. View rack occupancy and utilization metrics.
- Topology visualization: Render one or more topologies simultaneously. Reveal detailed information by clicking on the element. Click on a connection to understand the relationship type and direction between elements.
- Planned revisions: Clone live connections and equipment for effective planning. Make the necessary design changes to reflect the future view of the network inventory. Promote the future version to live and archive the previous version for historical reference.
- Enhanced Service Bridge - Transport diagnostics: Alert administrators with any provider or consumer registration errors. Proactively identify sync issues and alert administrators with issue details. Detect and auto-correct transport issues. Inform administrators when auto-correcting is not possible.
- Enhanced Service Bridge - Remote catalog variable set support: Reduce the need to create variables individually for each catalog item. Create a collection of variables that can be reused across multiple remote catalog items. Capture sets of data with a single remote record producer. When variables are modified in the set, changes are reflected for all associated remote catalog items.
- Trouble ticket outbound notifications: Provide automated streaming event notifications from the ServiceNow AI Platform to interested subscribers. Notify

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Sales and Order Management for Telecommunications

- Opportunity Management: Create or import opportunities, manage the end-to-end sales cycle, and use Kanban view for drag and drop. Launch needs analysis questionnaire to identify relevant product offers for agents. Manage opportunity activities including interactions, emails, and appointments. Create one or more quotes from an opportunity with a single click.
- Quote Management: Configure and price a quote using the Product Configurator. Manage the quote lifecycle and track quote revisions as customer needs or product configurations change. Create orders automatically from customer-approved quotes.
- Order capture: Improve the ordering experience with catalog categories, search, and browse and an easy-to-use order capture. Launch workflows to gather required data not supplied during order capture with order enrichment. Capture orders with minimally required information and enrich order later to increase efficiency and reduce fallouts. Enable commercial move, add, change and disconnect (MACD) of sold products during post-sales engagement.
- Order fulfillment: Decompose and fulfill product, service and resource orders. Auto-create and assign order fulfillment tasks for detailed fulfillment tracking . Provide order timeline views for tracking long, complex fulfillment lifecycles. Support order-to-work order (FSM) and order-to-project (SPM) workflows. Support in-flight order modifications and jeopardy tracking.
- Customer Contracts & Entitlements: Create or sync contracts from third-party systems and gain a 360 view of covered products, entitlements, and customer details. Automate entitlement verification with standard API. Capture entitlement orders and create contracts using workflows to enable cross-sell and up-sell during support processes. Empower agents to easily initiate entitlement modification or cancellation requests.
- Product Catalog Management: Support complex products, bundles, and combined product and service offerings across commercial and technical catalogs. Browse quickly through catalogs using hierarchical categories, and search using keywords or codes. Launch configurator from quotes or orders, configure and price complex product offers quickly and accurately. Use price matrices or account-based pricing and create pricing extensions to access external price lists.
- Aligned with Industry Standards: Reduce time to value. Realize revenue faster. Simplify integration. Best practices and alignment. Reduce cost to deliver and maintain.

Healthcare and Life Sciences

- EMR help capability: Mitigate clinician burnout by providing a single system of action to report issues. Expedite issue resolution by routing concerns to the right teams in real-time. Accelerate time-to-care by addressing issues promptly and effectively.
- GenAI case summarization for healthcare cases: Reduce time-to-serve through comprehensive summaries of healthcare case work notes. Boost patient satisfaction with rapid context gathering. Lower operating costs by synthesizing information from multiple sources.

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Clinical Device Management

- Clinical device onboarding: Manage maintenance, service contracts, device risks, and depreciation effectively. Enable closer tracking by assigning ownership and accounting methods. Optimize device lifecycle from onboarding to offboarding through a single platform.
- Clinical device risk scores: Enhance safety and be compliance ready with comprehensive scoring. Manage multiple devices with different attributes. Enable data-driven decisions with a real-time heatmap.
- Clinical device move: Initiate move requests from the service catalog easily. Execute moves between locations with real-time tracking. Move the right devices to the right location reducing delays.
- Indoor mapping: Detect clinical devices with granular location details through interactive maps. Manage location space hierarchy across campus, building, floor, and place. Enhance workflows with a space data model.
- Suggested parts for tasks: Provide relevant parts recommendations to work order owners. Suggest relevant parts from historical data reducing research for work orders. Enable successful first visit by scheduling resources with the right parts.
- Now Assist for Field Service Management: Simplify task debriefs with automated work order summarization. Enable easy data entry on mobile devices elevating user experience. Leverage task summarization across activity streams, parts, and incidentals improving process adherence.

Government

- License and permit playbook: Implement a tailored playbook designed to streamline, digitize, and automate the delivery of licenses and permits to citizens and businesses. Create exceptional customer experiences by making it easy for them to apply, track the status of requests, and quickly get answers. Guide government workers to quickly and seamlessly process applications, generate digital copies, and monitor the progress of middle office teams

Finance & Supply Chain Workflows

Source-to-Pay Operations

- Integrated Supplier Third-Party Risk Management: Deeper integration between ServiceNow Third-Party Risk Management (TPRM) and Source-to-Pay. Provides due diligence playbook with Supplier Lifecycle Management when TPRM is installed. Enables seamless execution of supplier due diligence as part of onboarding.
- Additional Third-Party Integrations: Source-to-Pay integration for Oracle EBS, SAP Ariba, Coupa, and Workday Financials spokes. Additional options for SAP ECC and SAP S/4 HANA integration methods. Enhancements to Source-to-Pay integration framework.
- Usability Enhancements: Expanded employee tasking to include submit form, collect input, take survey. Enable users to seamlessly use Supplier Lifecycle Operations from Source-to-Pay Workspace. Enhances supplier cases so supplier manager can create on behalf of supplier.

ServiceNow Impact

AI accelerators

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- Align your business objectives to ServiceNow's AI solutions. Get a technical overview and demo of AI capabilities, including: Generative AI, Task Intelligence, Predictive Intelligence, Natural Language Understanding (NLU).

Instance Observer

- Get an expert primer on Instance Observer and how it can help you monitor and maintain platform health. Use the database growth summary to see an overview of database growth metrics to help you optimize performance. Metrics include total instance size and growth, largest tables, and fastest growing tables.

Subscription management

- Give platform owners a comprehensive list of entitlements across all instances. See contract start and end dates and quantity purchased—and explore entitled applications. Link directly into each instance to see specific allocations and manage them.

Training insights

- Get visibility into training data directly within Impact. Speed adoption and increase business value by ensuring you take full advantage of all available training. View details including: Learning credit consumption and expiration, training history, vouchers and certification details, and users linked to your organization's account.

Microsoft Partnership

Now Assist integration with Microsoft Teams

- Reduce mean time to resolution through more personalized self service with Now Assist in Virtual Agent. Get quick summaries of knowledge articles within the tools that employees chat, meet, and collaborate in. Increase employee productivity by providing them quick at-a-glance answers to information they are searching for.

Employee Center in Microsoft Teams and M365 enhancements

- Provide video-based employee comms through microsites and in notifications within Employee Center. Find answers faster with Now Assist in AI Search. Capture employee feedback and sentiment for service delivery in the flow of work with embedded experiences.

Cloud Services Catalog

- Reduce cloud provisioning time via pre-defined templates and guided set-up for cloud catalog requests. Maintain visibility and control through governance policies. Automate release pipelines (e.g. ADO) and automation tools (e.g. Ansible) through centralized policy-driven workflows.

Manage documents on records with OneDrive

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- Manage documents on policies, evidence requests, engagements, audit tasks, and more using OneDrive integration. Collaborate online using Excel, Word, PowerPoint, Visio, and more with Office 365 integration. Maintain a version history with access to any version on OneDrive.

Upgrading to the Washington DC release

Upgrade to the ServiceNow AI Platform Washington DC release today. Take advantage of these ServiceNow resources to help you stay current.

Get your Washington DC release upgrade kit: Find everything you need to get started on your upgrade, including a summary of new features, demos, key resources, and more.

ServiceNow Releases and Upgrades community: Ask questions and get answers from ServiceNow experts and peers, get access to the latest best practices and resources, and register for releases and upgrades community events for additional support.

Learn about the Washington DC release

The Washington DC release includes new features and improvements built on the ServiceNow AI Platform®.

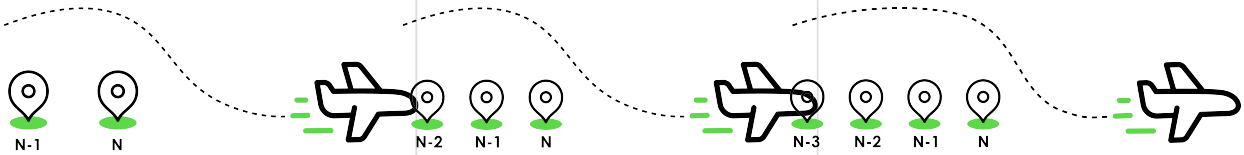
Release dates

- Early availability: February 1, 2024
- General availability: March 20, 2024

Release notes for upgrades

Before you upgrade, review release notes from your current version to the Washington DC release. The release notes offer valuable information about new functionality, notable changes, and available fixes. They help you determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.

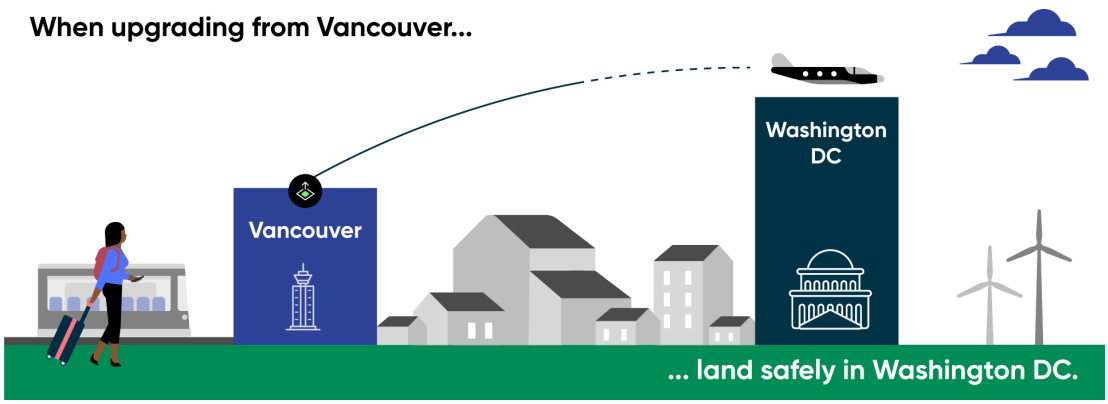
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Upgrade from Vancouver	Upgrade from Utah	Upgrade from Tokyo
		
Release notes for upgrading from Vancouver to the Washington DC release	Release notes for upgrading from Utah to the Washington DC release	Release notes for upgrading from Tokyo to the Washington DC release

Release notes for upgrading from Vancouver

When you upgrade from the Vancouver release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Vancouver to Washington DC



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Features and changes by product  Detailed information on new products and features from Vancouver to Washington DC	**Release notes summaries**  Consolidated release notes information for all products from Vancouver to Washington DC	**Combined product release notes**  Combined information on new products and features from Vancouver to Washington DC
Personalized PRB release notes  Generate a list of issues that were fixed between your current version and available target versions	**Changes to plugins in the Washington DC release**  List of new, changed, renamed, and deprecated plugins	**Available patches and hotfixes**  Release notes for fixed issues
Browser support  Supported browser versions and additional requirements for specific products	**Accessibility and conformance**  Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	

Combined product release notes for upgrades from Vancouver to Washington DC

To help you upgrade from Vancouver to Washington DC, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

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Select your products to view release notes from Vancouver to Washington DC

The table below has a list of all products available between Vancouver and Washington DC. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Admin Center	Link
Adoption Services	Link
Advanced AI Search Management Tools	Link
Advanced Risk	Link
Advanced Work Assignment	Link
Advanced Work Assignment (AWA)	Link
Agent Chat	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agent Workspace for HR Case Management	Link
AI Control Tower	Link
AIOps LEAP	Link
AI Risk and Compliance	Link
AI Search	Link

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Product	Combined release notes
Alumni Center	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Management Center	Link
App Engine Studio	Link
Applicant Center	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Asset Audit Response	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Benchmarks	Link
Business Continuity Management	Link
Card data security	Link
Career Assessment	Link
Career Conversations	Link
Care Team Operations for Biomed	Link

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Product	Combined release notes
Care Team Operations for Environmental Services	Link
Care Team Operations for Facilities	Link
Care Team Operations for Healthcare IT	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link
Clinical Device Management	Link
Clone Admin Console	Link
Cloud Account Management	Link
Cloud Cost Management	Link
Cloud Cost Management 8.0.0	Link
Cloud Cost Management 9.0	Link
Coaching	Link
Code Signing	Link
Collaborative Work Management	Link
Commercial Lines Claims	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Common GRC feature	Link
Compliance Case Management	Link

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Product	Combined release notes
Configurable Workspace	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Continual Improvement Management	Link
Continuous Authorization and Monitoring	Link
Continuous Authorization and Monitoring (CAM)	Link
Contract Management Pro	Link
Conversation Insights	Link
Core ServiceNow AI Platform	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link
Customer Engagement Sequences	Link
Customer self-service for Sales and Order Management	Link
Customer Service Management (CSM)	Link
Customer Service Problem Management	Link
Customer Success Management	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link

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Product	Combined release notes
Data management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
Developer Sandboxes	Link
DevOps Change Velocity	Link
DevOps Config	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Digital Portfolio Management (DPM)	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link

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Product	Combined release notes
Dynamic Translation	Link
Employee Center	Link
Employee Center Pro	Link
Employee Relations	Link
EMR Help	Link
Encryption	Link
Encryption Key Management	Link
Enterprise Architecture	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
Equifax spoke	Link
ERP Canvas	Link
ERP Customization Mining	Link
ERP Data Hub	Link
ERP Semantic Mining	Link
Event Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link

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Product	Combined release notes
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with Guidewire	Link
Financial Services Operations Integration with Mastercard	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Hardware Asset Management 13.0.0	Link
Hardware Asset Management 8.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link

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Product	Combined release notes
Hermes Messaging Service	Link
Hiring	Link
HR Multi Instance Integration	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery integration with Accurate Background service	Link
HR Service Delivery integration with First Advantage service	Link
HR Service Delivery Integration with Magnit	Link
HR Service Delivery integration with Sterling Talent Solutions service	Link
Identity	Link
Identity and Authentication	Link
Impact	Link
Incident Management	Link
Individual Life Claims	Link
Industrial Process Manager	Link
Instance Data Replication	Link
Instance Scan	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link

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Product	Combined release notes
Interview management	Link
Investment Funding	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Visibility	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
ITSM Virtual Agent	Link
Journey designer	Link
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Lead-to-Cash Process Management	Link
Learning	Link
Learning Posts	Link
Legacy Studio	Link
Legal Hold Notification	Link

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Product	Combined release notes
Lifecycle Events	Link
Listening Posts	Link
Localization Framework	Link
Localization Workspace	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mastercard Spoke	Link
Mentoring	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile	Link
Mobile Platform	Link
Natural Language Query	Link
Natural Language Understanding	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link

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Product	Combined release notes
Now Assist	Link
Now Assist AI agents	Link
Now Assist Analytics	Link
Now Assist for App Engine	Link
Now Assist for CMDB	Link
Now Assist for Collaborative Work Management	Link
Now Assist for Collaborative Work Management (CWM)	Link
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Creator	Link
Now Assist for CSM	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for FSM	Link
Now Assist for Hardware Asset Management (HAM)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Legal Service Delivery (LSD)	Link

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Product	Combined release notes
Now Assist for Sales and Order Management (SOM)	Link
Now Assist for Security Incident Response and Now Assist for Vulnerability Response	Link
Now Assist for Security Incident Response (SIR) and Now Assist for Vulnerability Response (VR)	Link
Now Assist for Security Operations	Link
Now Assist for Service Graph Connectors (SGC)	Link
Now Assist for Software Asset Management (SAM)	Link
Now Assist for Source-to-Pay Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist for Workplace Service Delivery (WSD)	Link
Now Assist in AI Search	Link
Now Assist in Contract Management	Link
Now Assist in Document Intelligence	Link
Now Assist in Hiring Experiences	Link
Now Assist in Platform Analytics	Link
Now Assist in Virtual Agent	Link
Now Assist Skill Kit	Link
Now Mobile	Link
On-Call Scheduling	Link

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Product	Combined release notes
Operational Resilience	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Incident Management v2	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Partner Relationship Management	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Performance Analyzer	Link
Personal Lines Claims	Link
Platform Analytics Experience	Link
Platform Analytics Workspace	Link

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Product	Combined release notes
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Service Experience Workflows	Link
Proactive Triggers	Link
Problem Management	Link
Process Automation Designer	Link
Process Mining	Link
Product Catalog Management and Pricing Management	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Quote Management	Link
Recruitment workspace	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link

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Product	Combined release notes
Release Management	Link
ReleaseOps	Link
Request Management	Link
Resource Management Workspace	Link
Retail applications	Link
Retail Core	Link
Retail Operations	Link
Retail Task Management Core	Link
Return Merchandise Authorization	Link
Robotic Process Automation (RPA) Hub	Link
RPA Hub	Link
Sales Agreement Management	Link
Sales Forecasting	Link
Scaled Agile Framework (SAFe)	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-service and omnichannel applications for CSM	Link
Self-Service and Omnichannel engagement for CSM	Link
Service Bridge	Link

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Product	Combined release notes
Service Builder	Link
Service Catalog	Link
Service Creator	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Add-in for Microsoft 365	Link
ServiceNow AI Platform core feature	Link
ServiceNow IDE	Link
ServiceNow Lens	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
ServiceNow Vault	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link

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Product	Combined release notes
Service Reliability Management	Link
Sidebar	Link
Site Reliability Operations	Link
Skills Foundation	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development Core	Link

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Product	Combined release notes
Talent Feedback	Link
Talent profile	Link
Task Intelligence for ITSM	Link
Telecommunications Network Inventory	Link
Telecommunications Service Operations Management	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Upgrade Center	Link
Upgrade Management	Link
User Experience Analytics	Link
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Vulnerability Response	Link

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Product	Combined release notes
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link
Walk-up Experience	Link
Workflow Data Fabric Hub	Link
Workflow Studio	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zero Copy Connector for ERP	Link
Zing text indexing and search engine	Link

Features and changes by product

Review the new features and changes in this release by product.

New features and products in Washington DC

The Washington DC release includes new features and products.

Customer Service Management

Customer Contracts and Entitlements release notes

Employee Service Management

Mentoring release notes

Financial Services Operations

- Financial Services Operations Integration with Visa release notes
- Visa Spoke release notes

IT Service Management

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Service Operations Workspace for IT Service Management Release Notes

Hyperautomation and Low Code

Workflow Studio release notes

Operational Technology

- Operational Technology Knowledge Management release notes
- Service Graph Connector for Microsoft Defender for IoT (Azure) release notes

Sales and Order Management

- Opportunity Management release notes
- Product Catalog Management and Pricing Management release notes
- Quote Management release notes

Security Operations

Security Posture Control release notes

Source-to-Pay Operations

Accounts Payable Operations release notes

Updated features and products

Other products were changed and updated in the Washington DC release. For more information, refer to the release notes topics, which are organized by product area.

API release notes

ServiceNow® APIs let you build custom applications and experiences. APIs were enhanced and updated in the Washington DC release.

API highlights for the Washington DC release

- Use server-side JavaScript APIs in scripts to change the application functionality.
- Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes.
- Use inbound REST APIs to interact with various ServiceNow functionalities within your application.

See API implementation and reference for more information.

New in the Washington DC release

New scoped classes and additional methods to existing scoped classes

Class	Methods
GlideAggregate - Scoped	setIntervalYearIncluded()
GlideRecord - Scoped	Scoped GlideRecord - updateWithReferences(Object reason)
ProcessMiningForExternalData - Scoped, Global	ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)

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New scoped classes and additional methods to existing scoped classes (continued)

Class	Methods
ProductInstance API - Scoped, Global	• generatePID() • getPIDConfig() • isProductInstance()
XMLDocument2 - Scoped, Global	setEnableCDATAReporting()
XMLNode - Scoped, Global	isCDATANode()

New global classes and additional methods to existing global classes

Class	Methods
GlideAggregate - Global	setIntervalYearIncluded()
GlideRecord - Global	GlideRecord - addExtraField(String dotWalkedField)
OnCallContactPrefTemplate - Global	• OnCallContactPrefTemplate() • copyContactPreferences() • deleteContactPreferenceAttempts()
OnCallEscalationTemplateSNC - Global	• OnCallEscalationTemplateSNC() • copyEscalationTemplatetoEscalationSet() • deleteEscalationSetSteps()
ProcessMiningForExternalData - Scoped, Global	ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)
ProductInstance API - Scoped, Global	• generatePID() • getPIDConfig() • isProductInstance()
SPWidgetAccessControl - Global	hasPublicAccess()
XMLDocument2 - Scoped, Global	setEnableCDATAReporting()
XMLNode - Scoped, Global	isCDATANode()

[store-future: BEGIN review]

New scoped classes and methods available in the ServiceNow Store

Application	Version	Class	Methods

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New scoped classes and methods available in the ServiceNow Store (continued)

Application	Version	Class	Methods

[End]
[store-future: BEGIN review]

New global classes and methods available in the ServiceNow Store

Application	Version	Class	Methods

[End]

New REST APIs and endpoints available in the ServiceNow Store

Application	Version	API	Endpoints
Threat Intelligence Security Center for Security Operations	3.0.2	TISC API	POST /sn_sec_tisc/threat_intel_data/observables

Changed in this release

Changed scoped classes

Class	Methods
DecisionTableAPI - Scoped, Global	The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time • Glide_duration • Longint
GlideRecord - Scoped	A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple() methods to force chunk record deletions and updates above a threshold.

Changed global classes

Class	Methods
DecisionTableAPI - Scoped, Global	The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time

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Changed global classes (continued)

Class	Methods
	• Glide_duration • Longint
GlideRecord - Global	A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple() methods to force chunk record deletions and updates above a threshold.

Changed client APIs

Class	Methods
GlideForm (g_form) - Client	The addFormMessage() method has a new parameter *`options`* to add buttons to a form message.

Changed REST APIs

API	Endpoints
System for Cross-domain Identity Management (SCIM) API	The SCIM - PATCH /scim/Groups/{group_id} endpoint returns a new 204 status message when the SCIM UI property, `Enable Group Patch API response with No Content`, is successful.

Changed scoped classes available in the ServiceNow Store

Application	Version	Class	Methods
Customer Service Management	2.0.0	LeadtoCashCore - Scoped	• The LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context) method provides an new object parameter, *`context`*, which supports two options for displaying attribute values and for enabling the ability to invoke more than one instance at a time. • The LeadtoCashCore - createInstance(String headerSysIDs, String lineSysIDs, Boolean isTarget, Object additionalParams) method supports the ability to create one or more entities using multiple header or line IDs in the API script. • The LeadtoCashCore - delta(Object sourceJSON, Object dirtyJSON, Object additionalParams) method now supports multi-select use cases and retrieves action details in the source JSON. • The LeadtoCashCore - effect(Object sourceJSON, Object targetJSON, Object additionalParams) method now supports the

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Changed scoped classes available in the ServiceNow Store (continued)

Application	Version	Class	Methods
			ability to invoke effect() with empty arrays of various related items to mark them as 'no change' between source and target JSONs.
Automated Test Framework	2.3.8	Cloud Runner TestGenerationApi – Scoped, Global	TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests) - endpoint supports two new parameters, *separateUpdatePerScope* and *scopeForGeneratingTests*, which designate whether generated tests are separated into same or separate scopes.

Changed global classes available in the ServiceNow Store

Application	Version	Class	Methods
Automated Test Framework	2.3.8	Cloud Runner TestGenerationApi – Scoped, Global	The TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests) method supports the new *separateUpdatePerScope* parameter, which designates whether generated tests are separated into same or separate scopes.

Changed REST APIs available in the ServiceNow Store

Application	Version	API	Endpoints
Automated Test Framework	2.3.8	Cloud Runner Test Generation REST API	The Cloud Runner Test Generation - POST /now/sn_atf_tg/test_generation endpoint supports two new parameters, *separateUpdatePerScope* and *scopeForGeneratingTes* which designate whether generated tests are separated into same o separate scopes.
Order Management for Telecommunications, Media, and Technology	8.0.1	Product Order Open API	A new system property, *sn_ind_tmt_orm.allowSpecVersionUpdateInChangeO* impacts how change orders are processed for the PATCH /sn_ind_tmt_orm/order/productOrder/{id} and POST /sn_ind_tmt order/productOrder endpoints. When the property is set to true (default), if the product inventory is a different version than indicated the order, the product inventory is automatically upgraded to the ver in the order by changing the referenced product specification. This allows the order to be successfully processed.

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Changed REST APIs available in the ServiceNow Store (continued)

Application	Version	API	Endpoints
Order Management for Telecommunications, Media, and Technology	8.0.1	Service Order Open API	A new system property, *sn_ind_tmt_orm.allowSpecVersionUpdateInChangeO* impacts how change orders are processed for the PATCH /sn_ind_tmt_orm/order/serviceorder/{id} and POST /sn_ind_tmt_serviceorder endpoints. When the property is set to true (default) the service is a different version than indicated in the order, the serv is automatically upgraded to the version in the order by changing th referenced service specification. This allows the order to be succes processed.

Activation information

The following APIs are available by default:

- `DecisionTableAPI`
- `DuplicateTemplate`
- `GlideAggregate`
- `GlideForm`
- `GlideRecord`
- `ProductInstance`
- `SPWidgetAccessControl`
- `XMLDocument2`
- `XMLNode`

The following APIs require plugin activation:

- The `OnCallContactPrefTemplate` and `OnCallEscalationTemplateSNC` APIs require the On-Call Scheduling (com.snc.on_call_rotation) plugin to be activated.
- The `ProcessMiningForExternalData` API requires the Process Mining for external data (sn_po_extdata) plugin to be activated.

Application Portfolio Management Release Notes

The ServiceNow® Application Portfolio Management application provides visibility into your business applications by creating a centralized inventory of business applications. Application Portfolio Management was enhanced and updated in the Washington DC release.

Application Portfolio Management highlights for the Washington DC release

- Find the digital integration and API connection details and view the APIs that are created from the design specs of the digital interface. Also, view the environments where the APIs are deployed, and group them as required.
- [store-future: BEGIN review]From EA Workspace version 3.0.3, you require the Technology Portfolio Management (sn_apm_tpm), Application Portfolio Management - TRM plugins (snc.apm_trm), and Total Cost of Ownership (sn_apm_tco) plugins to view TPM, TRM, and TCO-related features in the EA Workspace. To activate the plugins, see Activate the Technology Portfolio Management (TPM) plugin, and Install the Application Total Cost of Ownership (TCO) plugin.[End]

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- View Application Portfolio Management (TRM) and Technology Reference Model (TRM) life-cycle information in a Gantt chart format within the Business Application view in the ServiceNow® Enterprise Architecture Workspace.
- View a roadmap for your business capabilities and business applications in the Strategic Portfolio Workspace from the Enterprise Architecture Workspace.
- Add or request a TRM hardware product and product life cycle. ServiceNow® Technology Portfolio Management (TPM) extends support for setting technology standards for hardware.

See Application Portfolio Management for more information.

New in the Washington DC release

Connect a digital interface with the CMDB API in the EA Workspace

Create a relationship between a digital interface and a CMDB API from the digital interface related list. Find out which digital integration uses which API and the environments where they're deployed and group the deployed APIs.

Working with the Enterprise Architecture Workspace dashboard

The following widgets are available on the TCO tab of the Enterprise Architecture Workspace dashboard.

- **Business applications by TCO score**
- **Business application TCO by cost type and planned disposition for FY:Q (Current quarter)**
- **Top 10 business applications with the highest cost for FY:Q (Current quarter)**

Managing a business portfolio

Filter the business capability scores by fiscal year using the Fiscal year filter.

Working with the Application Assessments dashboard

The Application Assessments dashboard is now available in the EA Workspace.

Working with the Application 360 dashboard in Enterprise Architecture Workspace

The Application 360 dashboard is now available in the EA Workspace.

Configure application total cost of ownership (TCO) in Enterprise Architecture Workspace

Evaluate the cost of your business applications and leverage the application costs to prioritize your application portfolio. Rationalize business applications by their cost and align them with the organization's business strategy. For more details, see Configure application total cost of ownership (TCO) in Enterprise Architecture Workspace, Create a source for an Application TCO, Create a cost type for Application TCO in Enterprise Architecture Workspace, Add or edit a total cost of ownership record.

View roadmap for your business capabilities and business applications

Plan, prioritize, and roadmap the work for your business capabilities and applications by aligning with the strategy. For more details, see View a roadmap of a business capability and View roadmap of a business application.

View and select your folders to save Lucidchart diagrams

Fetch your Lucid folders to select and save the Lucidchart diagrams while creating a diagram. For more details, see Create a Lucidchart diagram for a business capability

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in the EA Workspace and Create a diagram for a business application in the EA Workspace.

Use indicators created by you to analyze business applications in the Application Rationalization page

Use custom indicators in the Application Rationalization screen in the Enterprise Architecture Workspace to analyze business applications in the bubble chart view or list view. Use the Active flag to select the indicators that you want to apply for rationalization. For more details, see Bubble chart view of application rationalization and List view of application rationalization.

View TPM and TRM lifecycles in a Gantt chart view

View TPM and TRM life-cycle information of a business application in a Gantt chart format under the **Lifecycle Timelines** tab of a business application view. For more details, see Gantt view of TPM and TRM lifecycle timelines.

Rationalize all business applications associated with capabilities and their child capabilities

Apply the business capability filter in the Application Rationalization page to view all the business applications including the ones that are associated with the child capabilities of the parent capability.

Add or request a TRM Product or TRM Product life cycle for hardware products

Request a TRM hardware product and product life cycle using the TRM Catalog or TRM navigation within the Enterprise Architecture Workspace. Depending on the user role, you can add or request a TRM product. For example, if you're a member of the Enterprise Architect group, you can directly add a TRM product or TRM product life cycle. For more details, see Add or edit a TRM product request, Add or edit a TRM product lifecycle request, Request a TRM product using the TRM Catalog, and Request a TRM product lifecycle using the TRM Catalog.

Rationalization of business applications

The Enterprise Architecture Workspace supports Application Rationalization. Rationalize your business applications by analyzing the applications by their indicators to take action. Take actions such as creating a demand, setting the planned disposition, adding life-cycle data, viewing associated demands, and updating details of an existing project associated with an application. For more information, see Bubble chart view of application rationalization and List view of application rationalization.

Personalize the Enterprise Architecture Workspace home page

Customize the sections that you want to display on the EA Workspace home page by using the personalize page feature.

Run a scheduled job to update TRM technical debt data in EA Workspace

Run the *Populate TRM technical debts in the EA Workspace* scheduled job to update the TRM technical debts data in the EA Workspace. For more details, see Manage TRM technical debt.

Open business application form in Core UI from EA Workspace

Open the business application form in Core UI from the EA Workspace.

UI changes

Enterprise Architecture Workspace Dashboard page

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In the Enterprise Architecture Workspace Dashboard page, widgets are now displayed under different tabs for better organization. The following tabs have been introduced:

- **Application Portfolio**
- **Business Portfolio**
- **Technology Portfolio**
- **Information Portfolio**
- **Portfolio TCO**

For more details, see Working with the Enterprise Architecture Workspace dashboard.

Configure application total cost of ownership (TCO) in Enterprise Architecture Workspace

In the Setup page, the TCO section is added to define the source and cost type for Application TCO.

In the Portfolio page, the TCO section is added to view TCO information for all business applications.

In the Application Rationalization List view page, a new column is added to show Application TCO indicator scores. The existing Application TCO indicator (for APM) remains and a new indicator Portfolio TCO is added to the table.

In the Application Rationalization Bubble chart view, the Portfolio TCO score appears as an option for the bubble size.

In the Enterprise Architecture Workspace Dashboard page, the Portfolio TCO dashboard tab is added to show application TCO-specific widgets.

In the business application form, a new related item is added for TCO.

In the Insights section, a new **Business applications w/o cost data** card is added on the **Application Portfolio** tab to show the business applications without cost data.

TRM Product Request form **Add a product or product life cycle for hardware**

The **Type** field is added in the TRM product request and TRM Product life cycle Request forms to select a hardware product.

View the Publisher details for TRM product life-cycle

View the publisher details of a TRM product, while creating or requesting a TRM product life cycle. For more details, see Create new TRM product lifecycle form and Create new TRM product lifecycle request form.

Exploring Enterprise Architecture Workspace **Home page**

The EA Workspace dashboard page is removed from the home page. It's available as a separate page. You can navigate to the page by selecting the Dashboard icon from the navigation pane.

View a unified map for a business application

View the Unified map of a business application in a new tab within the EA Workspace.

New page in EA Workspace, displaying information for Application Rationalization

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A new page is added in EA Workspace to display the Application Rationalization information. For more details, see Rationalization of business applications.

EA Workspace excludes retired business applications

The Enterprise Architecture Workspace home page and the dashboard pages exclude the business applications that are in Retired state and the business applications with the End of Life life-cycle stage.

Activation information

Application Portfolio Management is available with activation of the Application Portfolio Management (com.snc.apm) plugin. For details, see Application Portfolio Management.

Related ServiceNow applications and features

Portfolio Planning in Strategic Planning

The Strategic Planning Workspace helps Application Portfolio Management users to view a roadmap for business capabilities and business applications to plan, prioritize, and roadmap the work by aligning with the strategy.

Customer Service Management release notes

ServiceNow® Customer Service Management has new and updated applications and features in the Washington DC release.

Agent experience for CSM release notes

The ServiceNow® Agent experience for CSM provides customer service agents with the tools they need to find, research, and resolve customer issues and questions. Agent experience for CSM was enhanced and updated in the Washington DC release.

Agent experience for CSM highlights for the Washington DC release

- Simplify your CSM Configurable Workspace configuration by using record pages that leverage logic such as presets, controllers, and extension points.
- Perform common actions in the user interface using keyboard shortcuts.
- Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance.

See Agent experience for more information.

Important:
CSM Configurable Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Agent experience for CSM release

Front-line case page

Provide front-line agents with a record page that focuses on essential functionality. With the simplified case view, agents can quickly gather context, categorize cases, and provide prompt responses to customers.

Modeless dialogs for Activity Compose and Email Compose

Create comments, work notes, and email messages for cases using modeless dialogs in CSM Configurable Workspace. These moveable windows enable agents to see case context while drafting text.

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Changed in this release

CSM Configurable Workspace record pages

The following record pages are the default pages for new customers:

- CSM default record page
- CSM Interaction record page

The following record pages remain the default record pages for upgrade customers:

- Record default
- Interaction record page

Dynamic Related Records for Configurable Workspace

Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store. Any new enhancements to the dynamic related records feature are delivered through this store app.

Keyboard shortcuts

Use keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows.

Reflow for Configurable Workspace

CSM Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.

Deprecations

CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Accessibility information

Accessibility improvements

Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance.

Reflow

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The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Keyboard shortcuts

Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse.

Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS).

This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks.

Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Keyboard shortcuts for creating comments, work notes, and emails

Use keyboard shortcuts to create comments, work notes, and emails when using the Front-line case page in CSM Configurable Workspace.

Related ServiceNow applications and features

Customer Service Management

Use the Customer Service Management application to provide the service and support that your external customers need.

Now Assist for CSM

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that

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provides tier 1 agents with the tools that they need to respond to customers and to resolve cases.

Case management for CSM release notes

The ServiceNow® Customer Service Management application enables customer service organizations and service operations to collaborate on customer problems proactively to resolve issues. The Customer Service Management application was enhanced and updated in the Washington DC release.

Customer Service Management highlights for the Washington DC release

- Streamline customer interactions by creating routing rules for all customer engagement channels, including voice, and automatically assigning work to the best available agent with the right skills, expertise, and capacity.
- Improve the customer experience with guided processes on the Customer and Consumer Service Portals that lead customers through the case lifecycle, from creation to completion.
- Optimize customer service delivery with a comprehensive view of business locations. Provide agents with the location context they need to create cases and resolve issues quickly and accurately.
- Support internal and external personas for the same user and eliminate the need to create and manage multiple user accounts for a single individual.
- Increase agent efficiency with an improved and flexible activity stream layout that optimizes screen real estate through collapsible panels and minimized scrolling.

See Exploring Customer Service Management for more information.

New in the Washington DC release

Service definition categories

Streamline how agents select services by creating categories for the provided services. From the case service selector and case task service selector, agents can select a category and then view and select from the available services within that category to create a case or case task.

Customer activity view

- Display the streamlined and responsive Customer Activity component in the CSM Configurable Workspace. Enhancements include an updated date picker, customer activity time group headers and card layout, and new activity icons.
- Display the Generative AI-driven summaries for historical interactions instead of full transcripts.

Technology Product Support Case application

Enable technology companies to provide support for digital products and services. Features for this application include a case type, record page, playbook, and record producer.

Technology Product Support case type

Provides a case type dedicated to technology product support needs. The Technology Product Support case type includes the tables, roles, SLAs, and other processes needed to resolve technology issues.

Technology product support record page

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Provides a simplified case view in CSM Configurable Workspace that enables agents to research and resolve technology cases.

Modeless dialogs for Activity Compose and Email Compose

Create comments, work notes, and email messages for cases using modeless dialogs in CSM Configurable Workspace. These moveable windows enable agents to see case context while drafting text.

Technology Product Support Case playbook

Provides agents with step-by-step guidance for resolving technology cases.

Quick start tests for Customer Service Management

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations.

Changed in this release

Dynamic Related Records for Configurable Workspace

Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store Any new enhancements to the dynamic related records feature will be delivered via this store app.

Case service selector enhancements

Use a keyword search and category filters in the Product Service select version of the case service selector to search for available services. View the available services in a card view and easily browse multiple pages of services.

Customer Contracts and Entitlements application

Activating the Customer Contracts and Entitlements plugin adds the Contracts and Entitlements module to the application navigator in CSM Configurable Workspace and removes the **New** UI action from the Contracts related list on the Account and Consumer forms.

Roles included with the Customer Service manager role

The customer service manager role (sn_customerservice_manager) includes the approver_user role. This role replaces the approval_admin role. Users with the customer service manager role can approve the approval requests that are assigned to them.

Deprecations

Starting with the Washington DC release, the Product Model and Catalog Items Relationship plugin is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base. For more information, see Product Model and Catalog Items Relationship plugin deprecation.

CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

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Activation information

Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Now Assist for CSM

Use the ServiceNow® Now Assist for CSM application to summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes.

Communities

From the Customer Service Portal and Consumer Service Portal, enable your customers to connect, engage, and collaborate by using the ServiceNow® Communities application. Customer Service agents can create cases from the community discussion threads and resolve cases by using the community content.

Continual Improvement Management

Use ServiceNow® Continual Improvement Management to request improvement opportunities. You can implement phases and tasks to meet performance goals, track progress, and measure success. You can also view, create, and associate improvement initiatives from within the Process Mining application.

Integrating with Customer Project Management

The Customer Project Management plugin (com.snc.csm_ppm) enables you to create projects for a customer account by using the ServiceNow® Project Portfolio Suite with Financials application. It also gives end users visibility into their projects from the Customer Service Portal. This plugin requires the Project Portfolio Suite with Financials plugin (com.snc.financial_planning_pmo).

Event Management

Customer Service Management provides an integration with ServiceNow® IT Operations Management Event Management. This integration enables you to create cases proactively from alerts either manually or through automation. Customer service agents can track the accounts and the corresponding install base items that are affected by the alert. Agents can also track the operational status of an account's install base to better correlate customer issues and provide faster responses.

Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, users and customers can perform the following tasks:

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- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view the case-related work orders from the Customer Service Portal and Consumer Service Portal.

Flow Designer

Flow Designer components enable you to invoke flows or subflows that are designed as part of a workflow and to find out the output or execution status of the flows or subflows.

Knowledge Management

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information by using the ServiceNow® Knowledge Management application. Customer service agents can resolve cases with the knowledge content.

Process Automation Designer

Customer Service Management provides an integration with the ServiceNow® Playbooks application. This integration provides the ability to configure processes such as playbooks.

Process Mining

ServiceNow® Process Mining helps analysts and process owners analyze the effectiveness of their business processes. Create automated business process flows from your data so that you can monitor and more quickly discover inefficiencies in your processes.

IT Service Management applications

Customer Service Management includes integrations with the following ServiceNow® Service Management applications: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

Next Experience UI Builder

Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application using ServiceNow® Workforce Optimization for Customer Service. With this application, you can efficiently route work to your team, manage your team's skills and schedules, and monitor their performance.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace is a customer service-specific implementation that provides tier 1 agents with the tools that they need to respond to customers and to resolve cases.

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Data management for CSM release notes

The ServiceNow® Data management for the Customer Service Management application enables you to organize and manage the data for both your internal users and external customers. Data Management for Customer Service Management was enhanced and updated in the Washington DC release.

Data management highlights for the Washington DC release

- Support workflows with the enhanced data model changes in the sold product table.
- Use contracts and entitlements that are also modeled as sold products and are part of the hierarchy so that you can have complete information about the sold product and its services.
- Identify and track the new and existing install base items by using the product instance identifier.
- Unify a user's identity personas so that you don't need to create and manage multiple user accounts for a single user. With this feature, you can seamlessly provision business-to-consumer (B2C) services.
- Get a comprehensive, 360-degree view of the business location issues so that your agents get the required contextual data to effectively resolve the reported issues.

See Data management for Customer Service Management for more information.

New in the Washington DC release

Product instance identifier

Connect new and existing products and services with the related assets and configurations by using the product instance identifier.

Link the install base items to an asset class, configuration item class, and product model class by using the **Model Category** field.

Synchronization of life-cycle states between the asset and install base

Synchronize the **State** field across both the asset class and install base class to maintain the consistency of states between both entities. The synchronization of the **State** fields depends on the states that you select in the life-cycle fields.

Comply with the Common Service Data model framework by establishing a link between the existing **State** field and the new life-cycle fields on the install base form.

Data model for Sold products and Install base

Create an install base item by using the **Specification** field on the install Base form during order fulfillment.

Support life-cycle management workflows for sold products by using the fields that are added to the Sold products table.

Sales and Order Management workflows

Configure the metadata for the lead-to-cash entities by mapping the entities and configurations.

Use the lead-to-cash operations like Create Instance, Delta, Effect, and Commit Instance to compose and build workflows for a seamless flow of information between entities. To learn more, see LeadtoCashCore - Scoped.

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Customer Life Cycle Management Workflows

Manage the life cycle of your sold products by activating the Customer Life Cycle Management workflows (com.snc.customer_lifecycle_mgmt_workflows) store application.

Update the existing products and services by triggering the sold product to order and the order to sold product flows. You use the **Modify**, **Suspend**, **Resume**, and **Disconnect** actions on the sold product related list on the accounts page to trigger this flow.

Change the current configuration of the sold product on the Configurator UI by performing the **Modify** action.

Make a definite or indefinite suspension of a sold product by using the **Suspend** action.

Restart the services of a disconnected or suspended sold product by using the **Resume** action.

Make the sold product inactive by disconnecting a sold product and its full hierarchy.

Use metadata configurations to transform data and define structures and workflows like Leads, Opportunities, Orders, Install base items, Sold products and more.

Unified User-Employee as a Consumer

Create a single, unified profile that supports both the internal and external personas from login through all interactions across the Customer Service Management product.

Business Location 360

Enable agents to accurately resolve reported business location issues by using the business location 360 template. Your agents can add data sources, display extra information, and represent entities, such as stores, government agencies, healthcare organizations, automotive dealerships, or departments, for enhanced contextual insights.

Omni-channel support for the business location staff

Enable your business location staff to interact and record all support interactions with each business location through omni-channel capabilities, including Virtual Agent, chat, and messaging applications.

Changed in this release

Transfer related party configurations to sys_metadata

Transfer the Related Party Configuration [sn_customerservice_related_party_configuration] table to the Application File [sys_metadata] table across customer instances by using the update sets.

Associate an existing user to a consumer record

Starting with the Washington DC release, only administrators can associate a user with the consumer record.

Create users through the User lookup list on the Consumer form

Starting with the Washington DC release, you can create sys_users directly from the User lookup list on the consumer form. This functionality applies to both internal (snc_internal) and external (snc_external) users.

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Integrate the Service Model Foundation with request management

Monitor the case progress as a business location staff member directly from the Business Location Service Portal (BLSP) after you submit a catalog request.

Support case creation for an external business location (EBL) staff

Enable your internal business location (IBL) and external business location (EBL) staff to track issues. Your staff can track cases on behalf of a business location against sold products that are deployed at a business location or against installed base items that are deployed at a business location.

Sales and Order Management core

- Use the enhanced entity configuration types to support covered products along with other context types like transaction headers, lines, charactersitics, and pricing adjustments.
- Support the multi-instance selection for different sales and order management workflows. For example, select multiple sold products to perform the **Move**, **Add**, **Change** functions.

Create a quote with the **Modify** action by updating the characteristics of an existing sold product, by adding new products or disconnecting existing products.

Activation information

Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.

Sales and Order Management is a Order Management feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core).

Browser requirements

Starting with the Washington DC release, ServiceNow® Data Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.

Related ServiceNow applications and features

Communities

From the Customer Service Portal and Consumer Service Portal, enable your customers to connect, engage, and collaborate using the ServiceNow® Communities application. Customer Service agents can create cases from community discussion threads and resolve cases with community content.

Field Service Management

Customer Service Management includes an integration with the ServiceNow® Field Service Management application. With this integration, these users can perform the following tasks:

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- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view case-related work orders from the Customer Service Portal and Consumer Service Portal.

Workforce Optimization for Customer Service

Manage and maintain the productivity of your workforce from a single application by using ServiceNow® Workforce Optimization for Customer Service. With this application, you can efficiently route work to your team, manage your team's skills and schedules, and monitor their performance.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tier 1 agents with the tools that they must respond to customers and to resolve cases.

Intelligence for CSM release notes

The Intelligence for CSM applications enable customer service organizations and service operations to configure and implement Guided Decisions, Recommended Actions, and Task Intelligence features. The Intelligence for CSM applications were enhanced and updated in the Washington DC release.

Intelligence for CSM highlights for the Washington DC release

- Increase efficiency and automation by using the document classifier feature to categorize incoming documents.
- View prediction performance during model training to determine your preference for either an auto-fill or recommendation as the prediction method.
- Render decision trees in a Service Portal for internal users.
- Reduce the effort in decision tree re-creation by reusing an activated child tree in the current decision tree.

See Intelligence for more information.

Important:
The following applications are available in the ServiceNow Store:

- Guided Decisions Experience (sn_ga_exp)
- Recommended Actions (sn_cs_nb_action)
- Task Intelligence for CSM for Customer Service (com.snc.csm_ml_task)

For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Task Intelligence for Customer Service - Document Classifier

Quickly classify incoming documents as the appropriate document type by using the Document Classifier feature.

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Task Intelligence for Customer Service - Performance reporting

Enhance the monitoring dashboard to display correct, incorrect, and skipped predictions by model and field, and compare models over a specified date range.

Changed in this release

Task Intelligence Admin Console enhancements

Use the Task Intelligence Admin Console to perform the following tasks:

- View the model performance for the top three recommendations and decide between auto-fill or recommend mode as the prediction preference based on the data.
- View the model performance by field on the Admin Console dashboard.
- Filter out inactive choice predictions.

Task intelligence model and UI enhancements

The following enhancements have been made in Task intelligence:

- Introduced a new Now Assist system user for AI applications that captures AI changes in the card in the activity stream. This feature is also supported for Document Intelligence for Customer Service predictions.
- Added an "Updating" message in the banner to let users know that AI predictions are currently being processed.

Guided Decisions enhancements

Use Guided Decisions to perform the following tasks:

- Enable self-service for internal users by rendering decision trees in a Service Portal.
- Link existing decision trees as children to your current decision tree.
- Enable agents or customers to revisit or change the previous responses in the decision tree run-time experience.
- Control the appearance of the **Dismiss** button in the decision tree run-time experience.

Added the following enhancements to the decision trees:

- Decision tree portal widgets that are available to external users
- Outputs to decision trees so users can embed decision trees inside other trees.
- Intermediate nodes to decision trees.

Recommended Actions enhancements

Define the number of records or values to return for the Task Intelligence Classification resource generator through the Top N Results feature.

- User interface improvements so that agents can more easily replace Agent Assist with Recommended Actions. These improvements include a new Recommended Actions icon, configuration fields to support automatic search result experience, and the ability to filter on facets within a search source entity.
- User interface improvements to the “Review and attach article” guidance.
- A full view search experience in a subtab.

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Activation information

Install the Guided Decisions, Recommended Actions, and Task Intelligence applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Support for reflow

The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

Version 28.0.0 of Recommended Actions:

- sn-template-modal-worknotes
- sn-component-attach-article-guidance
- sn-next-best-action-list-connected
- sn-guidance-experience-list-connected

Version 25.1.0 of Guided Decisions:

- sn-guided-decision-card
- sn-guided-decision-playbook-card

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Related ServiceNow applications and features

Customer Service Management

Provide the service and support that your external customers need with Customer Service Management.

Now Assist for CSM

Summarize customer chat conversations on interactions, summarize case details, and generate case resolution notes with the ServiceNow® Now Assist for CSM application.

Document Intelligence

Extract data from documents and integrate the data into automation workflows to save time and resources by using the Document Intelligence artificial intelligence (AI) solution.

Predictive Intelligence

Improve processes across the platform, such as automatically populating fields during case creation, categorizing and routing work, and recommending resolutions for cases through the Predictive Intelligence artificial intelligence.

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Now Assist for Customer Service Management (CSM) release notes

The ServiceNow® Now Assist for CSM application brings generative AI to Customer Service Management. You can improve productivity and efficiency by delivering better self-service, recommending actions, and delivering answers. Now Assist for CSM is a new application in the Washington DC release.

Now Assist for CSM highlights for the Washington DC release

- Determine when the skills for the case summarization and the resolution notes generation are available by adding conditions to the fields on the case record.
- Restrict the availability of the skills for the case summarization and resolution notes generation by user role.
- Attribute roles to the activities in the case summarization and resolution notes generation to reduce hallucinations and improve the summary quality.

See Now Assist for Customer Service Management (CSM) for more information.

Important:
Now Assist for Customer Service Management (CSM) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Add conditions to skill availability

Determine when the skills for the case summarization and the resolution notes generation are available by adding conditions to the fields on the case record.

Restrict skill availability by user role

Specify the roles that can access the skills for case summarization and resolution notes summarization.

Post-call summarization

Analyze a call after it's done and then provide a summary of the main points that were discussed during the call.

Generate a knowledge article from the CSM Configurable Workspace and classic environment with Now Assist

Generate an initial knowledge draft based on the notes that were captured in the activity stream and any other related records. The agents can edit and submit the knowledge draft for further review.

Dynamic translation for Now Assist Q&A in self-service

Now Assist customers to leverage Now Assist in portal search and Virtual Agent in non-English languages through Dynamic Translation (DT). Translate content instantly to allow customers to engage in their preferred language.

Prompt Configurability support in the Now Assist Admin

Select input tables, related records, and fields from the admin console UI, and edit the output format without directly editing the prompt. Run a test with the selections to see how the summarization looks directly in the Now Assist Admin console.

Changed in this release

Minimum text requirement for case summarization

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Enable the case summarization skill for the cases that have the minimum amount of information in the case activity stream.

AI icon support without a form reload

View the AI icons for the predicted fields as soon as the predictions are available.

Demo data for the case and interaction records

Use improved demo data to demonstrate the case summarization and resolution notes generation skills.

Case summarization enhancements

Use email and service level agreement (SLA) as input and provide a summary of the case across related records, such as emails and work notes in a record summarization.

Resolution notes enhancements

Use email as input to generate resolution notes for a case and propose a solution to the customer.

Chat summarization enhancements

Generate summaries when chats are transferred between the live agents and select the portals where chat summarization is accessible.

Activation information

Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.

Additional requirements

The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license.

Starting with Vancouver Patch 4, Now Assist for CSM is supported.

Related ServiceNow applications and features

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

Use the Now Assist Admin console to provide you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist panel

Use this conversational interface in CSM Configurable Workspace to summarize a chat, a case, or resolution notes so that you can get the context of this information more quickly.

Now Assist skills

Use the Now Assist products to provide generative AI skills to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

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Customer Contracts and Entitlements release notes

The ServiceNow® Customer Contracts and Entitlements application provides the foundation for storing and managing customer service contracts and entitlements. Customer Contracts and Entitlements is a new application in the Washington DC release.

Customer Contracts and Entitlements highlights for the Washington DC release

- Develop an end-to-end flexible data model to capture contract and entitlement details.
- Establish relationships with existing customer data, such as sold products and install base items, by adding the contract and entitlement data to the common data model.
- Support customer needs by implementing capabilities ranging from account-based support entitlements to contracts that include service plans with complex entitlement coverage.
- Enable the end-to-end order management process for contracts and entitlement.
- Manage and modify contracts, contract lines, and entitlements.

See Customer Contracts and Entitlements for more information.

Important:
Customer Contracts and Entitlements is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Customer Contracts and Entitlements features

Create and manage contracts

Create contracts manually and import and synchronize existing contracts to retain updated data.

Work in agent workspace

View, utilize, and manage contracts and entitlements in the ServiceNow® CSM Agent Workspace.

Generating new customer contracts and entitlements

Manage the life cycle of customer service contracts and entitlements from offer creation to contract generation.

Integrating offer to contract services

Integrate product catalog management, order management, and contract management to deliver a seamless capability to support selling of service contracts and entitlements.

Managing contracts and entitlements

Manage modifications in contracts and entitlements to process change orders for contracts, contract lines, and entitlements. Support entitlements for an account, a product, or a service plan.

Renew service contract

Renew a service contract before the contract expires.

Service contract lines for subscription plans

Create contract lines for subscription products and services.

Resuming, cancelling, and suspending service contracts

Resume, cancel, suspend, or modify the services specified in service contracts and entitlements based on customer requirements.

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Activation information

Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements.

Note:
With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements remain available for viewing.

Related ServiceNow applications and features

Flow Designer

ServiceNow® Flow Designer components enable you to invoke flows or subflows that are designed as part of a workflow and used to find out the output or execution status of the flows or subflows.

Install base management

ServiceNow® Install base management is used to capture a customer's use or purchase of a product across any industry with the Customer Service Management application.

Next Experience UI Builder

ServiceNow® Next Experience UI Builder is a low-code web user interface builder that enables developers to build pages for workspace and portal web-based experiences. Use the base system and custom web components to build your pages.

Product Catalog Management

ServiceNow® Product Catalog Management organizes products into catalogs and categories so that agents can easily find and add products and services to a quote.

Pricing Management

ServiceNow® Pricing Management helps to set pricing for products and services that can be added to a quote. Pricing Management also enables agents to make pricing adjustments to products in the quote.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents use to find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tools to the tier 1 agents that they must use to respond to customers and resolve cases.

Self-Service and Omnichannel engagement for CSM release notes

With ServiceNow® Omnichannel support, your customers can use chat on Self-Service portals or consumer messaging apps to connect with your business, or connect using email or phone. ServiceNow® Omnichannel and Self-Service applications were enhanced and updated in the Washington DC release.

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Omnichannel and Self-Service highlights for the Washington DC release

- Monitor case-related activities more effectively using the improved activity stream UI on the case view.
- Implement guided intake for case records that have a Playbooks (PAD) process associated with them.
- Navigate through the playbook steps to complete the intake process. Additionally, your customers can view a case with an end-end visualization of the case life cycle.
- Streamline the integration of voice calls from Amazon Connect with your ServiceNow® instance by using Advanced Work Assignment (AWA) as the routing engine.
- Provide more support by integrating with Virtual Agent.

See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Playbooks for Portals for more information.

Important:
Engagement Messenger, playbook, and Omnichannel are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Playbooks for Portals

Provide your customers with Customer Service Management (CSM) playbooks on service portals to create new cases with a similar process-based experience as agents. Your customers can visualize the end-to-end case life cycle when viewing the case on the service portal, and view and act on pending tasks in the context of the case process.

Onboarding with Self-Service

Enable customers to create self-service guided requests, submit cases at their own pace and continue working on them later, and track the progress of cases through a new Playbooks (PAD) process, Onboarding with Self-Service.

Configure font size for chat

Change the font size (regular, medium, large) for the chat header and chat body that customers see in a Virtual Agent chat. As an administrator, you can preview the font size in real-time in the preview section before applying a chat configuration for a Virtual Agent chat.

Using Configurable Portal widgets

The following new widgets were added to the available Configurable Portal widgets:

- Portal Object widget: Display quick actions and key information of a record in the widget, which displays the information based on the sys_id of a record.
- Portal Taxonomy topics widget: Display the first level of taxonomy topics as cards in the widget. When users access these cards, they're redirected to a page that displays knowledge articles and catalog items related to a taxonomy topic.

Set up Engagement Messenger

Extend self-service capabilities such as case management, Knowledge, AI Search, Virtual Agent and Live Agent chat on your mobile applications.

New tools in Tiny MCE editor

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The following new tools in the Tiny MCE editor provide enhanced support for rich content displayed in the case conversation view:

- Undo
- Redo
- Font color
- Text highlight
- Indent
- Outdent
- Hyperlink
- Unlink
- Table
- Image
- Code sample

Advanced Work Assignment (AWA) Voice Routing for Amazon Connect

Use Advanced Work Assignment to route any voice call made from Amazon Connect.

Unified Consumer profile access to Consumer Service Portal menus

A unified profile through the Unified Consumer feature, which includes both the external (snc_external) and internal (snc_internal) user roles, provides access to all menus on the Consumer Service Portal. Previously, access to specific menus depended on whether the user profile had the external or internal role.

UI changes

Activity stream view in rich content editor

More efficiently track case-related activities through an enhanced activity stream view.

Changed in this release

Portal Mega Menu widget

The Portal Mega Menu widget has the following enhancements:

- Enables you to access and navigate through a wide range of menu items on your mobile device using the Portal Mega Menu widget.
- Display a cart, wish list, guided tour, or scripted lists such as notification, approval, or survey on the header of your portal.

Activation information

Install the Engagement Messenger, playbook for CSM, and Omnichannel applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Additional requirements

Starting with the Vancouver release, the chat client was enabled by default only for authenticated users. To enable the chat client for unauthenticated users to be able to access Virtual Agent chat and Live Agent chat, you must enable the *$sn-va-web-client-app* and *sn_va_web_client_app_embed* pages for public access. For more information, see Make UI pages public or private.

Browser requirements

Internet Explorer is not supported.

Related ServiceNow applications and features

Field Service Management

Integration with the ServiceNow® Field Service Management application enables you and your customers can perform the following tasks:

- Field service technicians can view customer account and contact information on work orders and work order tasks in the Field Service Management application.
- Customer service agents can create work orders from cases in the Customer Service Management application.
- Customers and consumers can view case-related work orders from the Customer Service Portal and Consumer Service Portal.

Knowledge Management

From the Customer Service Portal and Consumer Service Portal, enable your customers to search for shared information using the ServiceNow® Knowledge Management application. Customer service agents can resolve cases with Knowledge content.

IT Service Management applications

Customer Service Management includes integrations with the following ServiceNow® Service Management applications: Incident Management, Problem Management, Change Management, and Request Management. With these integrations, you can create incident, problem, change, and request records from customer service cases. Customers can also submit requests from the Customer Service Portal.

Workforce Optimization for Customer Service release notes

The ServiceNow® Workforce Optimization for Customer Service application enables you to efficiently route work to your team, manage your team's skills and schedules, and monitor their performance. Workforce Optimization for Customer Service was enhanced and updated in the Washington DC release.

Workforce Optimization for Customer Service highlights for the Washington DC release

- Managers and supervisors can monitor voice queues and key performance indicators (KPIs).
- Managers and agents can synchronize their calendars and events with Microsoft Outlook.
- View performance metrics for consumer messaging channels.
- Agents can sign up for work shifts based on their availability and preference.

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See Exploring Workforce Optimization for Customer Service for more information.

Important:
Workforce Optimization for Customer Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Performance metrics for voice channel

Monitor and manage the health of voice queues. Integration of Amazon Connect with Workforce Optimization for Customer Service enables managers to monitor agent and queue performance of voice channel in real time.

Performance metrics for conversational channels

Monitor and manage the health of customer service on consumer messaging channels including WhatsApp, Facebook, LINE, and SMS. These performance metrics are visible in Channel Management.

Integrating Microsoft Outlook with Workforce Optimization for Customer Service

Synchronize the Workforce Optimization for Customer Service team calendar with Microsoft Outlook so managers and agents can view their schedules and events on Microsoft Outlook.

Agent shift sign up

Agents are notified when the schedule plan available for sign up is approaching its due date. Agents can indicate their preference for shifts within a schedule plan.

Related ServiceNow applications and features

Advanced Work Assignment

Automatically assign work items to your agents based on their availability, capacity, and skills using ServiceNow® Advanced Work Assignment.

Skills Management

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams using ServiceNow® Skills Management.

CSM Workspaces

Agents can swap shifts, manage their time-off requests and approvals, and complete assigned trainings using ServiceNow® CSM Agent Workspace.

Employee Service Management release notes

Employee Service Management has new and updated features in the Washington DC release

HR Service Delivery release notes

The ServiceNow® HR Service Delivery application improves the employee service experience by automating HR interactions and providing a single platform for all HR services. HR Service Delivery was enhanced and updated in the Washington DC release.

Agent Workspace for HR Case Management release notes

The Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly. Agent Workspace for HR Case Management was enhanced and updated in the Washington DC release.

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Agent Workspace for HR Case Management highlights for the Washington DC release

- Enhance the security of documents that are attached to a case by adding permission requirements on who should read or edit the documents.
- Use personal notes to add sensitive or rapidly changing information that you don't want to include in the case history or work notes of a case.

See Agent Workspace for HR Case Management (Configurable) for more information.

Important:
Agent Workspace for HR Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Schedule a meeting task within a case

View the availability of an employee and schedule a meeting while you're working on an HR case. For example, you can schedule a meeting with a new hire as part of the onboarding process.

Add personal notes

Use personal notes to add information that is not finalized and must not be tracked within the case history. Working notes are accessible to all agents who are working on a case. In some cases, agents might not want private notes or rapidly changing information related to a case to be viewed by other agents.

Using checklists in Agent Workspace for HR Case Management

Add, edit, reorder, or delete checklist items from the contextual side panel.Previously, you could add, edit, reorder, or delete checklist items only from Core UI.

Secure documents

Add an extra layer of security on attachments that are linked to a case. Grant access to attachments with sensitive or private data to specific groups, users, user criteria or roles.

Page Configurations reference

Configure a few components on the landing page, record page, list page, and HR case creation page on the Configuration Settings page. Previously, you could configure these components using the UI Builder only.

Streamline HR case resolutions

Integrate a cloud contact center with HR Agent Workspace to enable employees to resolve their HR cases using interactive voice response. For cases that require a live agent, the system routes the call to an available agent, displays relevant caller information to the agent, and automatically captures data from the interaction.

Activation information

Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

HR Service Delivery

Improve the employee service experience by automating HR interactions and providing a single platform for all HR services. Replace manual and siloed processes with cross-functional digital workflows for increased efficiency. Align business goals with employee needs, including onboarding, career growth, and other transitions.

Now Assist for HRSD

Summarize case information, generate resolution notes, and summarize the chat information using GenAI capabilities. Enable your agents to understand the chat and case context and to propose quicker resolutions to requesters.

Document Templates release notes

The Document Templates application enables you to create HTML and PDF document templates so that you can generate standard letters or documents. You can automate and simplify the process of filling out, signing, and reviewing a document online. Document Templates was enhanced and updated in the Washington DC release.

Document Templates highlights for the Washington DC release

- Set a language for your template into which you want the dynamic tokens to be translated.
- Set the date format in which you want dates to appear in the generated output of your template.

See Document Templates for more information.

Important:
Document Templates is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Template date format

Choose the format in which you want the date to appear when an agent previews the document, generates the attachment, or initiates document tasks for participants.

Template language

Specify the language in which you want dynamic tokens to be translated when an agent previews the document, generates the attachment, or initiates document tasks for participants.

Document template scripts

Translate dynamic tokens in HTML templates into the intended language using a script.

Document Template integration with Digital Signatures using Smart Cards application

Use digital signatures to make the document signing experience seamless and eliminating manual intervention by using your Personal Identity Verification (PIV) or Common Access Card (CAC) card.

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Activation information

Install Document Templates by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Journey designer release notes

The ServiceNow® Journey designer application enables managers and employees to create and track journeys. Journeys include transition plans, such as promotions, offboarding, onboarding, and role changes for employees.Journey designer was enhanced and updated in the Washington DC release.

Journey designer highlights for the Washington DC release

Bulk updates for supported task types were added to Journey designer. Similar journey types with similar task types are identified and can be updated with a single action.

See Journey designer for more information.

Important:
Journey designer is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Manage Journey designer task updates in bulk

Update similar tasks in similar journeys in a single action. Tasks must be of the same type and in journeys of the same type. The current task types available for bulk updates are:

- Submit catalog item [submit_catalog_item]
- Submit order guide [submit_order_guide]
- Mark when complete [mark_when_complete]
- Approval [sysapproval.approver]

Activation information

Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Learning Posts

With the ServiceNow Learning Posts application, create an omnichannel learning experience that empowers employees to access the right learning when they need it.

Listening Posts

The ServiceNow® Listening Posts application enables you to create simple pulse surveys to capture employee touch points, gain understanding from employee feedback, and improve the overall employee experience.

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Manager Hub

ServiceNow® Manager Hub increases manager self-service and proactive team engagement by giving insights and possible actions for what's most urgent and important to drive team success. It enables managers to grow as leaders through curated and personalized resources.

Microsoft Exchange Online spoke

The Microsoft Exchange Online spoke creates and manages calendars and mail in Microsoft Exchange Online. To create, manage, or delete users and groups, use the Microsoft Azure AD spoke.

Manager Hub release notes

The ServiceNow® Manager Hub application enables managers to increase self-service and proactive engagement with their team members by providing insights and recommended actions for the items that are most urgent and important to drive team success. Managers can grow as leaders through curated and personalized resources. Manager Hub was enhanced and updated in the Washington DC release.

Manager Hub highlights for the Washington DC release

Understand the current skills and the targeted skills of your team. Get an overview of the team's skills, proficiency levels, and skill gaps of your team members.

See Manager Hub for more information.

Important:
Manager Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Know your team's skills

- View the team members with strong skills and those that need attention.
- Get an overview of different skills that your team members possess along and the number of people with each skill, plus the skills by team member.
- Help your employees use different tools provided by Employee Growth and Development such as learning, growth plans, mentoring to build new skills or to bridge existing skill gaps.

Activation information

Install Manager Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Journey Accelerator

Create and publish customized plans for key employee transitions using the Journey Accelerator templates. Create and access the journey plans from Manager Hub in Employee Center.

Journey designer

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Facilitate daily activities among various cross-functional processes and departments, and automate processes such as new hire onboarding.

Enterprise Employee Experience Pack

Administer and coordinate your employees return to the workplace in a manner that promotes your company's safety requirements. Click the Manage return to office link in the Manager Library tab in Employee Center.

Employee Relations COE

Report any misconduct or sensitive issues through Employee Relations, which provides tight security to protect employee privacy.

Human Resources Scoped App

Contact HR personnel directly through Employee Center.

Content Experiences

Find useful articles and resources that help to expand your skills as a people leader.

Employee Center Core

Complete your tasks and approve any team requests from the **Overview** tab in Manager Hub in Employee Center. Team tasks and requests appear only when the Employee Center Core application is installed.

Proactive Prompts

Provide prompts in Manager Hub to encourage managers or employees to take actions quickly.

Talent Development

Help your team achieve their next career milestone by reviewing development plans of your team members and completing approvals promptly.

Learning

Assign courses and help your team members get training to grow in all aspects of their career. Assign learning courses in Manager Hub.

Skills Intelligence

Get a deep-dive understanding of the skills on your team by reviewing your team's skill set from the Manager Hub.

Now Assist for HR Service Delivery (HRSD) release notes

The ServiceNow® Now Assist for HR Service Delivery (HRSD) application enables agents to summarize case information, generate resolution notes, and summarize the chat information for an interaction. Your agents can understand the chat and case context and propose quicker resolutions to your customers. Now Assist for HR Service Delivery (HRSD) was enhanced and updated in the Washington DC release.

Now Assist for HRSD highlights for the Washington DC release

Enable your agents to provide higher levels of service to their customers by using the generative AI skills and capabilities that are offered by Now Assist for HRSD.

See Now Assist for HR Service Delivery (HRSD) for more information.

Important:
Now Assist for HRSD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Washington DC release

Generate the resolution notes

- Generate and update the case resolution notes through generative AI. The resolution notes provide a summary of the steps that were taken to resolve the case.
- Require your agents to write a minimum of 200 words on the case so that generative AI generates the resolution notes automatically.

Summarize the chat history

Pre-populate the information in the **Short Description** and **Description** fields through generative AI when your agent creates a case during a chat interaction.

[store-future: BEGIN review]Knowledge drafts [End]

[store-future: BEGIN review]Create drafts of knowledge articles that are based on the case record descriptions. Generating article content with generative AI enables your agent to write more efficiently as they address user concerns.[End]

Summarize actions while transferring an HR case

Transfer an HR case to another agent or assignment group by summarizing the actions until hand off. For example, your agent can transfer the case to another agent if the case is incorrectly assigned or needs troubleshooting by another agent or assignment group.

Submit an HR request with Gen AI Virtual Agent

Enable your requesters to have a streamlined, conversational experience that is based on generative AI as they submit a catalog item request in Virtual Agent. By offering this generative AI experience, your organization can increase self-service and reduce your operating costs.

Activation information

Install Now Assist for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Agent Workspace for HR Case Management (Configurable)

The Agent Workspace for HR Case Management application enables you to interact with employees, respond to inquiries, and resolve issues quickly.

Employee Center release notes

The ServiceNow Employee Center application is a standard multi-department, dynamic portal for service delivery and employee engagement. Employee Center was enhanced and updated in the Washington DC release.

Employee Center highlights for the Washington DC release

- Use the Now Mobile® app to view news articles and access tasks that require your approval.
- Build content using videos from video hosting services.

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- Edit the HTML and CSS source code for rich content or news articles.
- Use the employee experience feedback feature to get relevant feedback from your users.

See Employee Center for more information.

Important:
Employee Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

News articles

As an employee, view news articles on your mobile devices using the Now Mobile® app.

Use the News Feed widget that now appears on the Employee Center Pro home page by default and includes an option to display pagination. Content managers or admins can configure the News Feed and Featured News widgets to display news articles in a tile layout.

As a content manager or admin, associate a news article with one or more categories (such as employee benefits or industry updates). Employees can view news articles by category.

Add content destination

Set the publication duration in the content destination, enabling content managers to select how long content is available based on the publishing location.

Rich Content Editor

Use the following new capabilities when creating rich content and news articles:

- Edit the HTML and CSS source code
- Clear the entire canvas of content with a single click
- Configure cell border color, width, and style
- Configure image and video horizontal alignment

Video hosting integrations framework

Create rich content and news articles using videos from a streaming services. Additionally, you can authorize access to secure videos and configure interface elements to help content managers, such as thumbnails of available videos or check boxes to enable looping or auto-play.

Create campaign stages (bundles) using Content Experience Builder

Use the following new configuration options:

- The **Include users** field enables a campaign manager to specify an audience.
- The **Frequency** field includes the **Once** option.

Approvals in Now Mobile

Use the approval experience in the Now Mobile feature to do the following:

- Access to all approval tasks in one place under My tasks on the Now Mobile app.
- View task details to approve or reject a request.

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Workday approvals in Now Mobile

Access all your Workday approval tasks on the Now Mobile app. Approve or reject a task or navigate to the Workday portal.

Integrated experience and service feedback

Use the Employee experience feedback to gather quick feedback from your users on their user experiences and service experiences.

Employee Center Pro Kiosk

Use the Employee Center Pro Kiosk to provide the deskless workforce with the resources to enhance productivity, engagement, and overall organizational success.

Quick start tests for Employee Center

After upgrading and deploying new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.

UI changes

Content analytics dashboards

The content analytics dashboards appearance was upgraded to match the Next Experience UI.

Campaign bundle form

The trigger configuration fields on the Campaign bundle form were reorganized into three sections (frequency, start, and end) and the field names were revised for better clarity.

Content Library interface

The Content Library interface has been refreshed with new styles, colors, icons, and imagery.

Activation information

Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Skills Intelligence release notes

The ServiceNow® Skills Intelligence application uses Artificial Intelligence (AI) to help your organization leverage skills data in talent management and employee development. Skills Intelligence is enhanced and updated in the Washington DC release.

Skills Intelligence highlights for the Washington DC release

- Update and maintain skills and role architecture data from a single place using the Skills Intelligence Workspace.
- Import and review the skills in your organization into your ServiceNow instance using the custom skills onboarding flow.
- Support lateral career progression using related role groups.

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- View, edit, or delete skills (including proficiencies) that are related to a given role level within a role group quickly using the Skill matrix.
- Use skills recommendations based on HCM and ATS data to build and improve roles within the role architecture.

See Skills Intelligence for more information.

Important:
Skills Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Skills Intelligence Guided Setup

Set up Skills Intelligence and the Company Job Architecture efficiently through guided setup. For more information, see .

Skills Intelligence landing page

Note which parts of the Skills and Company Job Architecture need attention with the actionable insights on the Skills Intelligence landing page. For more information, see Skills Intelligence Workspace.

Skills Intelligence Workspace

Access Skills and Company Job Architecture related data like skills, jobs, and roles from a single location. You can view and modify skills and proficiencies in a role level of a role group quickly with the skills matrix. For more information, see Skills Intelligence Workspace.

Custom Skills onboarding

Identify unique skills to your organization and import them into the ServiceNow instance. Get suggestions on how to batch process skills such as removing duplicates, identifying related skills, and adding net new ones. For more information, see Bring in skills through Skills import.

UI changes

Role group form

The From role group and To Role group related lists have been merged into a Related role group list.

Changed in this release

Related role groups table

Two new columns have been added to support lateral career progression. For more information, see Create related role groups.

Job level progression

Career progression between the same job levels is no longer possible.

Activation information

Install Skills Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Additional requirements

Note the following requirements for additional functionality:

- The Skills Intelligence Workspace plugin (sn_skills_int_ws) must be installed for the workspace experience.
- Skills Industry data plugin (sn_skills_data) is required to access the industry skills data.

Talent Development release notes

The ServiceNow® Talent Development application enables managers and employees to identify and track career growth and development opportunities. It supports career growth through conversations, talking points, and ongoing development tracking. Talent Development was enhanced and updated in the Washington DC release.

Talent Development Core release notes

The ServiceNow® Talent Development application enables managers and employees to identify and track career growth and development opportunities. It supports career growth through step-by-step career guidance and ongoing development tracking. Talent Development was enhanced and updated in the Washington DC release.

Talent Development highlights for the Washington DC release

- Use Opportunity Marketplace as a single, unified place where organizations can share opportunities that are discoverable by employees.
- Leverage AI search to provide more sophisticated search results when employees and opportunity owners perform searches in the Opportunity Marketplace.
- Use the Career Conversations application with Microsoft Outlook to conveniently schedule conversations with employees or managers using the Conversations module.
- Use a streamlined process that simplifies the steps to create and schedule a conversation, which promotes adoption of the Conversations module across the organization.
- Use Growth Plans to develop opportunities for mentoring, coaching, leadership development, team building, and education benefits.
- Use Mentoring to create meaningful relationships within the organization and also foster a culture of knowledge, sharing, and collaboration.

See Talent Development Core for more information.

Important:
Talent Development is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Opportunity Marketplace

Help employees discover new opportunities that support their career and organizational growth.

Conversations

Use Microsoft Outlook with Talent Development activities to schedule and manage conversations.

Mentoring

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Build meaningful mentor relationships that drives employee development and promotes continuous career conversations and engagement.

Growth Plans

Help employees manage career activities, educational learning, team building, and work-life balance.

Aspirations

Use new application widgets to help promote aspirations that link with your skills and career development.

Activation information

Install Talent Development by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the ServiceNow Store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Skills Intelligence

The ServiceNow® Skills Intelligence application is an accessible and dynamic artificial intelligence (AI) platform that effectively solves the challenge of managing and using skills-related data.

Learning

The ServiceNow® Learning application enables you to discover, manage, and engage with career development content. It enables you to configure learning catalogs that contain course items from both internal and external learning systems.

Manager Hub

ServiceNow® Manager Hub increases manager self-service and proactive engagement with their team by giving insights and recommended actions for what's most urgent and important to drive team success. It enables managers to grow as leaders through curated and personalized resources.

Mentoring release notes

The ServiceNow® Mentoring application is a platform that connects individuals seeking mentorship with experienced mentors, creating a seamless experience for both mentees and mentors. Mentoring is a new application in the Washington DC release.

Mentoring highlights for the Washington DC release

- Create meaningful relationships within the organization and also foster a culture of knowledge sharing and collaboration.
- Effortlessly register as either a mentee or a mentor and personalize your profile with relevant information, including your areas of expertise, skills, and interest.
- Leverage the intelligent matching algorithm offered in Mentoring that pairs mentees with mentors based on their goals, interests, and expertise.
- Use the Match Insights Card that serves as an important layer to send information to both mentor and mentee.
- Drive Mentoring engagement by utilizing discussions (conversations).

See Mentoring for more information.

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Important:
Mentoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

[store-future: BEGIN review]

Mentoring features

Mentorship enrollment

As an employee, choose to enroll as either a Mentee or Mentor or as both by indicating your enrollment preferences among skills and focus areas.

Customer configurability

As a customer, configure enrollment questions.

- Skills: As a mentee, choose skills as of one of your mentorship enrollment preferences from suggested skills gaps or add more skills that require mentorship. As a mentor, choose from your validated or attained skills that you can provide mentorship assistance with.
- Focus Areas: Configure questions and answer options.
- Choose from prebuilt options for language, time zone, department, and role groups.

Configure the weight of each question to indicate the significance of the question in contributing to the overall Mentor Match.

Employee experience

Enroll into Mentoring by setting up preferences for your chosen mentorship role using a guided wizard experience.

Suggested mentors

As an enrolled mentee, instantly view mentor suggestions based on your enrollment preferences and also view additional match insights before choosing an appropriate mentor.

Mentor search

As a mentee, search for mentors by name or job profile. You can also use additional filters to search from the list of mentors. Mentors can be sorted based on several criteria including the match score.

[End]

Activation information

Mentoring can be installed with the activation of the Employee Connections plugin, which is part of ServiceNow® Talent Development Core. For more information, see Talent Development.

[store-future: BEGIN review]

Related ServiceNow applications and features

Career Conversations

The ServiceNow® Career Conversations application must be installed for Mentoring because discussions are a key part in mentorship engagement.

[End]

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Environmental, Social, and Governance Management release notes

The ServiceNow® ESG Management application helps you to manage all your environmental, social, and governance (ESG) commitments. ESG Management was enhanced and updated in the Washington DC release.

ESG Management highlights for the Washington DC release

- Create comprehensive narrative disclosures by integrating with Microsoft 365 for ServiceNow Reporting. Upload your disclosures either on your local system or on remote storage for easy accessibility.
- Use the IT footprint tab on the Sustainable IT dashboard to view a global map depicting the carbon footprint of your datacenters, office buildings, and so on, highlighting your most energy-efficient facilities.
- Use the formula builder in a calculated metric definition to create your own formulas to perform calculations for any data that you may require.
- Integrate with Advanced risk assessment to assess the risks to your material topics and your entities.
- Effectively organize the arrangement of related lists and user interface pages on a record page within specified groups to enhance overall page readability.

See ESG Management for more information.

Important:
ESG Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Narrative disclosures for comprehensive ESG reporting

Integrate with Microsoft 365 for ServiceNow Reporting to create governed narrative disclosures. Add predefined templates for each type of disclosure. You can choose to maintain disclosures locally or link to cloud services like Microsoft OneDrive for easy accessibility. Enable collaboration and review of the disclosures. Track the metrics used in the disclosures and monitor changes to the metrics while receiving notifications to issue timely restatements.

Sustainable IT dashboard enhanced with the IT footprint tab

Navigate to the IT footprint tab on the Sustainable IT dashboard to view a global map showcasing the carbon footprint of your datacenters, office buildings, and more. This map highlights your most energy-efficient facilities.

Formula builder enhanced for calculations in calculated metric definitions

Use the formula builder to build formulae in a calculated metric definition, you can choose to build it at either the metric definition level or at the entity level. You can type and edit the formula and preview it. You can also directly import any formula that is stored in Microsoft Excel spreadsheets into a calculated metric definition. This import helps in quickly building your formula for performing calculations.

Integration with Advanced risk assessments to assess ESG risks

Use the ESG risk management capability to assess and evaluate ESG risks for businesses. This feature is an integration of ESG Management with Advanced risk assessment and supports both qualitative and quantitative risk assessment methods. This integration enables entity-based risk assessments and material

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topics risk assessment and rolls up the risk scores for entities. With the ESG risk management application, several new roles are also added.

Enhanced metric data table

The metric data table has been enhanced to show the complete metric definition names.

UI changes

Record page vertical layout

Efficiently organize related lists and UI pages on a record page within groups to simplify configuration. You have the flexibility to create groups, incorporate related lists or UI pages during configuration, and specify the order in which items appear on the page.

Changed in this release

Roles updated in the ESG Management application

Several roles such as ESG administrator, ESG data owner, and ESG program manager have been updated in the ESG Management.

Material topic table updated

The **State** field in the sn_esg_material_topic table has been updated to include states for risk assessment. The **Review** state of a material topic has also been renamed to **Approval**.

Microsoft 365 for ServiceNow Reporting table updated

The sn_esg_msoff_intg_o365_reporting_configuration table has been updated with the **track_configuration** field

New tables added to the ESG Management application

The following new tables are added to the ESG Management application:

- sn_esg_disclosure_detail
- sn_esg_disclosure_related_documents
- sn_esg_disclosure_template
- sn_esg_m2m_disclosure_metric_data_by_entity

New table added to the GRC: Metrics application

The sn_grc_metric_md_import table is added to the GRC: Metrics application.

New table added to the sn_esg_msoff_intg application

The sn_esg_msoff_intg_document_log table is added to the sn_esg_msoff_intg application.

New tables added to the sn_esg_sustain application

The following new tables are added to the sn_esg_sustain application

- sn_esg_sustain_map_marker_configuration
- sn_esg_sustain_map_data_range_configuration

New tables added to the sn_esg_risk_mgmt application

The following new tables are added to the sn_esg_risk_mgmt application:

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- sn_esg_risk_mgmt_m2m_risk_goal
- sn_esg_risk_mgmt_m2m_risk_statement_goal

New tables added to the sn_rec_pg_vertical application

The following new tables are added to the sn_rec_pg_vertical application

- sn_rec_pg_vertical_view_config
- sn_rec_pg_vertical_view_group_entry
- sn_rec_pg_vertical_view_group
- sn_rec_pg_vertical_view_table

New table added to the sn-formula-builder-connected application

The sn_fb_connected_config table is added to the sn-formula-builder-connected application.

Attributes modified in the sn_grc_metric_base_definition table

The mandatory attribute has been removed from the **Description** column in the sn_grc_metric_base_definition table.

The formula_internal column has been made read-only.

Changes made to the sn_grc_metric_composite_definition table

In the sn_grc_metric_composite_definition table, the **formula_internal** field has been set to read-only.

Deprecations

- The metric_status field has been removed from the sn_grc_metric_base_definition table.
- The metric_status field has been removed from the sn_grc_metric_metric table.
- The rollup_formula field has been deprecated from the sn_grc_metric_composite_definition table.
- The following tables are deprecated:
  - sn_esg_m2m_risk_goal
  - sn_esg_m2m_risk_statement_goal

Activation information

Install ESG Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

The new formula builder feature is supported on all browsers except Safari.

Field Service Management release notes

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely. Field Service Management was enhanced and updated in the Washington DC release.

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Field Service Management highlights for the Washington DC release

- Identify and pinpoint the work order locations on your structured linear assets for accurate field service operations.
- Streamline your inventory management and ensure that you have timely access to the right parts by viewing the descriptions, models, and related criteria in similar work orders.
- Explore the Field Service marketplace to help you streamline the work for your contractors and make decisions based on time and costs regarding the task assignments for your contractors.
- Enable dispatchers to run Schedule Optimization on demand throughout the day as scheduling conditions change.

See Field Service Management for more information.

New in the Washington DC release

Schedule Optimization features

Use Schedule Optimization to do the following tasks:

- Schedule complex multi-territory assignments where an agent might be responsible for multiple territories over a longer batch processing period.
- Assign tasks to agents regardless of whether they’re primary or secondary members of a single or multiple territories.
- Optimize task scheduling by defining the capacity of your agents or work type.
- Provide smoother intra-day operations and efficient resource allocation when a single agent might need to handle multiple territories within the same day or across different shifts.
- Use new objectives such as **Maximize Assignment to Earlier Shifts**, **Minimize Highest Priority Task Start Times**, and **Minimize SLA Violation** when you're creating a policy.
- Use the improved configuration process for batch and intra-day scheduling,which provides common settings for both types while maintaining specific configurations where needed. With this process, you can eliminate duplication and ensure an efficient setup.
- Improve your schedule accuracy and adherence and also reduce scheduling changes when intra-day is running through two new system properties.

Dispatcher Workspace features

Use Dispatcher Workspace to perform the following tasks:

- Enable dispatchers to run Schedule Optimization throughout the day as scheduling conditions change.
- Create crews that are based on territory memberships.
- View your contractor capacity by territory in the calendar view.
- View agents on the calendar by their availability in the territory.
- Create personal events for Field Service agents to show when they are unavailable for non-work order reasons like an appointment or a phone call they have scheduled.
- Change the amount of time shown on the calendar to time intervals of 15, 30, 45, or 60 minutes.

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- Send messages to agents to discuss work order tasks.
- Make bulk updates for your calendar events to save time.
- Source one or more parts from a preferred stockroom or assignment group and then transfer them to your personal stockroom to ensure the prompt completion of work order tasks.

Beans.ai map integration for travel estimates

Use beans.ai, a new map provider, for travel time estimates for Dynamic Scheduling, Route Optimization, manual task assignment, and agent estimated time arrivals.

Territory Planning features

Use Territory Planning to do the following tasks:

- Create territory-specific crews to streamline territory management, task scheduling, and resource allocation.
- Link multiple geographies to one territory by using a composite geography capability that simplifies the representation of complex areas and enables you to have more data management flexibility.
- Manage the territories, customized hour ranges, tasks, and agent schedules for your internal agents and contractors so that you can allocate your resources accurately.

Field Service Marketplace

Enable Field Service dispatchers to post tasks on an exclusive contractor marketplace, where contractor companies with skilled workers can offer cost estimates and their availability. Your dispatchers can interact with qualified contractors and select the most suitable contractor for the task.

Now Assist for Field Service Management (FSM)

Use Now Assist for FSM to summarize work order tasks.

- Create work order task summaries during any state of the work order task to track progress.
- Create task closure summaries when completing tasks on the mobile application to provide notes for future reference.

Start of week Appointment Booking

Enable the system to start booking an appointment on the first day of a week or a day other than the default Sunday.

Task initiator Role

Enable work order initiators to qualify work orders in the draft state with the new task initiator role.

Users with a task initiator role can perform the following actions on work orders or tasks that are in the draft state:

- Apply a work order template
- Add or modify work order tasks
- Add or modify part requirements

Enhanced mobile experience to reserve parts

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Choose whether to reserve a part in a personal stockroom or source it from another stockroom depending on the part's availability when fulfilling or sourcing part requests.

Linear assets support

Enable the work order initiator or qualifier to perform the following actions:

- View the linear asset geometry on the service location maps and pinpoint the work location.
- View the linear asset geometry on the map interface and select the start and end locations on the linear assets so that you can create a service location.

Enable agents to perform the following actions when working on linear asset inspection tasks:

- Review the start and end location details of a linear asset.
- Locate the asset start and end location on a map interface. The start date and work context should be highlighted on the linear asset.
- Inspect the different linear asset segments that need to be worked on.
- Create a work order task with an accurate point location on the linear asset or segment.

Suggest parts with Predictive Intelligence

Take advantage of automatic suggestions for required parts for work order tasks by using the Predictive Intelligence solution.

Workforce features

View the task and action descriptions of the work order tasks in the contextual side panel. Establish the default start and end times for new events directly on the **Event Management** tab.

Changed in this release

Migration of Field Service Management Core UI dashboards to Next Experience Dashboards

The following Next Experience Field Service Management dashboards provide a more efficient streamlined way for you to work:

- Field Service Management overview
- Field Service Contractor
- Field Service Planned Maintenance
- Field Service Performance Analytics

Deprecations

Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being prepared for future deprecation. It will be no longer be applied for Schedule Optimization. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

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Activation information

Field Service Management is a ServiceNow AI Platform feature that is available with activation of the Field Service Management plugin (field_service_management). For details, see Activate Field Service Management.

Additional Field Service Management features are available with the activation of other plugins. For details, see Additional plugins for Field Service Management.

Field Service Marketplace is available with activation of the Field Service Marketplace plugin (com.snc.fsm_marketplace). For details, see Activate Field Service Marketplace.

Related ServiceNow applications and features

Financial Management

Field Service Management integrates with the ServiceNow® Financial Management application to allocate, track, and report expenses in your organization.

> **Note:**
> The Financial Management for CSM plugin (com.snc.financial_management_for_csm) is no longer available for direct activation. You can request this plugin through Now Support Customer Service.

Customer Service Management

The Customer Service with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Field Service Management and ServiceNow® Customer Service Management (CSM) applications to enable you to view account and contact information on work orders and work order tasks in the Field Service Management application.

Service Portfolio Management

Field Service Management integrates with the ServiceNow® Service Portfolio Management application to enable you to create work orders directly from project tasks.

Workspace

ServiceNow® Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues. CSM Configurable Workspace and CSM Agent Workspace are customer service-specific implementations that provide tier 1 agents with the tools that they must respond to customers and to resolve cases.

Financial Services Operations release notes

Financial Services Operations has new and updated features in the Washington DC release.

Visa Spoke release notes

The ServiceNow® Visa Spoke enables the ServiceNow AI Platform® to seamlessly invoke Visa APIs under Visa Resolve Online (VROL) for Visa card dispute process. Visa Spoke is a new application in the Washington DC release.

Visa Spoke highlights for the Washington DC release

- Retrieve enriched transaction information.
- Perform transaction searches.
- Initiate the creation of dispute cases.

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- Submit a Visa questionnaire.
- Initiate pre-arbitration and arbitration on existing dispute cases.

See Visa Spoke for more information.

Important:
Visa Spoke is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Visa Spoke features

Spoke actions

Use the Visa Spoke to manage all card disputes in the VROL (Visa Resolve Online) system. With Visa Spoke actions, you can search for transactions, collaborate with merchants, manage disputes, and perform other functions with enhanced security. You can also resolve disputes, access data, and utilize other features.

Related ServiceNow applications and features

Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to enhance your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Financial Services Operations Integration with Visa release notes

The ServiceNow® Financial Services Operations Integration with Visa application allows you to seamlessly integrate with Visa Resolve Online (VROL) APIs using the Visa Spoke Actions to manage various dispute lifecycle events. Financial Services Operations Integration with Visa is a new application in the Washington DC release.

Financial Services Operations Integration with Visa highlights for the Washington DC release

- Leverage the integration layer with subflows to seamlessly use the Visa spokes.
- Minimize the workload for dispute agents and enhance overall efficiency.
- Effectively manage the entire card dispute process from beginning to end.

See Financial Services Operations Integration with Visa for more information.

Important:
Financial Services Operations Integration with Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Financial Services Operations Integration with Visa features

Create a dispute case in the VROL system

Execute the Create Case From Transaction subflow to generate a dispute case in the Visa Resolve Online (VROL) system.

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Initiate a dispute case from Transaction Inquiry (TI) or an existing case

Execute the Initiate Dispute from Transaction or Case subflow to start creating a dispute case in the VROL system, either from a Transaction Inquiry (TI) or an existing case.

Allow VROL users to Submit or Save Dispute Questionnaires

Execute the Submit Dispute Questionnaire subflow to submit or save dispute questionnaires for specific disputes in the VROL system.

Retrieve associated transaction list

Execute the Look up Associated Transactions subflow to retrieve the related transactions associated with the disputed transaction.

Select associated transactions

Use the Select Associated Transactions subflow to associate the disputed transaction with the retrieved related transactions.

Change dispute status

Utilize the Change Dispute Status subflow to modify the status of a dispute.

Submit transaction inquiry

Use the Submit Transaction Inquiry subflow, which allows users to search for transactions using specific criteria. This subflow contains sensitive information in the request and response body. To ensure seamless integration, users must have a tokenization solution.

Related ServiceNow applications and features

Playbooks for Customer Service Management

Playbooks for ServiceNow® Customer Service Management provides a way to visualize business process workflows in a simple, task-oriented view for consistent responses to commonly encountered situations.

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Integration Hub

Automate integration tasks by using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to improve your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

Dispute Rules Content Pack for Visa release notes

The ServiceNow® Dispute Rules Content Pack for Visa application enables issuers to effortlessly access Visa card network rules for initiating and investigating card dispute cases. Dispute Rules Content Pack for Visa was enhanced and updated in the Washington DC release.

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Dispute Rules Content Pack for Visa highlights for the Washington DC release

- Update the dispute questionnaire data model by including questionnaire tables. This new structure more accurately reflects the structure and format of VROL (Visa Resolve Online).
- Refine chargeback eligibility rules to apply to all regions in addition to the US.

See Dispute Rules Content Pack for Visa for more information.

Important:
Dispute Rules Content Pack for Visa is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Data model updates

Dispute questionnaire tables are available to support responses to the VROL questionnaire.

Decision tables

Implemented decision tables to display the correct questionnaire form based on the selected dispute category and to determine the correct reason code.

UI changes

Dispute case playbook

Updated the activity and button labels in the Initiate playbook for a dispute case.

Changed in this release

Dispute case playbook

The dispute questionnaire now presents questions based on the selected dispute category. As the questionnaire is filled out, the questionnaire view displays new questions based on the answers provided.

Removed in this release

- The VROL questionnaire decision tree has been removed. We have introduced the Visa Dispute Questionnaire [sn_bom_visa_cp_visa_dispute_questionnaire] table to reflect the format of the VROL questionnaire more accurately. Refer to Components installed with the Dispute Rules Content Pack for Visa plugin for more information.

Activation information

Install Dispute Rules Content Pack for Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Financial Services Card Operations

The ServiceNow® Financial Services Card Operations application digitizes and automates the card operations of your financial institution, enabling quick processing of credit card applications and card transaction disputes.

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Financial Services Credit Operations

The ServiceNow® Financial Services Credit Operations application enables the management of credit cases and tasks that are used in ServiceNow® Financial Services Operations workflows.

Customer Service Management

Enables the extension of tables from the Customer Service Management (CSM) application into the Financial Services Card Operations application.

Playbooks for Customer Service Management

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management (CSM) to confirm consistent responses to commonly encountered situations.

Financial Services Operations Core release notes

The ServiceNow® Financial Services Operations Core application provides a data model that enables financial institutions to create flexible data structures that meet their business needs. Financial Services Operations Core was enhanced and updated in the Washington DC release.

Financial Services Operations Core highlights for the Washington DC release

- Utilize the updated data model with reparented tables to enhance data alignment.
- Seamlessly transfer and update data to newer product model tables using efficient fix scripts.

See Financial Services Operations Core for more information.

Important:
Financial Services Operations Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Financial Services Operations Core to Washington DC

During the upgrade to Washington DC, the Financial Services Operations Core plugin reparents the following tables:

Note:
You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.

- The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition.
- The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table.
- The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table.

Reparenting enables leveraging of the benefits and advancements introduced by ServiceNow® Customer Service Management (CSM) while preserving the functionality of existing applications.

Changed in this release

Case creation enhancements

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The FSO interceptor is replaced with the Customer Service Management Product Service select version of the case type selector. This enhancement enables customer service agents to easily create new case records by selecting the appropriate case type from a list of available services. For details, see the Service type selector for Financial Services Operations article in the Now Support knowledge base.

Deprecations

As part of the Customer Service Management (CSM) service definition uptake initiative, the FSO service definition category table is now deprecated and no longer supported or available for new activation. Instead, the FSO service definitions category data has been migrated to CSM's service category and service category relation tables. For more information, see the Deprecation Process [KB0867184] article in the Now Support knowledge base and theService type selector for Financial Services Operations article.

Starting with the Washington DC release, the following requestor roles and the related UI actions are now deprecated and no longer supported or available for new activation.

- sn_bom_loan.b2c_requestor
- sn_bom_credit_card.requestor
- sn_bom_deposit_b2b.requestor
- sn_bom_loan_b2b.requestor
- sn_bom_compl.requestor
- sn_ins_policy_b2c.requestor
- sn_bom_payment.requestor
- sn_bom_deposit_b2c.requestor
- sn_ins_policy_b2b.requestor
- sn_bom.fs_requestor
- sn_bom.b2c_requestor
- sn_bom.b2b_requestor
- sn_bom.requestor

Related ServiceNow applications and features

Customer Service Management

Enables the extension of tables from the Customer Service Management application into the Financial Services Operations Core application.

Playbooks for Customer Service Management

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management to confirm consistent responses to commonly encountered situations.

Financial Services Card Operations release notes

The ServiceNow® Financial Services Card Operations application enhances the UI experience for Card disputes service cases, empowering dispute agents with the necessary data to expedite dispute resolution and enhance the overall disputes experience. Financial Services Card Operations was enhanced and updated in the Washington DC release.

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Financial Services Card Operations highlights for the Washington DC release

- Implement a horizontal playbook that provides agents with a complete view of the entire process and their current position within it. Agents can utilize the playbook to monitor their overall progress while working on cases.
- Record essential information, such as case details and transaction status, on the left side of the page to confirm constant accessibility.
- Enhance the user experience by implementing a playbook activity that utilizes a list and form format.

See Financial Services Card Operations for more information.

Important:
Financial Services Card Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

User experience enhancements in dispute agent workspace

The enhanced workspace enables dispute agents to review detailed summaries of disputed transactions. The upgraded interface helps agents comprehend the case's progression and enables them to update forms on the same page without navigating to different sections. Additionally, it empowers agents to effectively multitask by opening details of various activities in different tabs.

Enhancements for dispute agent and dispute manager landing pages

Added the ability to view and monitor card disputes and have created additional reports for:

- Debit card dispute cases
- Credit card cases with incorrect billing

Changed in this release

Enhancements to card disputes playbook

Starting with the Washington DC release, the following playbook enhancements have been made to the card disputes:

- Merged the playbook **Record generator** with the **Enter dispute details** activity.
- Removed the **Write off** from the UI and moved its functionality to the **Set recovery option** task.
- Changed the approval logic for:
  - Immediate final credit cases where the dispute gets denied
  - Investigate transactions task when a transaction is ineligible for a chargeback but a chargeback route is still pursued
  - Review representment tasks when merchant should not be provided a credit
- Added a Closure lane so that agents can manually close the case by filling in the **Resolution code** and **Resolution remarks** details.
- Updated labels of Issue final credit and Choose recovery option to Set recovery option and Issue credit, respectively.

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UI changes

Dispute Agent Workspace UI

The Dispute Agent Workspace UI now displays detailed summaries of disputed transactions.

Related ServiceNow applications and features

Financial Services Operations Core

Stores the customer data that is required for handling card requests.

Customer Service Management

Enables the extension of tables from the ServiceNow® Customer Service Management application into the Financial Services Card Operations application.

Playbooks for Customer Service Management

Visualize business process workflows in a simple, task-oriented view with the Playbooks for Customer Service Management to confirm consistent responses to commonly encountered situations.

Configure Contributor Users

Enables middle-office teams such as relationship managers to create cases for customer requests.

Financial Services Operations Platform Analytics Solutions release notes

The ServiceNow® Financial Services Operations Platform Analytics Solutions application provides you with data visualizations that help you to improve your business processes and quantify the value of your self-services. Financial Services Operations Platform Analytics Solutions was enhanced and updated in the Washington DC release.

Financial Services Operations Platform Analytics Solutions highlights for the Washington DC release

Modernize the look and feel of the following dashboards. If you're upgrading from a previous release, you can view these upgraded dashboards with your existing Core UI dashboards:

- Financial Services Business Deposit Operations
- Financial Services Business Loan Operations
- Dispute Management
- Financial Services Complaint Management
- Commercial Lines Servicing
- Financial Services Client Lifecycle
- Financial Services Business Lifecycle
- Group Life Servicing
- Individual Life Servicing
- Financial Services Payment Operations
- Financial Services Personal Deposit Operations
- Personal Lines Servicing
- Financial Services Personal Loan Operations
- Financial Services Treasury Operations

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See Platform Analytics Solutions for Financial Services Operations for more information.

Important:
Platform Analytics Solutions is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Modernized Financial Services Operations dashboards

The dashboards listed in the highlights section of this note have been migrated to the Platform Analytics Experience. If you're upgrading from a previous release, you can view these upgraded dashboards with your existing Core UI dashboards.

Activation information

Platform Analytics Experience is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Performance Analytics

Performance Analytics provides indicators and breakdowns that enable your organization to set, track, and analyze your progress toward goals. You can view these indicators and breakdowns through the Platform Analytics Experience and in your own workspaces. A subscription to Performance Analytics is necessary to create your own indicators and breakdowns.

Customer Service Management

Enables the extension of tables from the ServiceNow® Customer Service Management application into the Financial Services Operations Platform Analytics Solutions application.

Healthcare and Life Sciences release notes

Healthcare and Life Sciences has new and updated features in the Washington DC release.

Healthcare and Life Sciences Service Management Core release notes

The ServiceNow® Healthcare and Life Sciences Service Management Core application streamlines healthcare operations with automated processes. Healthcare and Life Sciences Service Management Core was enhanced and updated in the Washington DC release.

Healthcare and Life Sciences Service Management Core highlights for the Washington DC release

- Utilize the enhanced EMR Help application capabilities for requesters to create HCLS (Healthcare and Life Sciences) cases.
- Use improved data alignment within the Healthcare and Life Sciences data model.
- Leverage automated case summarization using the generative AI capabilities of Now Assist.

See Exploring Healthcare and Life Sciences Service Management Core for more information.

Important:
Healthcare and Life Sciences Service Management Core is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Healthcare and Life Sciences Service Management Core to Washington DC

During the upgrade to Washington DC, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables:

- Member Plan [sn_hcls_member_plan]
- Medication [sn_hcls_medication]
- Immunization [sn_hcls_immunization]
- Enrolled Program [sn_hcls_enrolled_program]
- Enrolled Program Service [sn_hcls_enrolled_program_service]

In addition, the following tables have had their parent tables removed and are standalone tables:

- Healthcare Organization[sn_hcls_organization]
- Healthcare Location[sn_hcls_location]
- Practitioner Location[sn_hcls_practitioner_facility]

This reparenting enables customers to use the organizations and location tables for a broader set of use cases.

Existing data is migrated in the following manner so that existing functionality isn't impacted:

1. Reference of location field in sn_hcls_immunization updated to use cmn_location.
2. All data is moved from Healthcare Sold Product to Install Base Item tables.
3. Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product.
4. The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state.
5. All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location.
   a. The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference.
   b. Records that refer to a service organization are updated with a reference to the appropriate business location.
   c. Any practitioner who has a record in the practitioner location will have a record created in the Service Organization Member table with the appropriate business location.
   d. Records that contain healthcare location data will contain the parent service organization of that healthcare location.

Note:
You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.

New in the Washington DC release

Case summarization using Now Assist

Generate a summary from the fields that you select on a case record to quickly understand the case context by using case summarization within Workspace.

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Changed in this release

EMR Help enhanced for HCLS case creation

The EMR Help application has been enhanced to provide requesters with the capability to create additional HCLS cases. For more information on the EMR Help application, see Exploring EMR Help.

Data model further aligned with Customer Service Management (CSM)

The following updates have been made to the data model to take advantage of the core CSM install base item capabilities to track internal and external items:

- The following tables now extend Install Base Item instead of Healthcare sold product:
  - Member Plan [sn_hcls_member_plan]
  - Medication [sn_hcls_medication]
  - Immunization [sn_hcls_immunization]
  - Enrolled Program [sn_hcls_enrolled_program]
  - Enrolled Program Service [sn_hcls_enrolled_program_service]
- This update impacts the following columns:
  - The hcls_state field under table Enrolled Program and Enrolled Program Service tables has been deprecated and the state field from the Install Base table is used going forward. Data is moved from hcls_state field to state field.
  - The parent column now refers to the parent install base item to ensure that proper parent-child relation is maintained.
  - The source_task column under the Enrolled Program and Enrolled Program Service tables is now tracked using the affected install base item m:m table.

Healthcare locations and organizations realigned for multi-industry cases

- The Healthcare Organization [sn_hcls_organization] table is now a standalone table and no longer extends Service Organization.
  - In some cases, custom tables might have a reference to a Company/Service Organization that can contain the value of a healthcare organization. In scenarios where custom columns refer to Service Organization and have Healthcare Organization data, reach out to Now Support for the migration script.
  - Parent field now refers to Healthcare organization.
- Healthcare Location [sn_hcls_location] table is now a standalone table and no longer extends Service Organization.
  - Healthcare Cases, Install Base records, and Sold Product records can no longer be created for Healthcare Locations. For existing records of these types, the Healthcare Location value is replaced by the service organization value of the associated Healthcare Organization as a Healthcare location is always associated with a Healthcare Organization.
  - Service_organization_parent field data has been cloned to the parent location field. Parent location is used going forward.
  - Parent field data has been cloned to the organization field. Organization is used going forward.

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- Practitioner Location [sn_hcls_practitioner_facility] table is a standalone table and no longer extends Service Organization Member.
  - In instances where a mapping exists between a healthcare location and a practitioner, the mapping is updated to be between the healthcare organization (of the associated healthcare location) and that practitioner because Healthcare Location is now a standalone table and no longer extends the Business Location table.
  - Service_organization field data has been cloned to location field. Location is used going forward.

Removed in this release

- The Consumable Model [cmdb_consumable_product_model] table has been removed from the data model.

Deprecations

- The Healthcare Sold Product [sn_hcls_sold_product] table has been deprecated.
- The Payer Plan [sn_hcls_payer_plan] table has been deprecated. Where this table was previously used, the Medical Insurance Model table [sn_ent_medical_insurance_model] is used going forward.
- The Medication Product Model [sn_hcls_medication_product] table has been deprecated. Where this table was previously used, the Medication Model [sn_ent_medication_model] table is used going forward.
- The Vaccine Product [sn_hcls_vaccine_product] table has been deprecated. Where this table was previously used, the Vaccination Model [sn_ent_vaccination_model] table is used going forward.

  For all deprecated tables, existing customer data is moved to the new tables when the upgrade occurs. Codeset records of type **Medication code** and **Form code** will be copied from the HCLS codeset to ENT model classification. Records in the new tables refer to codeset type records in the ENT model classification table.

Activation information

Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow® Customer Service Management (CSM) application provides to foundation for the Healthcare and Life Sciences Service Management Core application. You can leverage the entire functionality of the ServiceNow® Customer Service Management (CSM) application within Healthcare and Life Sciences Service Management Core.

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EMR Help release notes

The ServiceNow® EMR Help application simplifies and streamlines the process to submit requests related to an electronic medical record (EMR) system. EMR Help was enhanced and updated in the Washington DC release.

EMR Help highlights for the Washington DC release

- nhance clinical efficiency, and improve patient outcomes by creating healthcare cases directly from the EMR to expedite resolution.
- View contextual session information at a glance while fulfilling EMR Help requests in Workspace for a more efficient resolution process.
- Review a summary of submitted request information without exiting the EMR Help portal.

See EMR Help for more information.

Important:
EMR Help is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Creating requests within your EMR

Create healthcare cases without leaving your EMR system by using the EMR Help portal.

UI changes

EMR session information is now displayed in the contextual side panel

EMR session information is displayed on the contextual side panel of request records generated from the EMR Help portal.

Additional info tab in EMR Help portal

An **Additional info** tab in the EMR Help portal for requests displays the details that you submitted for reference for viewing only.

Changed in this release

EMR Help now in Healthcare and Life Sciences Service Management Core

Starting with the Washington DC release, when you install Healthcare and Life Sciences Service Management Core, EMR Help is installed as well.

Activation information

Install EMR Help by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Healthcare and Life Sciences Service Management Core

ServiceNow® Healthcare and Life Sciences Service Management Core is a scoped application that provides the Healthcare and Life Sciences data model for

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Healthcare and Life Sciences industry products, a workspace for viewing patient information and healthcare-related cases, and document templates for managing healthcare-related documents.

Governance, Risk, and Compliance release notes

Governance, Risk, and Compliance new and updated features in the Washington DC release

Advanced Risk release notes

The ServiceNow® Advanced Risk application enables you to identify, analyze, evaluate, treat, and monitor risks that could impact your organization in achieving its business objectives. Advanced Risk was enhanced and updated in the Washington DC release.

Advanced Risk highlights for the Washington DC release

- Implement a parallel review and feedback workflow where second and third-line risk users can review records, provide feedback, and monitor closures.
- Create management reports directly in Microsoft Word by using the information that is available in the records through the Management reporting of Risk application.
- Use auto-save to reduce the number of clicks that a user has to make.
- Improve the maintenance and flexibility for object-based risk assessment methodologies. You can enable one methodology to assess multiple record types or multiple methodologies to assess the same record type.
- Approve and reassign multiple risk assessments in bulk.

See Advanced Risk Assessment for more information.

Important:
Advanced Risk is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Parallel Review and Feedback in Advanced Risk

Enable your second and third-line managers to become active participants in first-line activities by digitizing the review and feedback workflows. They can provide feedback on a record or fields in a record to recommend improvements that are related to data integrity, compliance, operational procedures, and other areas such as disposition and accountability. For example, a risk manager can provide feedback by requesting a root cause analysis task from the first-line risk user and also ask them to capture additional loss entries for the same risk event. With parallel review and feedback, your managers can perform the following actions:

- Provide feedback at any stage of the workflow.
- Update the feedback responses directly from the source record by using the side-panel feature.
- View and manage the feedback workflows that are raised against the records from a centralized dashboard.
- View the change history, which enables a quick comparison of the pre-feedback and post-feedback.
- Reopen the feedback if the responses are deemed unsatisfactory.
- Monitor the feedback and follow up with the record owners through an intuitive dashboard.

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- Collaborate effectively with the reviewer, respondent, and other stakeholders through a sidebar discussion chat.
- Initiate and link further actions as outcomes of the feedback, such as creating an issue or linking to an existing one.
- Configure a feedback integration setup for any record type, including the custom tables where you can define the table or record type to create feedback from.

> **Important:**
> The Parallel review and feedback feature is only available in Next Experience.

Generating a report in Microsoft Word

Use the Management Reporting of Risk application to create reports in Microsoft Word that are based on the information that is available in the ServiceNow AI Platform. Risk managers can create reports independently, using real-time data, without relying on administrators. Also, report generation is enabled by one-click updates of the report data directly from the ServiceNow AI Platform.

Exporting risk heatmap information

Download or copy the risk heatmap information to include in reports or share with relevant stakeholders as needed.

> **Important:**
> The copy and download of heatmap information is only available in Next Experience.

Enhanced object-based assessment

Configure a risk assessment methodology (RAM) for multiple objects without having to select only one assessment object. You can reduce the additional effort to manage multiple methodologies for different objects. You can compare and report the data to promote enhanced data accessibility and coherence.

Risk administrators can also add multiple RAMs for a single object. For example, a compliance case table can be assessed using separate criteria for IT and corporate compliance, which enables a comprehensive understanding of risks across different domains.

Auto save feature in the risk and control assessment form

Improve the experience of performing advanced risk assessment with auto-save. When assessors respond, the application saves their responses and calculates the overall risk score. It significantly reduces the number of clicks required, which improves efficiency and the overall employee engagement.

> **Important:**
> The auto-save feature is only available in Next Experience.

Bulk approval and reassignment of risk assessments

Approve multiple risk assessments simultaneously, which significantly reduces the time that your team spends on individual approvals. Workflow efficiency is enhanced, especially when you're dealing with a high volume of assessments. An approver or an assessor can easily reassign multiple risk assessments to different stakeholders or team members.

Adding risks and controls from the library

Create and manage the risks and controls within the designated workflows by eliminating unnecessary navigation. Your team can do the following tasks:

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- Add controls from a control taxonomy by using the **Create from control objective** option during control assessment.
- Identify and create ad-hoc controls by using the **Create control** option when responding to risk mitigation tasks.
- Add the controls from control taxonomy by using the **Create from control objective** option when responding to risk mitigation tasks.
- Identify and map the risks from risk taxonomy by using the **Create from risk statement** option while defining the risk assessment scope.

Enhanced user experience in Advanced Risk

Streamline your processes with the following enhancements:

- Use the **Comments** field to provide a brief response for the group factors in Risk Workspace. You can configure the comments from the group factors in the RAM form.
- Eliminate the need for assessors to navigate manually through the entire page to locate the areas that require attention. When moving to the next assessment stage on the risk assessment form, the application automatically scrolls to the unresponded factors.
- Reassign the in-progress assessments in bulk to new assessors in the absence of the current assessor. This feature helps to redistribute assignments, especially in cases of restructuring or emergency medical leave, and enables bulk reassignment as needed.
- Initiate a sidebar discussion for the risk event and issue record types. Your team gets a dedicated space to discuss events or issues. This space enhances the clarity and efficiency in the risk management processes.
- Use the **Reviewer** field on the risk response task page to inform the assessor about the reviewer's details.
- Use drop-down options for factor choices on the risk assessment form to enhance readability.
- Enable a horizontal layout for factor choices on the risk assessment form to minimize scrolling.
- Use a simplified navigation with a single breadcrumb trail from the advanced risk assessment homepage to the main page. Your team doesn't need to open multiple tabs.
- Use a vertical list view that is grouped by the related list for a manual, automated, and calculated metrics definition record.
- Collapse section headers within the advanced risk assessment to reduce scrolling on the advanced risk assessment page and optimize the screen space for accommodating more content.

UI changes

Submit for approval button

The **Submit for approval** button on the risk assessment form was renamed as **Submit** to support a dynamic approval workflow.

View assessment and Approve assessment buttons

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The **View assessment** and **Approve assessment** buttons were combined and renamed as **Submit** on the risk assessment form to enhance the visual experience and reduce the number of clicks required.

Changed in this release

Risk identification configuration enhancement

In the Risk identification configuration, risk administrators can add multiple tables and map them to the respective RAMs.

Migration of content from GRC Workspace to the ARA Workspace

All risk assessment workspace content has been re-created in the new ARA Workspace. With this change, the risk assessment content can be referenced from the ARA workspace instead of the GRC Workspace. All customizations that were made in the GRC Workspace aren't carried forward to the ARA Workspace. You must reapply those customizations to the available default pages in the ARA Workspace to see them during the risk assessment.

Migrating classic dashboards to the Next Experience

Starting with version 18.1.0 of the Advanced Risk and Risk Management applications, the following dashboards are available in the Next Experience:

- Risk Overview

> **Note:**
> Risk Overview PA Premium dashboard is migrated from classic to the Next Experience and renamed as Risk Overview dashboard.

- Operational Risk Management
- Basel Dashboard
- Continuous Risk Monitoring Overview
- My Assessment Overview
- Risk Event Overview
- Risk Identification Overview
- Risk Event Overview by Risk Class
- Risk Event Overview by Entity

Domain separation in Risk Management

The following changes have been made to the domain assignment process to manage data segregation by the Managed Service Providers related to entities, and other related objects, such as risks, controls, and control objectives:

- Profile generation job uses a domain iterator to generate entities and other related objects into the correct domains.
- Revised domain inheritance and assignment logic by adding new business rules to assign the correct domain when creating entities, risks, controls, and related objects.

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Removed in this release

- The **Save** button on the risk assessment form has been removed. The risk assessment form is automatically saved.
- The stepper component was removed from the **Approvals** tab in the risk assessment form when there's no approval configured within the assessment scope. This removal simplifies the user experience and declutters the interface, making it more intuitive.

Deprecations

- Starting with version 18.1.0 of the Advanced Risk and Risk Management applications, the following dashboards are deprecated:
  - Advanced Risk Assessment Overview
  - Exposure by Entity
  - Exposure by Risk Statement
  - Risk Overview
  - Risk Register
  - Project Risk Overview Dashboard

  If you're on a legacy release or already using these dashboards, you can continue to use them.

Activation information

Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

GRC Risk Management

Use the Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce reaction time from days to minutes.

GRC Risk Workspace

The Risk Workspace with the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for all your risk-related activities.

Audit Management release notes

The ServiceNow® Audit Management application supports activities related to planning audit engagements, executing engagements, and reporting findings to an audit committee. Engagement reporting helps assure key stakeholders that the organization's risk and compliance management strategy is effective. Audit Management was enhanced and updated in the Washington DC release.

Audit Management highlights for the Washington DC release

- Manage your documents and work papers with Audit Management as cloud files.
- Link the cloud files to any GRC record and share a single cloud file with multiple records.
- Manage access permissions on the cloud files.

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See Audit Management for more information.

Important:
Audit Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Manage your documents and work papers with Audit Management as cloud files

Manage your documents and work papers with Audit Management as cloud files. This capability addresses specific use cases for the engagement and audit task records in the Audit Workspace. Link the cloud files to any GRC record and share a single cloud file with multiple records.

Create a Cloud file configuration on engagements and audit tasks

Manage access permissions on the cloud files. Use the Cloud file configuration module to assign the read and write permissions to the users of the cloud files.

Changed in this release

Analytics and Reporting Solutions for Audit Management in Next Experience UI Framework

Starting with version 18.1.0 of the Audit Management application, the Analytics and Reporting solutions for Audit Management such as the Audit Engagement Overview dashboard and Audit Manager dashboard are available in the Next Experience UI Framework.

Activation information

Install Audit Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Business Continuity Management release notes

The ServiceNow® Business Continuity Management (BCM) application enables your organization to continue to deliver products and services at an acceptable level during disruptive events such as power outages, extreme weather, or equipment damage. Business Continuity Management was enhanced and updated in the Washington DC release.

Business Continuity Management highlights for the Washington DC release

- Configure new fields in the dependency assessment and mark them as required or optional by configuring the UI policy with the admin role.
- Automate the recovery tasks for faster disaster recovery (DR).
- Schedule an auto-update of the dependencies in the business impact analysis (BIA) based on the source data and relationships in the Configuration Management Database (CMDB). Get email notifications with the details of the BIA dependency updates from the application.
- Schedule an auto-update of the related assets in the plans based on the source data and relationships in the CMDB and BIA. Get email notifications with the details of the planning dependency updates from the application.
- Add the dependencies of the impacted assets manually in the events and exercises from the CMDB, BIA, and plans.

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See Business Continuity Management for more information.

Important:
Business Continuity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading to the Washington DC release

After upgrading to the Washington DC release, you must note the following important information for the existing business impact analyses, business continuity plans, and events:

- For business impact analyses, the Source column in the dependency assessment is renamed to Primary source and the **BCM** source is renamed to **Manual** for manually added dependencies following an upgrade. When you select the **Update dependencies** button, the system adds the CMDB dependencies.
- For business continuity plans, the Source column is renamed to Primary source following an upgrade. When you select the **Update dependencies** button, the system adds the CMDB and BIA dependencies. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration.
- For events and exercises, when you select the **Update dependencies** button, the system adds the CMDB, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration.

New in the Washington DC release

Configuring the Dictionary, UI policy, element variables, and UI view

Configure new fields in the dependency assessment with the admin role and mark them as required or optional using the UI policy. In addition to UI policy configuration, you can also customize the UI view and UX view rules for the BIA dependency and BIA dependency groups. It offers you the flexibility to modify the display and functionality of the dependency assessment based on your specific requirements.

In previous releases, the Required Recovery Timeframe validation was required for all impact categories. However, starting with version 6.1.x of the BCM application, it's now required only for the Applications impact category. This change is controlled by the UI policy.

Automate the recovery task in the plan

Automate the recovery tasks to streamline the recovery process in both business continuity plans and exercises. By classifying a task as automated and attaching an automated flow to it, the recovery process can be streamlined.

When a business continuity plan is activated as part of an exercise or an actual event, the associated automated flow gets triggered. However, if an error or failure occurs during the execution of the automated flow, the user with edit access to the event record can manually retrigger the task as a backup. Therefore, the recovery process can proceed seamlessly, even if the automated flow encounters any issues.

Add a task to the crisis event

Manage multiple recovery tasks by editing various fields, including **State**, **Actual start**, **Actual end**, **Assigned to**, and **Assigned group** at the same time

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in the recovery tasks list. It helps the event task users update multiple tasks simultaneously, saving time and effort. If a task was closed by mistake, the event task users with edit access to the event record can reopen it for editing and make necessary corrections, maintaining accuracy and completeness in the recovery process.

Additionally, the **Closed failed** task state has been implemented on the Event task form. When a task is transitioned to the **Closed failed** state, the entire exercise is paused until the user with edit access to the event record unblocks the task and changes its state to **Closed complete**. The event task users can then resolve any issues or failures before continuing with the exercise.

Schedule an auto-update of the dependencies

Update the CMDB assets and dependencies in the business impact analysis. BCM administrators can configure the Impact analysis dependency update configuration module to start an auto-update or to trigger a manual review process. Administrators can enable the scheduled job to monitor the dependencies continuously and send email notifications.

Schedule an auto-update of the related assets

Update the CMDB assets and dependencies in the business continuity plan. BCM administrators can configure the Planning dependency update configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, and the CMDB. Administrators can enable the scheduled job to monitor the dependencies continuously and send the email notifications.

Adding the dependencies of the impacted assets

Update the CMDB assets and dependencies in an event. BCM administrators can configure the Event dependency source configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, CMDB, Plan primary assets, and Plan related assets.

UI changes

Configure the Impact analysis dependency update configuration record

Configure the Impact analysis dependency update configuration module for importing the impact analysis dependency updates.

Configure the Planning dependency update configuration record

Configure the Planning dependency update configuration module for importing the planning dependency updates.

Configure the Event dependency source configuration record

Configure the sources to fetch the event dependencies in the Event dependency source configuration module.

Format the PDF templates for BIAs, BCPs, and Events

Use the enhanced Business Continuity Plan Template (Default) to generate PDFs of the business continuity plans. The template offers UI enhancements such as support for large images, large tables, improved spacing, and proper alignments.

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Activation information

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Common Governance, Risk, and Compliance feature release notes

The ServiceNow® Governance, Risk, and Compliance (GRC) application enables an organization to continue to provide its business services during adverse operational events, such as a pandemic, extreme weather, or hacking. Governance, Risk, and Compliance was improved and updated in the Washington DC release.

GRC highlights for the Washington DC release

- Assign remediation tasks using system-provided suggestions for remediation and potential assignees in the **Assigned to** field.
- Update an issue if you have either the Issue manager role, the Issue manager group role, the Assigned to role, or the Assignment group role.

See Governance, Risk, and Compliance for more information.

Important:
GRC is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

System-generated recommendations for Workspace issue management

- Use system-generated recommendations for a remediation task that is related to an issue. User responses are recorded in the action history of the remediation task.
- Use system-generated recommendations that are listed on the **Details** tab of an issue. You can refer to the top three recommendations when assigning an issue in the **Assigned to** field.

UI changes

Issue enhancements in the Workspace

The Recommended actions section is added in the sidebar of the Issues Workspace page.

Changed in this release

Issue management privileges

- For managing an issue, the same levels of privileges are assigned to the GRC manager and the GRC user. If you have the GRC manager role, the GRC user role, the Business User role, or the Business User Lite role, you can create an issue.
- Create or update a remediation task if you're an Issue persona or if the remediation task is assigned to you.

Domain separation in GRC

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The following changes have been made to the domain assignment process to manage data segregation by the Managed Service Providers related to entities, and other related objects, such as risks, controls, and control objectives:

- Profile generation job uses a domain iterator to generate entities and other related objects into the correct domains.
- Revised domain inheritance and assignment logic by adding new business rules to assign the correct domain when creating entities, risks, controls, and related objects.

Activation information

Install GRC by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Compliance Case Management release notes

The ServiceNow® Compliance Case Management application helps you to report, investigate, and resolve compliance cases, such as complaints or breaches. The application also enables you to raise a compliance request, such as a policy modification, clarification, or inquiry, and have it addressed by the compliance team. Compliance Case Management was enhanced and updated in the Washington DC release.

Compliance Case Management highlights for the Washington DC release

- Seamlessly create Portable Document Format (PDF) reports that use the data from compliance cases or requests.
- Communicate with multiple stakeholders with the compose email functionality on the compliance case and request record pages.
- Enable case managers to manage the scope of one or multiple impacted and related areas.

See Compliance Case Management for more information.

Important:
Compliance Case Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Export a report to PDF

Create PDF reports for compliance cases or requests by using predefined templates so that the stakeholders who may not have access to the application can still access the data. Sharing vital information via email becomes quicker with PDF reports and enables collaboration with audit teams, partners, or internal committees without the need for application access. PDF reports serve as offline reporting. They can provide you with the flexibility to present comprehensive data in a condensed and readable format. You can select a predefined template or create a customized document template to generate reports.

Compose emails in GRC: Compliance Case Management

Compose and send emails for compliance cases and requests by using the GRC: Compliance Case Management application to communicate with different stakeholders within or outside your organization.

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Enhance the user experience in managing multiple impacted and related areas

Add and manage multiple impacted and related areas in a compliance case more efficiently. You can use a unified dialog box by selecting the **Add** button. By using this button, you can eliminate repetitive actions and reduce the time you spend navigating between different screens. As you select the impacted and related areas, you get visibility into the compliance case record in the background and you can make informed selections that are based on the details within the record. For more information, see Add an impacted area to a compliance case and Add a related area to a compliance case.

Remove multiple impacted and related areas

Delete one or multiple impacted and related areas by using the **Remove** button that has been added on the compliance case form. You can delete impacted and related areas more conveniently without navigating through multiple menus or sections.

UI changes

Case tasks related list

The **Case tasks** tab on the compliance case form was renamed as **Action tasks**.

Removed in this release

- The **New** button in the Impacted and Related areas on the Compliance case form has been removed and replaced by the **Add** button.

Activation information

Install Compliance Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Policy and Compliance Management

To use the Compliance Case Management, you must integrate Compliance Workspace with the Policy and Compliance Management application.

GRC Compliance Workspace

Use the Compliance Workspace application to record, manage, and investigate compliance cases using Compliance Case Management.

Continuous Authorization and Monitoring release notes

The ServiceNow® Continuous Authorization and Monitoring application provides a standardized approach to defining an authorization package and walking through the seven stages of the NIST Risk Management Framework (RMF). Continuous Authorization and Monitoring was enhanced and updated in the Washington DC release.

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Continuous Authorization and Monitoring highlights for the Washington DC release

- Enable management of controls at a granular level that is at the control requirements level, which are shipped by the base system for controls belonging to NIST 800-53 revision 5.
- Define requirements at a control objective level that enables the breakdown of the control and create control requirements automatically, which can also be attested individually.
- Create hybrid controls by inheriting control requirements partially and self-implementing the rest of the requirements.
- Enable testing of the control based on the assessment procedures as defined by NIST 800-53A.

See Understanding Continuous Authorization and Monitoring for more information.

Important:
Continuous Authorization and Monitoring is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Managing controls at a granular level

Configure a control requirement at the control objective level based on the NIST 800-53 Risk Management Framework to assess the control at a granular level. You can also take attestations at the requirement level while the control moves to the Attest state in the workflow. You can monitor and track the control effectively and clearly identify specific requirements that are non-compliant, which leads to the control being non-compliant.

Set up baseline controls to generate controls and implement requirements

Create a control that is implemented as an inherited control in part and as a system-specific control in part, which helps to adopt partial requirements from a common control provider. You can also inherit one or more requirements provided by a common control provider.

Ability to have assessment procedures based on NIST 800-53A

Determine the control's effectiveness based on the individual assessment procedure's effectiveness. You can tailor the assessment procedures in test templates and mark them as Effective, Ineffective, or Not applicable.

New related lists in the CAM view of Control objective and Control forms

Use the CAM view of the Control objective form that has all the control objective requirements from the NIST 800-53 revision 5. Similarly, the CAM view of the Control form has all the requirements generated for the control in the control requirements related list.

Changed in this release

Analytics and Reporting Solutions for CAM in Next Experience UI Framework

Starting with version 18.1.0 of Continuous Authorization and Monitoring application, the Analytics and Reporting solutions for CAM such as the CAM Overview, AO Overview, and SCA Overview dashboards are available in the Next Experience UI Framework.

Generating assessment procedure plans for a test plan

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The **Control test** section of the Test template form is updated with additional fields such as Examine, Interview, and Test that draw control test guidelines from NIST.

Determine control effectiveness of a control test

Additional new fields such as Examine, Interview, and Test are added to the Test plan and Control test forms to test the control effectiveness.

Document implementation statement for a control

The Control form now has a new field called Implementation statement, which is required before moving the control to the Assess state.

Discussion field in the Control objective and Control forms

Based on the 800-53 controls, the Discussion content provided by NIST for each control is shipped by the base system at the control objective level, which is also updated in the Control form when the control is created.

Activation information

Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Operational Resilience release notes

The ServiceNow® Operational Resilience application enables an organization to continue to provide its business services during adverse operational events, such as a pandemic, extreme weather, or hacking. Operational Resilience was enhanced and updated in the Washington DC release.

Operational Resilience highlights for the Washington DC release

- Track end-to-end business service resiliency from the continuity of operations perspective.
- Track end-to-end business service resiliency from the operational risk and compliance perspective.
- Display reports according to the persona in the Operational Resilience application Home page.
- Auto-populate the dependency mappings for the business services based on the source-data relationships in the Configuration Management Database (CMDB).
- Auto-populate the dependency mappings for the business services based on the source-data relationships in the business impact assessment (BIA).

See Operational Resilience for more information.

Important:
Operational Resilience is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Roles installed with Operational Resilience

To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Business Continuity Management (BCM) Professional users. To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Integrated Risk Management (IRM) Professional users.

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Display reports according to the persona with different roles. Separate reports are displayed for the BCM Professional and IRM Professional users in the Operational Resilience application Home page.

Fetching dependencies from the CMDB and BIA

Auto-populate the dependency mappings for the business services based on the source-data relationships in the CMDB and BIA.

Activation information

Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

GRC Advanced Risk

Use Advanced Risk Assessment to create an integrated risk platform. This integrated platform supports various kinds of risk assessment methodologies. It enables you to integrate risk assessment as part of your overall decision-making process. To learn more about the Advanced Risk application, see Advanced Risk Assessment.

GRC Business Continuity Management

Use the BCM application to alleviate disruptions and continue to deliver the products and services at an acceptable level. It enables you to respond, react, and recover from disruptions quickly. To learn more about the BCM application, see Setting up Business Continuity Management application.

Data Relationships Framework

Use the Data Relationships Framework application to fetch the dependencies from the CMDB.

GRC Policy and Compliance Management

Monitor the controls associated with your entities and publish their reports on the dashboard. To learn more about the controls and the GRC: Policy and Compliance Management application, see Manage controls.

GRC Risk Management

Monitor the risks associated with your entities and publish their reports on the dashboard. To learn more about the risks and the Risk Management application, see Using Risk Management.

Policy and Compliance Management release notes

The ServiceNow® GRC: Policy and Compliance Management application provides a centralized process for creating and managing policies, standards, and internal control procedures that are cross-mapped to external regulations and benchmarks. GRC: Policy and Compliance Management was enhanced and updated in the Washington DC release.

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GRC: Policy and Compliance Management highlights for the Washington DC release

- Revise your policies and update the policy text periodically by integrating with Google Drive. Use policy authoring and the redlining feature to enable policy owners and reviewers to collaborate, review, and redline policies.
- Set up the dynamic approval configuration on a policy record. Define the approval levels and rules based on different dynamic conditions, such as policy type, source table, state, and filter conditions.

See Policy and Compliance Management for more information.

Important:
GRC: Policy and Compliance Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Policy authoring using Google Drive

Monitor and revise your organization's policies at regular intervals to maintain their relevance and compliance. Integrating Microsoft Word document files with Google Drive helps your policy owners, reviewers, and approvers to author, modify, and maintain different versions of a policy text and thus retain its history. The users can also collaborate on the policy drafting and review processes. The policy text is updated automatically and the text can be copied from a document into the **Policy text** field in HTML, and then it can be converted to a PDF format later.

Set up dynamic approval configuration on a policy record

Set up the dynamic approval configuration on a policy record. Define the levels of approvals for dynamic conditions such as policy type, state, and owner in the approval configuration record. Create an approval rule for each approval level by selecting an approver type, source table, and filter condition. You can also set up dynamic approval configuration on a policy that has redlining enabled.

Changed in this release

Performance enhancements in processing indicator jobs

To support parallel processing capabilities, two additional custom queues have been introduced. One is the Indicator Data Queue for processing indicators, and the other is the Supporting Data Queue for handling events related to control, risk, and issue updates. A new job is introduced to collect supporting data, which significantly aids in improving the data handling processes.

New fields have been introduced in the Indicator template form to support percentage sampling. To streamline data handling, the data storage system is updated with storing sample data in JSON format. This new approach enables a more structured and efficient storage, enhancing data retrieval process and analysis. The **Due date duration (days)** field is added in the Indicator template and Indicator forms to capture the due date of the indicator task. Based on this due date, the indicator task owners receive reminder emails.

Analytics and Reporting solutions for Policy and Compliance Management in Next Experience UI Framework

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Starting with version 18.1.0 of the Policy and Compliance Management application, the Analytics and Reporting solutions for Policy and Compliance are available in the Next Experience UI Framework.

Activation information

Install GRC: Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers:

- Google Chrome
- Firefox and Firefox Extended Support Release (ESR)
- Microsoft Edge Chromium
- Safari 12.0 and later versions

Privacy Management release notes

The ServiceNow® Privacy Management application enables you to manage your organization's privacy risks and compliance to protect your customers, employees, and suppliers. Privacy Management was enhanced and updated in the Washington DC release.

Privacy Management highlights for the Washington DC release

- Use the Privacy Case Management application to report and manage privacy violations and complaints.
- Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations.
- Refer to the **Functional domain** field that is automatically set to **Privacy** when the users with privacy roles work on forms such as processing activities, controls, and so on.

See Exploring Privacy Management for more information.

Important:
Privacy Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Privacy Case Management

Use the Privacy Case Management application that enables you to report and manage privacy violations and complaints. The solution allows for the efficient management of privacy breaches and complaints through collaboration with various teams which help in investigating the root cause and key details of the breach reported.

Privacy Case Management integration for RadarFirst

Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations. Any data breach must be assessed by the privacy team to understand if there are

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any regulatory notification obligations and report the incident to the regulator within the prescribed time. RadarFirst helps to understand the regulatory notification obligations associated with the breach.

Functional domain

Segregate, associate, and view data related to a Privacy functional domain by using the **Functional domain** field. The **Functional domain** field is available in the forms such as Entity, Control, Control Objective, Policy, Authority document, Citation, Entity type, Entity class, Issues and so on. By utilizing the **Functional domain** field capability, the need to specify content reference with Privacy on authority documents and policies has been removed.

Activation information

Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Regulatory Change Management release notes

The ServiceNow® Regulatory Change Management application enables you to check upcoming regulatory changes, assess their impact, and implement risk and compliance-related changes. Regulatory Change Management was enhanced and updated in the Washington DC release.

Regulatory Change Management highlights for the Washington DC release

- Create regulatory alerts manually in the Workspace.
- Use the Excel-based import template to import the alerts in bulk into the Regulatory Change Management application.

See Regulatory Change Management for more information.

Important:
Regulatory Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Create the regulatory event alerts manually

Create the regulatory event alerts manually in the Workspace so that they can be routed to the correct subject matter experts for further analysis.

Import the regulatory event alerts in bulk

Populate the Workspace with your own regulatory event alerts. You can then import the alerts in bulk in the Regulatory Change Management application. Use the Excel-based import template that is formatted, organized, and populated with data values for importing the alerts.

Deprecations

Removed features

GRC: Regulatory Change Management no longer supports dashboard in the classic UI.

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Activation information

Install Regulatory Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Third-party Risk Management release notes

The ServiceNow® TPRM application provides a centralized process for managing your portfolio of third parties, assessing and scoring risk, and performing remediation. TPRM was enhanced and updated in the Washington DC release.

Third-party Risk Management highlights for the Washington DC release

- Automate assessments with the event-driven management feature.
- View new reports on the Due diligence management dashboard.
- Track and verify a managed activity.
- Use the new Standardized Information Gathering (SIG) questionnaire content available for 2024.
- Add questionnaires to third-party risk assessments based on the final risk tiers that were calculated at the IRQ assessment or engagement level.

See Third-party Risk Management for more information.

Important:
Third-party Risk Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Third-party Risk Management to Washington DC

If you are a VRM user upgrading to TPRM, when upgrading to Vancouver or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from Utah to Vancouver, Vancouver to Washington DC, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts.

For more information on upgrading from VRM to TPRM, see Third-party Risk Management upgrade information.

New in the Washington DC release

Event-driven management — automate assessment processes

Configure the rules that auto-generate and send questionnaires and document requests to engagements and third parties. For engagements and third parties that meet the criteria you define, you specify the schedule, questionnaire, and document request templates. You can automate all assessment types except onboarding.

New user group: Due diligence request assigners

Enable each member of the Due diligence request assigners group to receive an email notification of the new requests for due diligence. For requests that are in the **New** or **Unassigned** state, you need to specify the owner. Any group member can assign the owner.

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New reports on the Due diligence management dashboard

Use the Due diligence management dashboard, as a third-party risk manager or assessor, to track, prioritize, and manage your responsibilities.

Tracking a managed activity

View managed activities in the usage analytics activities table for tracking and verification purposes in the Third-party Risk Management application.

New Standardized Information Gathering (SIG) questionnaire content

Use the updated SIG templates for 2024 after upgrading to version 18.x as part of the Third-party Risk Management application.

Changed in this release

Terminated third parties are now available for new DD requests for onboarding

You can now reactivate a third party that is in the **Terminated** status. You can select a terminated third party when you're creating due diligence requests for onboarding new engagements. If such a request is accepted and closed, the third party's status is changed to **Active**.

New [sn_svdp.allow_assessor_edit] property of Third-Party Risk Assessor role

The default setting for the [sn_svdp.allow_assessor_edit] property enables Third-party risk assessors [sn_vdr_risk_asmt.vendor_assessor] to answer questions or modify responses in third-party questionnaires. For instructions on setting this property, see Configure TPRM properties.

New [sn_vdr_risk_asmt.vendor_risk_admin] role

The new [sn_vdr_risk_asmt.vendor_risk_admin] role can create and edit questionnaire templates and contains all the permissions of the [vendor_risk _manager] and [assessment_admin] roles. The permissions for creating and editing questionnaire templates have been removed from the [sn_vdr_risk_asmt.vendor_risk_manager]. For more information, see Roles in Third-party Risk Management.

New Active option

The new Active option enables Third-party risk managers [sn_vdr_risk_asmt.vendor_risk_manager] to turn a tier-based assessment submission rule on or off. When all rules are turned off, third-party risk assessments aren't automatically generated by tier changes. For more information, see Create an automated risk assessment when the assigned risk tier changes—Legacy process.

New configurations automatically attach external questionnaires to assessments

You can now add questionnaires automatically to third-party risk assessments based on the final risk tiers that are calculated at the IRQ assessment or engagement level. This change is in addition to the existing feature that adds questionnaires to the third-party risk assessments in the due diligence workflow based on the responses from the IRQ questionnaire. The level at which the risk tier is calculated can be configured.

Vendor Risk dashboard in Next Experience UI Framework

Starting with version 18.1.3 of the Third-party Risk Management application, the Vendor Risk dashboard is no longer supported as part of the Next Experience UI Framework. The Vendor Risk dashboard is available for existing users that have installed Third-party Risk Management prior to 18.1.3.

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Activation information

Install TPRM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Quick start tests for TPRM. After upgrades and deployments of new applications or integrations, run quick start tests to verify that TPRM works as expected. If you customized TPRM, copy the quick start tests and configure them for your customizations.

Related ServiceNow applications and features

GRC Risk Management

Use the Risk Management with the ServiceNow® Advanced Risk application to identify and monitor high-impact risks, improve your risk-based decision-making, and reduce the reaction time from days to minutes.

GRC Risk Workspace

The Risk Workspace with the ServiceNow® Advanced Risk application provides a simplified user experience with a single-pane view for all your risk-related activities.

Third-party Risk Management upgrade information

ServiceNow® Third-party Risk Management application upgrade information for the Washington DC release.

Important information for upgrading Vendor Risk Management to Washington DC

Starting with the Vancouver release, if you're a VRM user upgrading to TPRM, from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from one release to the next rather than skipping to the latest release. Not running scripts in the correct order can result in data inconsistencies, broken functionalities, and conflicts.

Plugin requirements

TPRM

- Activate the Third-party Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Third-party Risk Due Diligence application [com.sn_tprm_dd].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

VRM

- Activate the Vendor Risk Management application [com.sn_vdr_risk_asmt].
- Activate the Vendor Risk Management Workspace application [sn_vrm_ws] if you want to use the Vendor Risk Management workspace.

For more information on licensing or metering, see Tracking a managed activity, Third-party Risk Management (TPRM) Licensing and Vendor Risk Management (VRM) Licensing.

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VRM to TPRM changes

- The name of the application changed from Vendor Risk Management to Third-party Risk Management as part of the Vancouver release.
- The internal assessment [sn_vdr_asmt_internal_assessment] table is introduced, extending the tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] table.
- The Due Diligence Review (DDR) workflow is introduced, which uses both the internal assessment and the external (VRA) assessment.

> **Note:**
> If you have customizations on the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables, they might need modifications to work with the DDR workflow.

- The Third-party Scores [sn_vdr_risk_asmt_security_score] table has been relabeled to Risk Intelligence Scores [sn_vdr_risk_asmt_security_score] to reduce confusion.
- All instances of “vendor” are changed to “third party” in the user interface, though some global instances might remain unchanged.

> **Note:**
> If you don’t want to use the due diligence workflow, your original workflow (Tiering assessment and External assessments (VRAs) should be the same).

VRM and TPRM data model

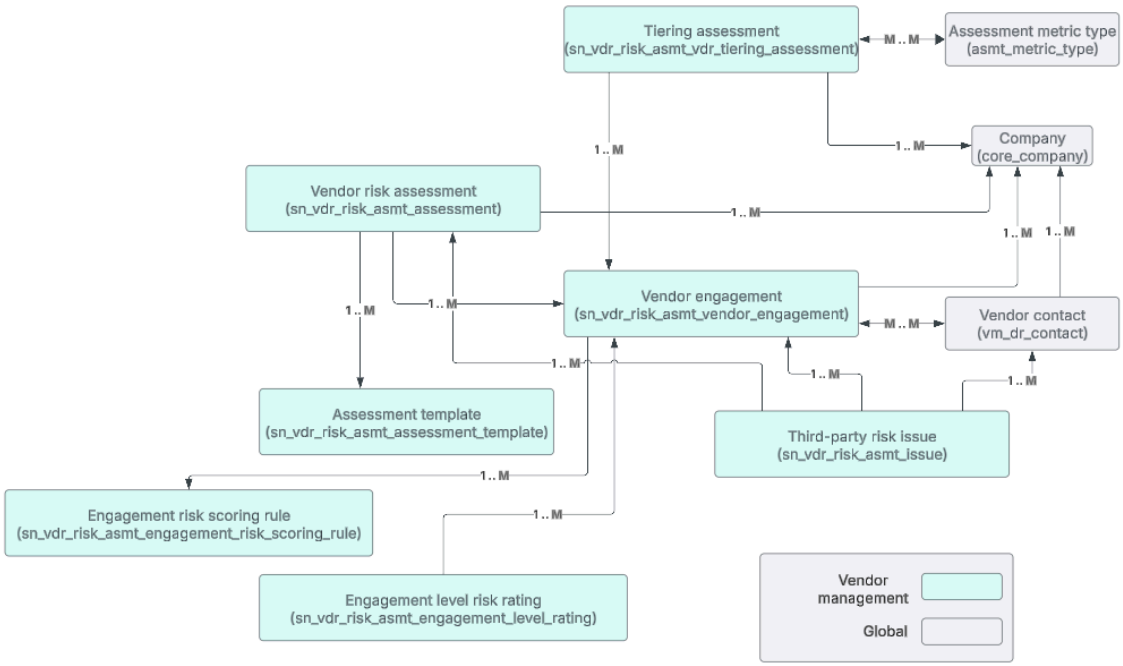
The Vendor Risk Management data model primarily uses the term “vendor” and includes the Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment] and VRA [sn_vdr_risk_asmt_assessment] tables.

The Third-party Risk Management data model uses the term “third-party” in most user interface elements and introduces the DDR workflow, which uses both internal [sn_vdr_asmt_internal_assessment] and [sn_vdr_risk_asmt_assessment] external assessments.

The following models show VRM's and TPRM's capabilities.

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VRM data model

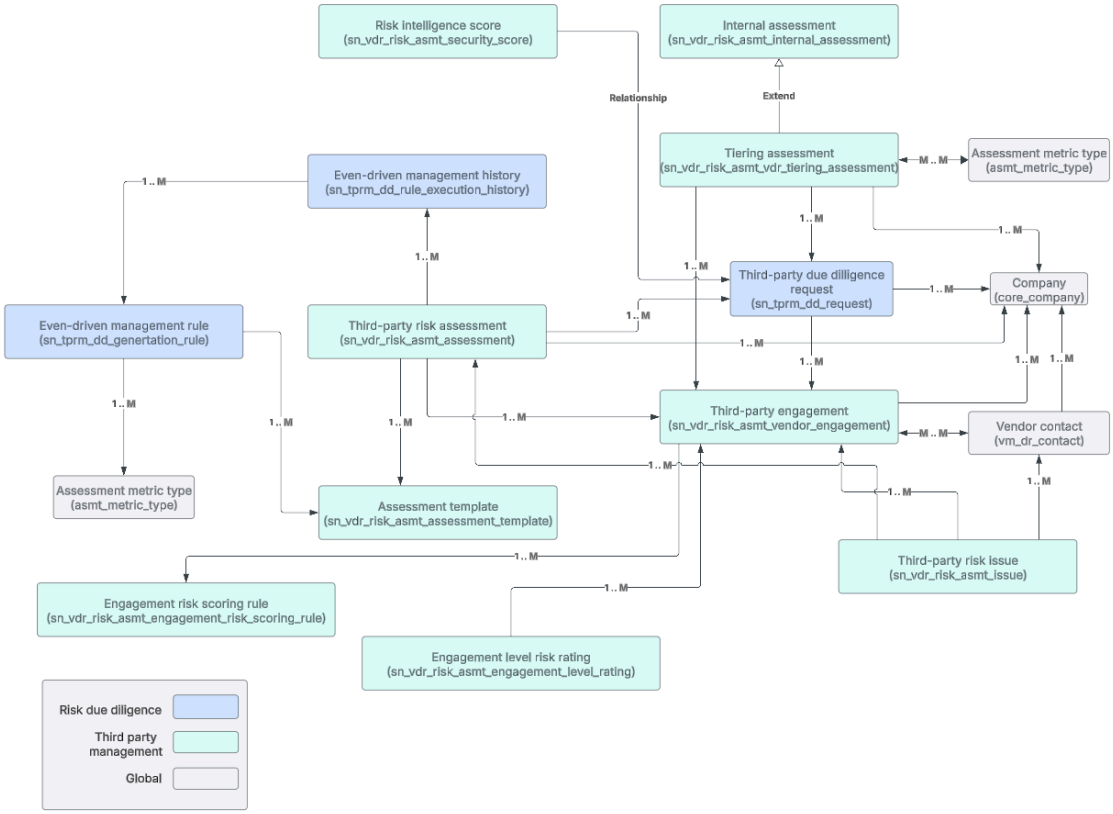


The components included in the Vendor Risk Management data model are as follows:

- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Company [core_company]
- Vendor risk assessment [sn_vdr_risk_asmt_assessment]
- Vendor engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

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TPRM data model



The components included in the Third-party Risk Management data model are as follows:

- Risk intelligence score [sn_vdr_risk_asmt_security _score]
- Internal assessment [sn_vdr_asmt_internal_assessment]
- Tiering assessment [sn_vdr_risk_asmt_vdr_tiering_assessment]
- Event-driven management history [sn_tprm_dd_rule_execution_history]
- Third-party due diligence request [sn_tprm_dd_request]
- Company [core_company]
- Event-driven management rule [sn_tprm_dd_generation_rule]
- Third-party risk assessment [sn_vdr_risk_asmt_assessment]
- Third-party engagement [sn_vdr_risk_asmt_vendor_engagement]
- Vendor contact [vm_dr_contact]
- Assessment metric type [asmt_metric_type]
- Assessment template [sn_vdr_risk_asmt_assessment_template]
- Third-party risk issue [sn_vdr_risk_asmt_issue]
- Engagement risk scoring rule [sn_vdr_risk_asmt_engagement_risk_scoring_rule]
- Engagement level risk rating [sn_vdr_risk_asmt_engagement_level_rating]

Hyperautomation and Low-code release notes

The ServiceNow AI Platform® has new and updated hyperautomation and low-code features in the Washington DC release.

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App Engine Studio release notes

The ServiceNow® App Engine Studio (AES) application enables creators of varying skill levels to build applications that meet the immediate needs of your organization. App Engine Studio was enhanced and updated in the Washington DC release.

App Engine Studio highlights for the Washington DC release

- As of AES version 25.2, use generative AI to create apps from text prompts.
- Add missing roles for workspaces with a new modal in Workspace Builder.
- Take advantage of a standardized builder theme for AES and Workspace Builder.
- Use the added support for Creator Studio roles, collaboration requests, and app creation requests in App Engine Management Center (AEMC).

See Build apps using App Engine Studio for more information.

Important:
App Engine Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Create applications with Now Assist

Accelerate application development through a natural conversation with generative AI. Create tables, roles, and record producers that define your application to quickly reach a starting point for further building.

Quickly add required roles for Workspace Builder

Quickly access and define security for workspaces that don't have an access control list (ACL) through a new modal. The new Add user roles to continue modal enables you to add roles and automatically create an ACL. You can then edit the roles in the **User access** field of the workspace settings.

Added support for Creator Studio groups and roles in AEMC

As an admin, track and manage users who have Creator Studio permissions when you use AEMC.

Added support for collaboration requests from Creator Studio in AEMC

As an admin, view and approve or reject Creator Studio user requests to collaborate on an app when you use AEMC.

Added support for new Creator Studio app requests in AEMC

As an admin, view and approve or reject new app requests from Creator Studio restricted users in AEMC.

UI changes

Updated theme changes in AES and Workspace Builder

Some branding, layout, and color themes for some builders in AES and Workspace Builder were updated to present a more standard and stylized interface.

Changed in this release

Expanded user role access

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To access App Engine Studio, you must have either an App Engine Studio User role or a Delegated Developer role for an app accessible in App Engine Studio.

Activation information

Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Access Control

Work with access control and roles for an application in App Engine Studio.

Catalog Builder

Edit the catalog items that you create in App Engine Studio.

Change Management

Control the life cycle of all changes systematically and facilitate changes with minimum disruption to IT services.

Configuration Management Database (CMDB)

Build logical representations of assets, services, and the relationships between them that comprise the infrastructure of your organization.

Create applications without writing code using Creator Studio

Edit apps built in Creator Studio and add features to customize functionality.

Decision tables in Workflow Studio

Add decision rules and use decision tables so you can decouple decision logic from code.

Email notifications

Create and edit email notifications that are automatically sent when a record is created or updated. Email notifications are also used as a reference in flows or can be triggered by an event.

ERP Canvas

Simplify the use of Enterprise Resource Planning (ERP) data from the system of record, such as SAP.

ERP Customization Mining (ERP-CM)

Find legacy application candidates with custom ERP data that can be replatformed onto the ServiceNow AI Platform.

Flow Designer

Edit the flows that you create in App Engine Studio.

Integration Hub - Import

Import data into existing tables in App Engine Studio.

Mobile App Builder

Add mobile experiences in App Engine Studio.

Now Assist for app generation

Create applications through a conversation with generative AI.

Process Automation Designer

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Edit cross-functional processes and consolidate them into automated task-oriented views.

Table Builder

Work with data models in a tabular format. Table Builder is exclusive to App Engine Studio.

UI Builder

Edit the experiences that you create in App Engine Studio.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience.

Workspace Builder

Edit and customize workspaces built in App Engine Studio.

Creator Studio release notes

The ServiceNow® Creator Studio product is a guided application development experience that enables business process experts to create request-based applications without the barriers of traditional low-code development. Creator Studio is a new application in the Washington DC release.

Creator Studio highlights for the Washington DC release

- Enable guided, end-to-end development for the most common types of applications: request and fulfill apps.
- Offload app development to citizen developers, reducing the strain on IT resourcing.
- Shorten development time by using streamlined app creation.
- Enable citizen developers to work on apps while restricting the ability to create them through the restricted user role.
- Create apps that are natively compliant with the ServiceNow AI Platform without the risks associated with traditional development.

See Creator Studio: Creating applications without writing code for more information.

Important:
Creator Studio is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Creator Studio features

Use templates to quickly build forms to intake requests

An easy-to-use form building environment enables no-code development of forms.

Create automated playbooks to streamline workflows

After you build forms, create playbooks to run automatically on the records that a form generates when users submit the form. For example, when a form is created, it can be automatically routed to a manager for approval.

Intuitive form submission workspace is ready to use out-of-the-box

For each app that you build, Creator Studio generates a form submission workspace category where fulfillers review requests. You can customize the workspace category and its records in Creator Studio.

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Co-create apps with other developers using collaboration

Increase app creation collaboration through delegated development, which enables you to collaborate on apps you don't own by requesting permission to edit them and to invite other citizen developers to build apps with you.

Deploy apps to production instances using Pipelines and Deployments

When an app is ready, you can submit it for review. App Engine admins deploy the app using Pipelines and Deployments. Once deployed, the catalog items for the app's forms are available for use in production.

Activation information

Install Creator Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

You must have an App Engine Enterprise license to use Creator Studio.

Related ServiceNow applications and features

App Engine Management Center

Track and manage your Creator Studio requests, deployments, applications, and collaborative developers using App Engine Management Center (AEMC).

App Engine Studio

Open Creator Studio apps in AES to build more custom experiences, such as email notifications and additional security.

Catalog Builder

Create or edit a catalog item using a visual and guided experience.

Form Builder

Visually create, configure, and customize the different form views for your users using the form editor in Form Builder.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience.

Workspace

Address customer requests and issues in a workspace, which provides a suite of tools where agents, case managers, help desk professionals, and managers work with tools to resolve customer needs.

Delegated Development release notes

The ServiceNow® Delegated Development application enables designated users without a system admin role to develop or deploy applications on the ServiceNow AI Platform. Delegated Development was enhanced and updated in the Washington DC release.

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Delegated Development highlights for the Washington DC release

- Simplify Delegated Development roles using the Delegated Admin capability.
- Remove the need to add individual roles for users that have access to all Delegated Development capabilities.

See Delegated development and deployment for more information.

Important:
Delegated Development is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

Delegated Admin check box

A Delegated Admin check box is added to the UI that grants the user all available roles and access to all delegated developer permissions when selected.

Activation information

Delegated Development is a ServiceNow AI Platform feature that is active by default.

ERP Canvas release notes

The ServiceNow® ERP Canvas application enables you to connect to the ERP (Enterprise Resource Planning) system of record, query remote tables, and build data models to use ERP data on the ServiceNow AI Platform. ERP Canvas was enhanced and updated in the Washington DC release.

ERP Canvas highlights for the Washington DC release

- New model management UI for creating models.
- Support for using BAPIs (Business Application Programming Interface) to read and update SAP data.
- Ability to send updates to the ERP system from the ServiceNow AI Platform by specifying input and output parameters.
- Support for earlier versions of ECC (ERP Central Component).
- Removed the requirement to have ERP Customization Mining (ERP-CM) in order to run ERP Canvas.

See ERP Canvas for more information.

Important:
ERP Canvas is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

New UI for managing models

Create and map models using tables and BAPIs, and then use the models to read and update the ERP system.

Read and update SAP from ERP Canvas using BAPI function calls

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Add **Read** and **Update** operations to the ERP model using BAPIs and table reads to communicate with the ERP system through the new ERP Model Management page.

- Find tables and BAPIs faster in the connected ERP system using AI Search.
- Create read operation entities using BAPIs or by the previous method of reading specified ERP tables on the system of record to retrieve data from the ERP system.
- Specify input and output parameters to customize the data you're reading or updating. ERP Canvas automatically includes required parameters in the query.
- Send data to update the ERP system using BAPIs.

Support for earlier versions of ECC

Use ERP Canvas with earlier versions of ECC, beginning with version SAP ECC 6.0 EHP 8.

Use actions to build flows that specify where ERP data goes on the ServiceNow AI Platform

Add to flows and specify where the results from read and update operations are stored through a Use ERP Data action in Workflow Studio.

UI changes

Tabs removed from Model record

Because the new ERP Model Management page handles table joins and join conditions, the **Joins** and **Join conditions** tabs have been removed from the model record. In addition, the following tabs on the model record were renamed:

- The **Model tables** tab is now called **Model entities**.
- The **Table fields** tab is now called **Entity fields**.

Changed in this release

ERP Customization Mining no longer required for ERP Canvas

You can now install ERP Canvas without also installing ERP-CM.

Use ERP Model Management to create table joins

Create table joins in the **Manage entities** tab of the ERP Model Management page by adding parent and child tables as Table read entities, and then managing their order to create join conditions.

Activation information

Install ERP Canvas by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

SAP ECC and S/4 HANA are currently the only available systems that integrate with ERP Canvas. You need the following on your ERP system:

- SAP ECC (minimum SAP Netweaver 7.3)
- SAP S/4HANA (all versions supported)
- SAP Java Connector

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Related ServiceNow applications and features

Build apps using App Engine Studio

AES consumes Financial Services Remote Tables as ERP data pills to help you create custom low-code apps and flows based on the migration candidates.

ERP Customization Mining (ERP-CM)

Identify ERP application candidates from your system of record with custom data to replatform using ServiceNow AI Platform® low-code apps.

Remote tables

Financial Services Remote Tables connect the ServiceNow AI Platform to third-party sources or to another instance so that you can retrieve external data and optionally cache it in the memory.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience. Consolidate Playbooks, Flow Designer, Action Designer, Integration Hub integrations, and Decision Builder into one design environment.

ERP Customization Mining release notes

The ServiceNow® ERP Customization Mining (ERP-CM) product enables ERP (Enterprise Resource Planning) consultants and architects to identify customizations and recommend candidates for replatforming from the ERP system onto the ServiceNow AI Platform. ERP-CM was enhanced and updated in the Washington DC release.

ERP Customization Mining highlights for the Washington DC release

Notifications for success and failure of customization mining processes.

Note:
SAP ECC (ERP Central Component) and S/4 HANA (High-performance ANalytic Appliance) are currently the only available system of record to integrate with ERP-CM.

See ERP Customization Mining (ERP-CM) for more information.

Important:
ERP-CM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Notifications for customization mining processes

Configure ERP-CM to notify you when mining process jobs are completed or have failed.

Activation information

Install ERP-CM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

App Engine Studio

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AES consumes remote tables and extraction tables from the ERP system to enable you to create custom low-code apps and flows based on the migration candidates.

ERP Canvas

ERP Canvas enables you to simplify the use of ERP data from the system of record, such as SAP. You can also create extraction tables on the ServiceNow AI Platform to transform data and create ERP models.

Remote tables

Financial Services Remote Tables connect the ServiceNow AI Platform to third-party sources or to another instance so that you can retrieve external data and optionally cache it in the memory.

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single-page experience. Consolidate Playbooks, Flow Designer, Action Designer, Integration Hub integrations, and Decision Builder into one design environment.

Flow Designer release notes

The ServiceNow® Flow Designer application enables process analysts to automate work without having to code and to build multi-step flows from reusable components. Flow Designer was enhanced and updated in the Washington DC release.

Flow Designer highlights for the Washington DC release

- Create multi-step flows with generative AI.
- Open Flow Designer from within Workflow Studio.
- Preview and rebuild flow outlines with Now Assist
- Save flows automatically as you work on them.
- Start a flow when Performance Analytics conditions are met.
- Undo changes that you've made while editing a flow.
- Use the flow diagramming view to add annotations and Try flow logic.

See Flow Designer for more information.

New in the Washington DC release

Annotations support in diagramming view

Add and edit annotations in the diagramming view.

Content filtering for flow execution details

Restrict access to the sensitive content within the flow execution details with a content filtering rule.

Create an action input from a step input

Create an action input based on the data type of a step input. Map the step input value to the new action input.

Exit Loop flow logic

Exit from a flow logic loop when the conditions of an If flow logic are met. Continue running the flow from the next step after the flow logic loop. This flow logic is also known as break.

FDIH Dashboard

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View the average and maximum run times of flows during the last 14 days. Use the trend data to identify the flows that are running unexpectedly.

Flow generation

Create multi-step flow outlines with generative AI. Flow outlines require configuration to add input values and data references.

Generate flow execution details for all iterations of a loop.

Create an execution settings record to generate flow execution details for all iterations of a loop rather than just the first and last iterations of a loop.

Go back to flow logic

Return to a prior step in the flow to repeat a sequence of actions.

Preview and rebuild flow outlines when creating a flow with Now Assist

See a diagram preview of the flow outline when creating a flow with Now Assist. If the generated flow preview does not meet your needs, update the text directions, and rebuild the flow outline.

Proactive Analytics trigger

Use Performance Analytics indicators to start a flow. Define the flow start conditions as a set of Proactive Analytics KPI scores and KPI threshold values.

[store-future: BEGIN review]Save flows automatically as you edit [End]

[store-future: BEGIN review]Flow Designer automatically saves flows as you work on them.[End]

Show approver names in stage field

Show the list of approvers assigned to a stage from a stage field. Control whether to show approvers and the maximum number of approvers to show with separate system properties.

Skip Iteration flow logic

Skip the current iteration of a flow logic loop when the conditions of an If flow logic are met. Continue running the flow logic loop with the next item in the list. This flow logic is also known as continue.

Support for Retrieval Augmented Generation (RAG) with flow generation

Generate flows from directions that refer to custom actions and subflows or content from installed spokes. Include the names of commonly used and recently published actions and subflows available on your instance in your flow generation requests.

Try support in diagramming view

Add and configure Try flow logic in the diagramming view.

Undo and redo support

Undo changes that you've made while editing a flow. Redo the changes that you've undone. Flow Designer only tracks changes while you're editing a flow.

User preference for default Flow Designer view

Set the flow diagramming view as the default Flow Designer view.

UI changes

Flows open in a read-only state

Flows open in a read-only state to protect them from accidental changes. Flow authors can use the Edit option when they want to change a flow.

Highlight mandatory inputs

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Flow Designer highlights actions that have empty mandatory inputs.

Save flow option moved

The **Save** button has been removed from the Flow Designer canvas. When you're done working on a flow, you can close the browser or flow tab.

Undo and redo options

Added Undo and Redo options to the Flow Designer canvas while editing a flow.

Update Workflow Studio to update application dependencies

As of Washington DC Patch 3, updating Workflow Studio automatically updates all of its application dependencies such as Flow Designer, Playbook, and Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow Store or the list of plugins.

Workflow Studio support

Flow Designer opens within Workflow Studio.

Changed in this release

Flow execution details only record the first and last iterations of loops

Flow execution details only record the first and last iterations of a loop. This setting reduces the amount of execution details that the instance has to generate and store. You can change this setting on a flow-by-flow basis by creating a flow execution settings record.

Deprecations

Deprecated the system property com.snc.process_flow.reporting.iteration.lastn that specifies the number of loop iterations that a flow generates execution details for. This property only applies to flows created prior to the Washington DC release. New flows only generate execution details for the first and last iterations of a loop. To report on all iterations of a loop, create a flow execution settings record for the flow instead. For more information about flow execution settings, see Flow execution settings.

Activation information

Flow Designer is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to enhance your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network.

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The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Now Assist

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

Process Automation Designer

ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

Integration Hub release notes

The ServiceNow® Integration Hub application extends the ServiceNow® Flow Designer workflow automation capabilities by enabling you to integrate your instance data with data in external systems. Integration Hub was enhanced and updated in the Washington DC release.

Integration Hub highlights for the Washington DC release

- Simplify your Stream Connect integrations by using Stream Connect message replication to replicate data from your local Apache Kafka environment.
- Use the improved OpenAPI step for integrating with third-party REST web services.
- Authenticate the OAuth client credential grant type with the on-premise authorization server, and integrate with the corresponding resource server after successful authentication.
- Use the code signing feature that has been enhanced with multi-layer caller inspection of records in the call stack to be signed before going to the ECC queue.

See Integration Hub for more information.

New in the Washington DC release

Stream Connect for Apache Kafka Enhancements

- Use Stream Connect Message Replication to replicate data between your local Apache Kafka environment and ServiceNow. With Stream Connect Message Replication, you no longer need a third-party replicator and can manage message replications from your ServiceNow instance.
- Use Stream Connect Message Replication to enable a MID Server to create the access certificates required to connect to the Hermes Messaging Service. The MID Server can automatically generate the necessary certificates, so you don't need to configure them manually.
- Send messages with an updated Kafka Producer step. Select a topic from a drop-down list and configure values for the message header.

OAuth 2.0 credentials

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Connect with an on-premise third-party OAuth authorization server that resides behind a firewall through a MID Server that sends the request for an OAuth token on behalf of your ServiceNow instance. You can use this functionality when you create an application registry for a third-party OAuth provider and in the form, set the Grant type as Client Credentials.

Increased security in code signing with multi-layer caller inspection

The code signing feature has been enhanced with multi-layer caller inspection of records. Multiple layers can call each other before a record or entity can update the ECC queue table. Now, each layer must have a valid certificate and validated before the MID server accesses the record or entity. The ServiceNow platform provides a property that enables you to inspect three caller layers by default.

Changed in this release

Open API step enhancements

The OpenAPI step has several improvements. You can now:

- Save the request response as an attachment record.
- Configure a retry policy to retry a request if the previous one fails or encounters any issues.
- Sync step inputs and step outputs with action inputs and action outputs. Edit step outputs if required.
- Modify the resource path, HTTP methods, query parameters, and headers of a request.
- Add or remove error mapping to an action while resetting action inputs and action outputs.
- Use *oneOf* and *anyOf* schema object properties in the schema.

Multi-layer caller inspection of records going to the ECC queue

Previously, there would be a single layer inspection of records or entities entering the ECC queue. Now, multiple layers calling each other must have a valid certificate and be validated before the record enters the ECC queue. By default, you can support the inspection of three layers.

Deprecations

Starting with Washington DC release, OpenAPI support in the REST step is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Integration Hub is included in Automation Engine and is available with activation of an Automation Engine subscription package. For details, see https://www.servicenow.com/products/automation-engine.html.

Related ServiceNow applications and features

Flow Designer

Flow Designer enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Flow Designer

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design environment to author flows and actions and to view the results that they produce.

Build apps using App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels used to build applications that meet the immediate needs of your organization.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Connections and Credentials

Credentials and connection information are required to gain access to a computer or network device for ServiceNow® Discovery, ServiceNow® Service Mapping, and ServiceNow® Cloud Management, or to perform work using ServiceNow® Orchestration. When adding content to share on the ServiceNow® Developer Site or the ServiceNow® Store, you can configure connections and credentials relevant to your environment without modifying the built content.

Next Experience Developer Tools release notes

The ServiceNow® Next Experience Developer Tools application provide support for creating components to track and enhance performance and overall improve productivity. Next Experience Developer Tools was enhanced and updated in the Washington DC release.

Next Experience Developer Tools highlights for the Washington DC release

Expand how you test and analyze your page's performance with an additional recording option, view in the events table, and perspective for viewing data.

See Next Experience Developer Tools for more information.

Changed in this release

Auto-stop recording on page load

Profiler can stop recording automatically after a page loads to test page performance.

Component view for event table

Analyze page performance with events grouped by components.

Collapse all rows in compare table

Find differences more quickly in compare view by collapsing all rows and only view rows with differences.

Activation information

Download Next Experience Developer Tools from the Google Chrome Web Store.

Browser requirements

Download Next Experience Developer Tools from the Google Chrome Web Store.

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Now Assist for Creator release notes

The ServiceNow® Now Assist for Creator application includes generative AI skills that can make developing on the ServiceNow AI Platform® more efficient. Now Assist for Creator was enhanced and updated in the Washington DC release.

Now Assist for Creator highlights for the Washington DC release

- Generate applications using a conversational experience.
- Generate playbook outlines from text directions.
- Preview and rebuild a flow outline with Now Assist.
- Generate a catalog item by describing the catalog item you want.

See Now Assist for Creator for more information.

Important:
Now Assist for Creator is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist for Creator to Washington DC

To receive Workflow Studio performance improvements, install one of these versions of the Workflow Studio application from the ServiceNow Store. For more information about upgrading Workflow Studio, see Update to the latest version of Workflow Studio.

Upgrade path for the flow generation skill

Is Now Assist for Creator already installed?	Version of Workflow Studio to use for upgrade
No	Upgrade Workflow Studio to version 25.1.3
Yes	Upgrade Workflow Studio to version 25.0.0

New in the Washington DC release

Preview and rebuild flow outlines when creating a flow with Now Assist

See a diagram preview of the flow outline when creating a flow with Now Assist. If the generated flow preview doesn't meet your needs, update the text directions, and rebuild the flow outline.

Create a playbook outline with Now Assist

Create a playbook outline with placeholder activities from text directions. Upgrade to playbook version 25.2 to get the playbook generation skill.

Create applications with Now Assist

Accelerate application development through a natural conversation with generative AI. Create tables, user roles, and record producers that define your application to quickly reach a starting point for further building.

Create a catalog item using Now Assist

Create a catalog item of your choice quickly with Now Assist. Describe the catalog item that you want. Now Assist generates the catalog item based on the provided description.

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UI changes

Updates to create a flow with Now Assist

Building a flow with Now Assist displays in a full-page rather than just a dialog box experience. In addition, some field labels have changed to improve clarity.

Workflow Studio support

Flow Designer opens within Workflow Studio.

Activation information

Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

App Engine Studio

ServiceNow® App Engine Studio (AES) is a development tool for creators of varying skill levels to build applications that meet the immediate needs of your organization.

Flow Designer

Flow Designer is a ServiceNow AI Platform® feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

Activate spokes to enhance your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Now Assist

Use AI recommendations to select the next component in your flow. The system generates recommendations based on the current position in the flow and the flow component names listed before.

Process Automation Designer

ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

Playbooks in Workflow Studio release notes

The ServiceNow® Playbooks builder within the Workflow Studio application enables playbook owners to create multiple-flow processes in a diagram or task board interface. The Playbooks builder was enhanced and updated in the Washington DC release.

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Playbooks highlights for the Washington DC release

- Processes are now called Playbooks in both the builder and in Playbook Experience.
- Open the Playbooks builder in Workflow Studio. Workflow Studio enables workflow owners to author, configure, and monitor playbooks, flows, subflows, actions, and decision tables in one place.
- Restart your entire playbook, or restart from a specific activity or stage.
- Use dynamic inputs to configure your activity to show a certain set of fields based on the value of another input, such as a selected catalog item, selected decision table, or a REST API response.
- Trigger a playbook from any entitled table. For more information, see the Removed from this release section.
- As of release 25.2, use generative AI to create playbook outlines.

See Exploring Playbooks for more information.

Important:
Playbooks is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Playbooks to Washington DC

After you upgrade to Washington DC, update the Playbooks and Workflow Studio applications in the ServiceNow Store.

New in the Washington DC release

Workflow Studio

Build and manage playbooks, flows, subflows, actions, and decisions from a shared access point.

Restart

Restart your entire playbook, or restart from a specific activity or stage.

Role for canceling a process

Admins can grant users a new role that allows them to cancel running playbooks without the pd_admin role or write access to the parent record.

Run activity as a specific user

Use the Flow Designer **Run As** property to determine the role that runs an activity.

Dynamic Inputs

Use dynamic inputs to return variables in your activities for use cases such as submitting a catalog request.

Automation assets

For automation-only activities, add a subflow, flow, or action directly to your activity instead of creating an activity definition.

Form views enhancement

View and modify form views with Form Builder in a new Workflow Studio tab.

Playbook Assist

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Starting in release 25.2, provide text directions to generate a playbook outline with placeholder activities.

Vancouver 24.2 release

See 24.2 features in the Vancouver Playbooks release notes:

- Decision activities
- Archive processes
- Field picker

UI changes

Processes

A process is now called a playbook during both design time in Workflow Studio, as well as during runtime in Playbook Experience.

Changed in this release

Faster loading times

Starting in release 25.2, playbooks are loading faster.

Removed in this release

- The trigger license requirement has been removed, allowing you to use any entitled table to trigger a playbook.

Activation information

While the interface lives in Workflow Studio, they are separate ServiceNow Store apps. Workflow Studio is part of the ServiceNow AI Platform® and available by default. Get the latest playbooks functionality by downloading the app in the ServiceNow Store.

To use the playbook generation feature in Workflow Studio, upgrade to the 25.2 release, and download the Now Assist for Creator application.

Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Workflow Studio

ServiceNow® Workflow Studio consolidates Process Automation Designer, Flow Designer, Action Designer, Integration Hub integrations, and Decision Builder into one design environment. Author, configure, and monitor all of your workflows in a streamlined experience.

Flow Designer

ServiceNow® Flow Designer enables process owners to automate approvals, tasks, notifications, and record operations without having to code. You can use the Flow Designer design environment to author flows and actions and to view the results they produce.

Playbook Experiences

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ServiceNow® Playbook experiences enable you to customize the default playbook user experience for your agents.

Robotic Process Automation (RPA) Hub release notes

The ServiceNow® RPA Hub application enables end-to-end automation for your organization. RPA Hub was enhanced and updated in the Washington DC release. Install the RPA Hub application version 8.0.x or later to activate the following features.

RPA Hub highlights for the Washington DC release

- Use the Embedded Task Automation feature to trigger attended bot processes, also known as attended automations, from ServiceNow forms, playbooks, workspaces, and so on.
- Retrieve sensitive information, such as usernames and passwords, securely from various external vaults by enabling the external credential vault feature in RPA Hub.
- Store the logs of a process execution in a readable format through flat files.
- New actions and subflow such as **Change Life Cycle Stage Status of a Bot Process** Action, **Stop Process** Action, and **Stop Process** Subflow are available in the Flow Designer that further refine RPA integration via flows, subflows, and APIs.
- Enhanced Universal App Connector.

See Robotic Process Automation (RPA) Hub for more information.

Important:
RPA Hub is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading RPA Hub to Washington DC

Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications:

- RPA Desktop Design Studio
- Attended Robot
- Unattended Robot
- Unattended Robot Login Agent

For more information, see Download the RPA applications from RPA Hub.

The following upgrade steps are applicable only when you're upgrading from San Diego or Tokyo to Washington DC.

Based on the number of records in the application file table, you could experience a potential delay while upgrading the RPA Hub applications from Tokyo or before to Washington DC.

Before upgrading RPA Hub to Washington DC, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property.

After you upgrade to the Washington DC, the bot process definitions change to the new structure, which is the bot process configuration.

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Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the Utah version without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the Now Support Knowledge Base.

New in the Washington DC release

Embedded Task Automation in RPA Hub

Trigger attended bot processes, also known as attended automations, from the ServiceNow forms, playbooks, workspaces, and so on.

To trigger this bot process from the ServiceNow form, select the **Enable Embedded Task Automation** check box in the Attended Bot Process form. After enabling this check box, two additional tabs, Process Field Parameters and Attended Configuration, are available on the Bot Process form. For more information about the Bot Process form, see Bot Process form in RPA Hub.

On the Process Field Parameters tab, create dynamic parameters that are used in the bot process. Process field parameters are used for setting a value or getting the value of a field on a particular form. For more information about creating process field parameters, see Create a process field parameter in RPA Hub. You can also create a parameter from the Field Parameter Mappings tab by selecting the **Create parameter** button from the Attended Configurations menu. For more information, see Map a table field to a bot process field parameter in RPA Hub.

In the RPA Hub workspace, create an attended configuration record. For more information about creating an attended configuration record, see Create an attended configuration record in RPA Hub.

On the Field Parameter Mappings tab, map the form fields to the process field parameters that are used in the automations. This process enables an easy data flow during the execution of a bot process. For more information about mapping field parameters, see Map a table field to a bot process field parameter in RPA Hub.

Activate the attended configuration record to trigger the attended bot process. For more information, see Activate an attended configuration record in RPA Hub.

New components for Embedded Task Automation

The following four new components are added to the new **Forms** section in RPA Desktop Design Studio. These components are available under the new ServiceNow category in the Toolbox pane.

- **AttendedConfigurations** component: Segregate the execution of the automations in a single automation project and call the respective logic according to the action invoked. For more information, see Use the AttendedConfigurations component.
- **GetProcessFieldParameters** component: Fetch the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding attended configuration record in RPA Hub. For more information, see Use the GetProcessFieldParameters component.
- **GetRecordContextID** component: Fetch the current record sys_id of the ServiceNow form, from where the automation is triggered. For more information, see Use the GetRecordContextID component.

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- **SetProcessFieldParameters** component: Update the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding attended configuration record in RPA Hub. For more information, see Use the SetProcessFieldParameters component.

External credential vault in RPA Hub

In RPA Hub, you can retrieve robot credentials, application credentials, or Time-based One-time Password (TOTP) seeds from the external credential vault.

Create an external credential vault record in RPA Hub to register your external credential vault for further usage by the robot. For more information, see Create an external credential vault record in RPA Hub.

A new **External Credential** check box is available in the credential set form, an application credential form, and a TOTP authenticator form. If this check box is selected, the credentials or TOTP seed is fetched from a configured external credential vault. If the check box is selected in the TOTP authenticator form, the seed is fetched from a configured external credential vault. For more information about these forms, see Create a credential set within a bot process, Create an application credential set in RPA Hub, and Create a TOTP authenticator in RPA Hub.

If the application credential record has the **External Credential** check box enabled, then the **SetApplicationCredential** component in RPA Desktop Design Studio doesn't set the credentials and displays an error. For more information about the **SetApplicationCredential** component, see Use the SetApplicationCredential component.

Use the steps listed in the Steps to configure an external credential vault in RPA Hub topic to guide you through all the tasks of configuring an external credential vault in RPA Hub.

Storage of process execution data in flat files

In RPA Hub, you can configure the output type as flat files for the execution logs that are generated on the robot machine.

On the Bot Process form, select an output type of the execution log file from the **Output Type** field from the Log Settings section. This field appears when the **Track Execution Logs** option is selected and when the **Robot Machine** is selected from the **Storage** field.

The location of the flat files is `Users\<Userprofile>\ServiceNow RPA Logs\.executionlogs\{InstanceName}\.archive\{ProcessJob number}` in the machine on which you have installed the attended or unattended robot.

If the size of the flat file exceeds 10 MB, it splits into multiple flat files with the log sequence appended to the file names until it executes the automation. A flat file doesn't log the data of input or output ports in a component or method that you have selected as **Mark Data as Sensitive** in the RPA Desktop Design Studio.

New Flow Designer Actions and Subflow

Invoke the following new actions and subflow in Flow Designer:

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- **Change Life Cycle Stage Status of a Bot Process** Action to modify the life cycle stage status of a bot process that is not retired.
- **Stop Process** Action and **Stop Process** subflow to stop a bot process. If the robot pool option is enabled for the bot process, it stops all the robots assigned to the pool. If Graceful Stop is enabled, it provides a capability for robots to exit the automation smoothly. Graceful Stop is not applicable for bot processes with the robot pool option enabled.

Wait for any screen method at the Universal App Connector level

In RPA Desktop Design Studio, the **WaitForAnyScreen** method appears in the **Object Explorer** pane when you double-click the **Universal App connector** object under the **Global Objects** pane.

The **WaitForAnyScreen** method finds an application screen within a specified duration, and then you can enable it to pass the control to another method. You can set up multiple application screens that appear in an order on the method, and the **WaitForAnyScreen** method tries to find a screen starting from the first application screen by matching the screen match rules. If the method doesn't find a screen, it tries to find the next screen in the order. However, if the method finds a screen, it completes execution and doesn't proceed to the screens next in the order. If the method doesn't find any screen within the specified duration, you may optionally enable it to pass the control to another component through the **ELSE** port.

SetPassword Method

In RPA Desktop Design Studio, the **SetPassword** method automates securely entering a password in the password field of a web-based, Java, or Windows application. It accepts the password as a **SECURE STRING** type and then enters it in the password field.

SimulateMouseEvent Method

In the RPA Desktop Design Studio, the **SimulateMouseEvent** method automates simulating a mouse event on an element on a web-based application. For example, automate the right-click mouse event on a button to open a context menu. The screen element on which the mouse event occurs must priorly have the mouse event defined in the HTML. The method supports a list of mouse events and mouse button types.

IEnumerable data type port in connectors

The **IEnumerable** input data type enables methods to accept arrays, array lists, and lists. This input data type port is available in multiple connectors.

Universal App connector supports Shadow DOM elements

The **XPath** and the **CssSelector** locators in the Universal App connector shows the full XPath and CSS path with the Shadow DOM elements, if a web application uses Shadow DOM.

UI changes

New source type in the Triggered By field in Process Job form

If an attended automation is triggered from the ServiceNow form, it's determined by the new **Embedded Task Automation** source type. This source type can be found in the **Triggered By** field on the Process Job form.

New fields for the external credential vault

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After selecting the new **External Credential** check box that is available in the credential set form, an application credential form, and a TOTP authenticator form, two new fields **External Credential Vault** and **Subflow Input** are available. For more information about these forms, see Create a credential set within a bot process, Create an application credential set in RPA Hub, and Create a TOTP authenticator in RPA Hub.

Element name appears in the Name field of the Capture Element dialog

In the RPA Desktop Design Studio, after configuring an application screen to the Universal App Connector, when you move the cursor over an element on the screen, the element name appears in the **Name** field of the **Capture Element** dialog by default. If the element name isn't available, its ID appears in the **Name** field. Otherwise, the element type appears in the **Name** field. You can optionally replace the default value in the **Name** field with a custom name.

Changed in this release

Manage plugins from a single location

In the RPA Desktop Design Studio, install, view, update, or remove plugins from the **Plugin Manager** window or the **Plugins** node in the **Project Explorer** pane.

New location for the Attachments and Flow Designer components in the Toolbox pane

In RPA Desktop Design Studio, the Attachments and Flow Designer components are available under the new ServiceNow category in the Toolbox pane.

Activation information

Install RPA Hub by requesting it from the ServiceNow Store.

For cumulative release notes information on RPA Hub, see RPA Hub release notes.

For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes.

For cumulative release notes information on RPA sample templates, see RPA sample template release notes.

If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your ServiceNow AI Platform instance at **All** > **System Applications** > **All Available Applications**.

Additional requirements

To use the Unattended Robot application, the minimum requirements are as follows:

- Intel Processor (1vCPU).
- 4-GB RAM.
- Minimum 20-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

To use the Unattended Robot application, the recommended requirements are:

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- Intel Processor (4vCPU).
- 8-GB RAM.
- Minimum 50-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

An unattended robot is mapped to only one machine.

Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on.

To use the Attended Robot application, the minimum requirements are as follows:

- Intel Processor (1vCPU).
- 4-GB RAM.
- Minimum 20-GB free disk space after installing OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

To use the Attended Robot application, the recommended requirements are as follows:

- Intel Processor (4vCPU).
- 8-GB RAM.
- Minimum 50-GB free disk space after installing the OS, patches, and base software.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- DPI scaling setting must be deactivated.

An attended robot is mapped to only one user.

To use the RPA Desktop Design Studio application, the minimum requirements are as follows:

- Intel Processor (Core i5 or later)
- 4-GB RAM.
- 20-GB free disk space.
- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

To use the RPA Desktop Design Studio application, the recommended requirements are as follows:

- Intel Processor (Core i7).
- 8-GB RAM.
- 50-GB free disk space.

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- Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.
- .NET Framework 4.7.1 or later.
- Monitor with 1920x1080p resolution.
- DPI scaling setting must be deactivated.

Browser requirements

ServiceNow workspaces don't support mobile devices. For more information about the list of supported browsers, see Browser support.

Localization information

RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.

Related ServiceNow applications and features

Flow Designer

ServiceNow® Flow Designer integrates with RPA Hub for a seamless robot execution. You can use the Flow Designer design environment to author flows and actions, as well as view the results they produce.

Table Builder release notes

The ServiceNow® Table Builder application is a centralized way to build tables, forms, and display logic. Table Builder was enhanced and updated in the Washington DC release.

Table Builder highlights for the Washington DC release

- Access Form Builder from the Additional actions menu on any form on the ServiceNow AI Platform, from the Related Links section of any table, and from UI Builder.
- View preferred reference tables when creating a table from a spreadsheet in App Engine Studio.
- Use features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available in Table Builder for App Engine.

See Table Builder for more information.

New in the Washington DC release

Standalone Form Builder access

Access a streamlined and standalone version of Form Builder through the Additional actions menu on any form on the platform without having to move through other applications to use it.

Access to Form Builder in Related Links section

Navigate directly to Form Builder from the Related Links section of any table. Form Builder is a streamlined form-building experience that combines the best features of Form Layout and Form Designer.

Access Form Builder from UI Builder

Access Form Builder and edit your forms directly from the UI Builder stage.

View preferred reference tables when creating a table from a spreadsheet

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When you create a table from a spreadsheet in App Engine Studio, reference tables are listed in preferred order. You can see tables in your application and commonly used ServiceNow tables before a list of all other available reference tables.

New features from Table Builder for App Engine

Features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available in Table Builder for App Engine are now available in the consolidated Table Builder application.

Activation information

Table Builder is a ServiceNow AI Platform feature that is active by default when you install App Engine Studio.

Browser requirements

Internet Explorer isn't supported.

Related ServiceNow applications and features

App Engine Studio

ServiceNow® App Engine Studio (AES) is a guided, low-code tool for developing rich web applications to store information, automate business processes, and solve business problems.

Table Builder for App Engine release notes

The ServiceNow® Table Builder for App Engine application is now part of the Table Builder application. Table Builder was enhanced and updated in the Washington DC release.

Deprecations

The Table Builder for App Engine application has been combined with the Table Builder application. For more information, see Table Builder release notes.

UI Builder release notes

The ServiceNow® UI Builder application is a web user interface builder for building pages for workspaces and portals or custom web experiences with Next Experience Components. UI Builder was enhanced and updated in the Washington DC release.

UI Builder highlights for the Washington DC release

- Receive more frequent updates to UI Builder now that it's available in the ServiceNow Store.
- More easily link components to dynamic data through improved data binding and formula authoring.
- Quickly find data resources through a new data drawer and an improved browsing experience.
- Quickly edit column layouts and columns on a UI Builder page from the content tree or the stage.
- Access Form Builder directly from within the form component on the UI Builder stage.
- As of UI Builder version 25.2, use the new UI Builder home page to access recently opened experiences, obtain help for getting started using UI Builder, and create experiences or page collections.
- As of UI Builder version 25.2, a new design-time experience provides a more WYSIWYG stage that helps improve page building efficiency.

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See UI Builder for more information.

New in the Washington DC release

Custom images

Upload custom images in the Icon and Image components to match your existing imagery and branding.

Modeless Dialogs

Overlay information on a page so you can interact with both the main content and the window content through a UI Builder Modeless Dialog.

Integration of UI Builder and Form Builder

Access Form Builder directly from within the form component on the UI Builder stage.

New theme for UI Builder

The ServiceNow® Tools and Admin theme is now applied to UI Builder to provide a consistent look and feel across builder applications.

Gap option available within columns

As of UI Builder version 25.2, if a column contains multiple components, set the gap between the components.

UI changes

Color Picker

As of UI Builder version 25.2, select theme colors or specify custom colors in HEX, RGB, or HSL using the new color picker available on the Styles tab of the configuration panel.

Code update notifications

As of UI Builder version 25.2, obtain available UI Builder code updates from a new banner message within UI Builder. The message contains a link to the plugins page.

Changed in this release

Column layout improvements

Reorder, delete, add, and rename columns in column layouts from the content tree and the stage.

Controller component configuration improvements

Use the simplified component configuration for controller properties to more easily connect to data and scripts from UI Builder pages.

Simplified data binding

Bind data visually using a simplified process for specifying tables, variables, and formulas.

Data resource configuration improvements

Browse, locate, add, and configure data resources using the new data drawer.

Simplified addition of tabs

Add tabs in UI Builder pages right from the stage.

Improved image selection process

More easily browse available platform icons to use in the Icon component.

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Simplified data binding

As of UI Builder version 25.2, search for data bindings, browse data in a JSON view, and use undo-redo to correct any typos while binding.

Activation information

UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the ServiceNow Store.

Browser requirements

Internet Explorer isn't supported.

Related ServiceNow applications and features

App Engine Studio

Create apps in ServiceNow App Engine Studio for which you can then create the user interface in ServiceNow UI Builder.

Workflow Studio release notes

The ServiceNow® Workflow Studio application provides a single location to access all process automation applications. Workflow Studio is a new application in the Washington DC release.

Workflow Studio highlights for the Washington DC release

- Create process automation workflows from Workflow Studio.
- See all your process automation workflows from a single consolidated interface.
- See work details across your process automation workflows.

See Workflow Studio for more information.

Important information for upgrading Workflow Studio to Washington DC

To receive Workflow Studio performance improvements, install one of these versions of the Workflow Studio application from the ServiceNow Store.

Upgrade path for the flow generation skill

Is Now Assist for Creator already installed?	Version of Workflow Studio to use for upgrade
No	Upgrade Workflow Studio to version 25.1.3
Yes	Upgrade Workflow Studio to version 25.0.0

Workflow Studio features

Decision Builder

Access Decision Builder from Workflow Studio. Use Decision Builder to create and maintain decision rules.

Flow Designer

Access Flow Designer from Workflow Studio. Use Flow Designer to build multi-step flows from reusable components without having to code.

Integration Hub Connections dashboard

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Access the Integration Hub Connections dashboard from Workflow Studio. Use the Integration Hub Connections dashboard to view and configure your connection and credential aliases through a simplified interface.

Playbooks

Access Playbooks from Workflow Studio. Use Playbooks to author cross-enterprise workflows and create a single, unified process.

UI changes

Decision Builder

Decision Builder opens within Workflow Studio. The prior Decision Builder menu option now opens Workflow Studio.

Flow Designer

Flow Designer opens within Workflow Studio. The prior Flow Designer menu option now opens Workflow Studio.

Integration Hub Connections dashboard

The Integration Hub Connections dashboard opens within Workflow Studio. The prior Integration Hub Connections dashboard menu option now opens Workflow Studio.

Playbooks

Playbooks opens within Workflow Studio. The prior Playbooks menu option now opens Workflow Studio.

Update Workflow Studio to update application dependencies

As of Washington DC Patch 3, updating Workflow Studio automatically updates all of its application dependencies such as Flow Designer, Playbook, and Decision Builder. You can no longer see or update the individual application dependencies of Workflow Studio from the ServiceNow Store or the list of plugins.

Activation information

Workflow Studio is a ServiceNow AI Platform feature that is active by default. Each application within Workflow Studio has its own activation information and requirements. See the documentation for each component for more information about activation and subscription requirements.

Related ServiceNow applications and features

Decision Builder

Decision Builder enables developers to decouple decision logic from their code by creating and maintaining decision rules.

Flow Designer

Flow Designer is a ServiceNow AI Platform® feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

Integration Hub

Automate integration tasks using ServiceNow components for ServiceNow® Flow Designer, or develop custom integrations. A separate subscription is required.

Integration Hub available spokes

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Activate spokes to enhance your Flow Designer experience with integration-specific content. Use prebuilt flows and actions to automate your integrations or create your own integration automation.

MID Server

The Management, Instrumentation, and Discovery (MID) Server is a Java application that runs as a Windows service or UNIX daemon on a server in your local network. The ServiceNow® MID Server enables communication and the movement of data between a ServiceNow instance and external applications, data sources, and services.

Process Automation Designer

ServiceNow® Playbooks enables process owners to author cross-enterprise workflows and create a single, unified process. You can also use Playbooks to provide end users with a simplified, task-oriented view of your process.

Robotic Process Automation (RPA) Hub

Use the ServiceNow® Robotic Process Automation (RPA) Hub to enable end-to-end automation for your organization. With a combination of UI interactions, element-based automations, and APIs that interact between the various business applications, you can emulate user actions and eliminate mundane and repetitive human activities.

Next Experience Components release notes

The ServiceNow® Next Experience Components are the components used to build custom user interfaces. Next Experience Components was enhanced and updated in the Washington DC release.

Next Experience Components highlights for the Washington DC release

- Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Developer site Next Experience Components doc.
- Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers.
- Reuse components across multiple user interfaces to create a cohesive experience for your end users.
- Use preset property values to configure properties and event handlers automatically for a component so the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature).
- Upgraded components for accessibility. For more information, see the Accessibility information section in these release notes.

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New in the Washington DC release

Components

Component	Description
Color selector	A color library that can be used to search for, select, and save colors. Hexcodes, RGB, and HSL values are accepted, and custom colors can be used.
Related Items	Information related to a case record displayed with cards in the side panel and categorized in an expandable accordion. Optionally, the user can display the data as a full-featured list with sorting and filtering capabilities.

Page templates

Template	Description
Confirm Publish Modal	Modal used as a page template that enables Knowledge Management users to publish articles to the Knowledge Base.
Record page vertical	Page template used to manage related lists and UI pages on a record page within groups. This page template contains preset values that make the page work without requiring complex configuration.
Retire Confirmation Modal	Modal used as a page template that enables Knowledge Management users to retire obsolete articles from the knowledge base and select replacement articles.
Standard List	Page template built with a record list bundle and a list menu contained in a resizable panes component, all with preset configuration values. Users can export records in different formats and share custom lists with other users. The List Controller used in this page template contains configurable properties.

Bundles

Bundle	Description
Record list	The record list bundle is a combination of components that include a list header, list body, and pagination component. This new iteration of the list component includes preset configuration values and a list controller.

Changed in this release

Components

Component	Enhancements
Activity Stream	• Hide the discard draft, pop-out button, create email, and view drafts buttons. • Change the send email button style from primary to secondary.

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Components (continued)

Component	Enhancements
	• Display email subject when there are multiple modeless dialogs or when they are minimized. • Insert email template and insert KB link with modeless dialog.
Attachments	New property for defining the maximum allowable size for an attachment.
Date - Time	**Default time** [initialTime] property that sets the default start time for the component. If not set, the time defaults to midnight.
Date-Time-interval	Customize the range of dates to display on the calendar using a relative date time picker.
Dropdown	Added a configurable label property.
Email Composer	• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts. • Improved page design density. • Added support for Modeless dialog experience.
Email Composer (mini)	• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts. • Improved page design density. • Support for Modeless dialog experience.
Heading	• Font header sizes decreased in Workspace to increase data density. • Hero heading size alternative to primary for users who still prefer the original, larger heading size.
Icon	Use custom icons in any standard image format. Custom icons aren’t added to the library on the instance and aren’t cached.
Image	Use custom images in any standard image format. Custom icons aren't added to the library on the instance and aren't cached.
Input	AI Indicator signals to users when a form field uses AI recommendations and provides more information about AI functionality.
Kanban board	• Enable dependency lines to indicate relationships between cards on the board. • Show the swimlane header in the row.

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Components (continued)

Component	Enhancements

List selector	• Popovers triggered from items in the Available items and Selected items lists display details of the current record. You can configure the content of the popovers and select the items that show the trigger icon.
	• Select how the component is displayed. The choices are as follows:
	  ○ Compact
	  ○ 2 panels
	  ○ Dotwalk (default)
	• Prevent users from reordering items in the Selected Items list.
	• Reveal all hidden controls inside the component.

Modeless dialog	• Define the header text that wraps to 2 lines and truncates after the second line. • Replace the initial variant color type with a primary or secondary type that adds color to the heading. • Add a button icon that triggers an action in the optional button slot. • Change where the modeless dialog appears when triggered by a user. By default it appears in the center, but you can have the dialog appear in the top left or right, or bottom left or right. • Use keyboard shortcuts to move the dialog up, down, left, and right.
Recommended Actions	• Configurable panel title and tab headings. • Configurable tab order. • New Search tab that contains a search input field and cards for search results. • History moved from a tab to a new panel triggered from an iconic button. • Background color for hint text and an icon in the search results cards.
Resizable panes	Keyboard key combination to change the layout to only left pane, both panes, and only right pane.
Select	AI Indicator to signals to users when a form field uses AI recommendations and provides more information about AI functionality.
Textarea	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.
Typeahead	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.

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Components (continued)

Component	Enhancements
Typeahead-multi	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.

Data visualization charts

Chart	Enhancement
Bar visualization	Pareto type of bar visualization. A Pareto chart is similar to the vertical bar chart, but it also includes a line graph. A Pareto chart displays vertical bars that represent individual values (frequency or cost) in descending order, and a line with data points that represent the cumulative total. The Pareto chart also marks the 80% point on the y-axis with a horizontal line, which the user can hide.
Indicator scorecard visualization	• Latest score bar that you can display for a graphical representation of the most recent indicator score. A blue bar for score of 1 or above, an orange bar for -1 and below, and no bar for 0 (zero) score. Score value displays upon hover. • Maximum number of groups can be specified (1-20). • Only breakdowns can be specified to be shown, and then you can also show all groups for the first breakdown.
Time series visualization	Date range picker that adds a date range drop-down that the user can use to change quickly the time range displayed to one of the predefined date ranges.

Activation information

Next Experience Components is a ServiceNow AI Platform feature that is active by default.

Accessibility information

The following accessibility enhancements were made to the Next Experience Components in the Washington DC release.

Support for magnification software and screen readers

The following Next Experience Components were updated to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers).

This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform.

- Agent chat [sn-agent-chat]
- Agent inbox [sn-agent-inbox]
- Canvas tabs [sn-canvas-tabs]
- Chat input [sn-chat-input]

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- Chat mention suggestion [sn-chat-mention-suggestion]
- Checklist [now-checklist]
- Date time calendar [now-date-time-calendar]
- Document viewer [sn-document-viewer]
- Drag and drop [sn-drag-and-drop]
- Field select [sn-record-field-list-reorder-list]
- List selector [sn-list-selector]
- Notification setting popover content [notification-setting-popover-content]
- Presence popover content [sn-presence-popover-content]

Support for reflow

The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

- Action bar [now-record-common-uiactionbar]
- Agent chat [sn-agent-chat]
- Appointment calendar [now-appointment-calendar]
- Bar chart [now-vis-bar]
- Bubble visualization [now-vis-bubble-wrapper]
- Calendar [now-calendar]
- Carousel [sn-carousel]
- Checklist [now-checklist]
- Contact card [sn-contact-card]
- Content tree [now-content-tree]
- Contextual sidebar [now-contectual-sidebar]
- Customer activity [sn-customer-activity]
- Date range picker [now-date-range-picker]
- Dial chart [now-vis-dial]
- Document display [sn-document-display]
- Document intelligence [sn-docintel-iframe]
- Express list [sn-itom-aiops-list]
- Filter [now-filter]
- Form [now-record-form-selection-column-layout]
- Gauge chart [now-vis-gauge]

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- Geomap visualization [now-vis-geomap-wrapper]
- Heatmap visualization [now-vis-heatmap-wrapper]
- ITOM Metric Explorer [sn-itom-metric-explorer]
- Kanban board [now-visual-board]
- Knowledge blocks [sn-knowledge-blocks-connected-uib]
- Knowledge content [sn-knowledge-content]
- List selector [sn-list-selector]
- Pagination control [now-pagination]
- Pie/donut visualization [now-vis-pie-wrapper]
- Pivot table visualization [sn-multipivot]
- Playbook activity viewer [now-playbook-activity-viewer]
- Playbook experience [now-playbook-experience-connected]
- Playbook modals [now-playbook-modals]
- Playbook stage picker [now-playbook-stage-picker]
- Service Health Dashboard New [sn-itom-service-dashboard]
- Single score [now-score-advanced]
- Timeseries visualization [now-vis-timeseries-wrapper]

Support for speech-to-text

The following Next Experience Components were updated to match visual labels to their accessible labels. If the accessible label is different from the visual label, speech-to-text software can't identify and activate the interactive element. Matched visual and accessible labels enable speech-to-text software, such as Dragon Naturally Speaking, to identify these components in the user interface rather than doing a slow grid-based navigation offered by the speech-to-text assistant technologies.

- Dropdown [now-dropdown]
- Input [now-input]
- Record list [now-record-list]
- Record number [now-record-number]
- Text link [now-text-link]
- Toggle [now-toggle]
- Typeahead [now-typeahead]
- Typeahead multi [now-typeahead-multi]

General accessibility enhancements

The following components were updated to meet internationally recognized accessibility standards.

- Appointment calendar [now-appointment-calendar]
- Calendar [now-calendar]
- Checklist [now-checklist]
- Contact card [sn-contact-card]

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- Content tree [now-content-tree]
- Kanban [now-visual-board]
- Playbook activity picker [now-playbook-activity-picker]
- Radio group [now-radio-group]

Related ServiceNow applications and features

UI Builder

UI Builder is a low-code tool that enables users to build pages for workspace and portal web-based experiences.

Configurable Workspace UI

Use components to build custom workspace experiences for agents who solve internal or external customer issues.

Intelligent Experiences release notes

Intelligent Experiences has new and updated features in the Washington DC release.

Document Intelligence release notes

The ServiceNow® Document Intelligence application is an artificial intelligence (AI) solution that quickly and accurately categorizes and extracts information from documents. Document Intelligence was enhanced and updated in the Washington DC release.

Document Intelligence highlights for the Washington DC release

- Extract data from tables easily using the draw tool on an area of the document you want to extract.
- Leverage DocIntel in your automations by creating integrations with Automation Center.

See Document Intelligence for more information.

Important:
Document Intelligence is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Draw tool for data extraction

Extract data from tables easily using the draw tool to select a document area and extract the information.

UI changes

Usability enhancements to table extraction features

Various table extraction features are updated to create a more consistent user experience.

Support for blank pages in document classification

You have the option to mark a blank page when classifying a document.

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Changed in this release

Increase to default limits

The file size limit for attachments is increased to 10 MB. The maximum number of document tasks processed per instance per day is increased to 2,000.

Improvements to AI quality for invoices

Improve extraction outcomes by leveraging more powerful AI models, prebuilt use case configurations, and user-defined hints.

Activation information

Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), Predictive Intelligence (com.glide.platform_ml), and Document Intelligence UIB Component (com.sn_docintel_iframe). For more details, see Install Document Intelligence.

Accessibility information

[store-future: BEGIN review]Support for reflow[End]

[store-future: BEGIN review]The sn-docintel-iframe component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.[End]

[store-future: BEGIN review]

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

[End]

General accessibility enhancements

Various Document Intelligence features were updated to create a more accessible user experience.

- Updated controls and messages to provide correct labels and other relevant information to Assistive Technology users (for example, screen reader users).
- Provided alternative text for informative images and icons so that the purpose of those images is conveyed to Assistive Technology users.
- Improved color contrast for text and images to meet minimum standard guidelines:
  - Regular sized text has a minimum contrast ratio of at least 4.5:1.
  - Graphics and user-interface components have a minimum contrast ratio of at least 3:1.
- Standardized design patterns for components to improve screen reader detection.

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- Updated Call to actions (CTAs) and tooltips so they can be dismissed via a keyboard, without moving a mouse or pointer. For example, using the Escape key.
- Corrected focus order issue with **Auto-fill mode** check box controls.
- Corrected focus order issue with the Auto-fill mode thumbnail sidebar.
- Updated **Auto-fill mode – Custom Select** to provide additional visual cues to convey selected state info, instead of using color only to convey the information.
- Updated **Auto-fill mode – Custom Select** to programmatically indicate the ABC toggle control's selected state.
- Updated so that text size can be increased to 200% through your browser settings without loss of content or functionality.
- Updated to allow changes to text spacing without loss of content or functionality. For example, some users apply custom text spacing styles to browser content to improve readability.

Related ServiceNow applications and features

Customer Service Management

Use Document Intelligence for Customer Service Management (CSM) to extract relevant information from email and case attachments, such as account numbers or customer addresses, and add that information to cases.

Financial Services Operations

Use Document Intelligence integrated with the digital workflows in the Financial Services Operations applications to help your organization quickly automate document processing and accurately extract information from documents to the ServiceNow AI Platform.

Accounts Payable Operations

Use Document Intelligence for Accounts Payable Operations to quickly and accurately extract information from invoice documents that are received as attachments via email, and create invoice records in the Accounts Payable Operations application.

Automation Center

Use Document Intelligence for Automation Center to discover automation opportunities for document processing using DocIntel automation metrics.

Generative AI Controller release notes

The ServiceNow® Generative AI Controller application enables you to use generative AI capabilities with third-party large language module (LLM) providers on the ServiceNow AI Platform to reduce complexity and enhance the user experience by generating and summarizing content, analyzing user sentiment, and writing unique prompts. Generative AI Controller was enhanced and updated in the Washington DC release.

Generative AI Controller highlights for the Washington DC release

- Integrate with custom LLMs in generative AI capabilities in Flow Designer and Virtual Agent Designer
- Add semantic filters in Virtual Agent to detect and handle sensitive topics

See Generative AI Controller for more information.

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New in the Washington DC release

Recursive summarization for large inputs

Large language models (LLMs) have a maximum number of tokens per request. Recursive summarization breaks down large inputs into smaller pieces, summarizes those pieces, and then recombines them to make the original call. This process prevents important context from being lost when submitting requests to the LLM, which can result in more accurate responses with fewer hallucinations.

Integrate with Aleph Alpha models

Bring your own API credentials and connect Aleph Alpha's Luminous LLM with the ServiceNow AI Platform.

Integrate with IBM watsonx models

Use your own API credentials to connect to IBM watsonx's Granite LLMs with the ServiceNow AI Platform.

Integrate with external LLMs

Connect API credentials with a generic LLM connector and use an external LLM on the ServiceNow AI Platform.

Semantic filter for sensitive content in generative AI conversations

Use AI Semantic Search to help determine if sensitive content is being discussed, such as workplace misconduct or employee health concerns, and trigger a switch to a different Virtual Agent topic.

Disable Dynamic Translation for LLM conversations in Virtual Agent

Dynamic Translation is enabled by default for ServiceNow AI Platform feature that is available with activation of any Now Assist applications, but you can disable it if you prefer not to have multi-language support for LLM conversations.

Removed in this release

- The QnA capability has been removed and the action has been removed from Virtual Agent Designer and Flow Designer.

Activation information

Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of any Now Assist application. For details, see Installing Generative AI Controller.

Related ServiceNow applications and features

Now Assist

Now Assist includes the Now Assist Admin console to set up, configure, monitor, and use Now Assist skills on the ServiceNow AI Platform. The Now Assist panel allows users to interact with Now Assist skills in the Next Experience.

Agent Chat

Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

Customer Service Management

The ServiceNow Customer Service Management application enables you to provide the service and support that your external customers need. For example,

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your customers can communicate and get the help through the web, email, chat, telephone, and social media.

Field Service Management

Field Service Management enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

Flow Designer

Flow Designer is a ServiceNow AI Platform feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

HR Service Delivery

The ServiceNow HR Service Delivery application gives your employees the service experience they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a modern-day workforce.

IT Service Management

The ServiceNow IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

Workspace

ServiceNow Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues.

Natural Language Query release notes

The ServiceNow® Natural Language Query feature enables you to query the data in your instance using plain language. NLQ was enhanced and updated in the Washington DC release.

NLQ highlights for the Washington DC release

- Integrate Natural Language Query into global search for English-language searches.
- Use the included Now LLM fallback for failed queries.
- In the NLQ logs, track how the query results were generated.

See Natural Language Query for more information.

New in the Washington DC release

NLQ in global search

With the Washington DC release, Natural Language Query can be integrated into global search for English-language searches. To take advantage of this feature, global search must be configured to use AI Search as the search engine, with NLQ Genius Results.

Now LLM fallback

NLQ has an included Now LLM fallback in all locations where NLQ can be used. The Now LLM is a secondary method of interpreting queries, used when the initial rules-based method fails. This enhancement helps improve the NLQ query success rate. English is the only supported language for the fallback feature.

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Output Source in NLQ logs

NLQ logs contain the Output Source field to indicate how the results were generated. For more information, see View NLQ logs.

Activation information

Natural Language Query is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

NLQ Genius Results in AI Search

In the Washington DC release, NLQ can be used with AI Search to enhance global search results.

Intelligent Search for CMDB

Use NLQ to convert natural English queries to valid CMDB queries.

[store-future: BEGIN review]

Natural Language Understanding release notes

Placeholder content for ServiceNow® Natural Language Understanding release notes. NLU was enhanced and updated in the Washington DC release.

Natural Language Understanding highlights for the Washington DC release

- Placeholder text.

See Natural Language Understanding for more information.

Important:
NLU Workbench - Advanced Features is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Placeholder heading

Placeholder text.

UI changes

Placeholder heading

Placeholder text.

Changed in this release

New NLU Workbench experience

Note that NLU Workbench is still supported in this release.

Placeholder heading

Placeholder text.

Removed in this release

- Placeholder text.

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Deprecations

- Placeholder text.

Activation information

Natural Language Understanding is a ServiceNow AI Platform feature that is available with activation of the NLU Workbench (com.snc.nlu_studio), NLU Workbench - Core (com.glide.nlu), NLU Common Model (com.glide.nlu.model), and Predictive Intelligence (com.glide.platform_ml) plugins. To get the most out of the NLU Workbench, also install the NLU Workbench - Advanced Features application from the ServiceNow® Store. For more details, see Activate the NLU Workbench.

Additional requirements

Placeholder text.

Accessibility information

Placeholder text.

Localization information

Placeholder text.

Related ServiceNow applications and features

Virtual Agent

Virtual Agent administrators can configure a Virtual Agent Designer conversation flow to consume NLU models so that agent chat bots can better understand user statements in conversations.

AI Search

An NLU model can be configured for use with AI Search.

Predictive Intelligence

The NLU Service is included in the Predictive Intelligence plugin.

Issue Auto Resolution

Issue Auto Resolution uses NLU Workbench to tune IAR models.

NLU Service updates

Refer to the NLU Service updates documentation so that you're up to date with changes to the NLU Service.

[End]

Now Assist release notes

The ServiceNow® Now Assist application brings generative AI to your organization. You can improve productivity and efficiency by delivering better self-service, recommending actions, delivering answers, and providing your users with AI Search. Now Assist was enhanced and updated in the Washington DC release.

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Now Assist highlights for the Washington DC release

- Restrict Now Assist skills by user role in-product to organize who has access to generative AI capabilities.
- Add conditions that are based on fields that control when a Now Assist skill is available.
- Assign the data steward role to users to determine who can make decisions regarding data sharing and generative AI on your instance.
- Consult the Now Assist journey checklist to guide you in your generative AI implementation on the instance.
- LLM-based Virtual Agent topics to check IT ticket status and pending approvals.
- New input and prompt configuration for record summarization skill
- Automatically generate chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents
- Enable Dynamic Translation for Now Assist applications and customize language support

See Now Assist for more information.

Important:
After purchasing a generative AI product, you can install it from the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Now Assist to Washington DC

For more information about troubleshooting your Now Assist application and plugin upgrades, see the KB article for issues and mitigation for Now Assist upgrades.

New in the Washington DC release

New Now Assist skills

- App generation
- Catalog item generation
- Feedback summarization
- KB generation
- Playbook generation

NDS cards in the Now Assist panel

In the Washington DC patch 4 release, the Now Assist panel displays the Next Experience Design System (NDS) cards carousel if the requester has multiple options to choose from.

Restrict Now Assist skills by user role in-product

Specify the roles that apply to the users who can access Now Assist skills in-product, such as on forms and in workspaces. Users without the specified role can't use the skill. This security feature matches the implementation for skills in the Now Assist panel.

Add conditions to skill availability

Define when Now Assist skills are available, in-product and in the Now Assist panel. Conditions can be based on any field and value, such as Location or who opened the case, to help with compliance with any generative AI restrictions.

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Assign the data steward role

Select a dedicated user to determine data sharing preferences for your instance.

Using ITSM Virtual Agent pre-built LLM topics

Complete the common IT-related tasks such as checking the IT Ticket status and pending approvals using Virtual Agent topics that use large language model (LLM) discovery.

Create copies of Now Assist skills

Create and configure copies of Now Assist skills to best suit your use cases while keeping out-of-the-box skill configurations intact.

Chat summarization

Automatically generate Agent Chat chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents.

Enable Dynamic Translation for Now Assist applications

Turn on Dynamic Translation from the Now Assist Admin console to add multi-language support to serve users who speak different languages.

Generate code from text using the Code with Now Assist dialog box

Tell Now Assist what code to generate by opening the Code with Now Assist dialog box from a script editor and describing what you want the script to do. The text you enter is used to generate code in the script editor, which you can accept or reject.

Changed in this release

Now Assist panel icon displays asynchronous notifications

The Now Assist icon displays an increased badge count if the Now Assist panel is closed and a new message is available.

Now Assist journey checklist on the Overview page

On the Now Assist Admin console Overview page, you can view a journey checklist to help plan and execute your generative AI implementation. Detailed steps include how to install plugins, turn on the Now Assist panel, activate skills, review account settings, and monitor skill performance.

New process for opting out of data sharing preferences

A user must be in the Generative AI Controller application scope and have the data_steward role to opt out of data sharing for the instance.

New input and prompt output configuration for record summarization

When activating or editing case or incident summarization skills, the new guided setup includes more options. The options for choosing the inputs provided to the LLM have been expanded. Prompt output customization with new section options has been added to help ensure agents have the information they need.

Code completion off by default

Turn on generating scripts from code with the *sn_now_assist_code.enable_promptless_experience* system property.

Activation information

Now Assist features are available with activation of any Now Assist plugin. The following plugins are available:

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- Now Assist for Creator
- Now Assist for Customer Service Management (CSM)
- Now Assist for Field Service Management (FSM)
- Now Assist for HR Service Delivery (HRSD)
-
- Now Assist for IT Service Management (ITSM)
- Now Assist for Strategic Portfolio Management (SPM)

Note:
The generative AI features that are available with Now Assist plugins may vary.

For more information, see Install Now Assist plugins.

Additional requirements

The Next Experience UI Framework must be enabled to use the Now Assist panel.

Browser requirements

Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer

Localization information

Now Assist is currently available for English only.

Related ServiceNow applications and features

Agent Chat

Agent Chat provides various features that agents and requesters can use to streamline the agent and end-user chat experience. Agent Chat also provides features that managers can use to monitor and assist agents.

Customer Service Management

The ServiceNow Customer Service Management application enables you to provide the service and support that your external customers need. For example, your customers can communicate and get the help through the web, email, chat, telephone, and social media.

Field Service Management

Field Service Management enables you to manage work orders and related tasks, resources, skills, assets, and locations. Use this application to dispatch work order tasks and agents to the customer location for performing any kind of field work, such as install, repair, or maintain equipment.

Flow Designer

Flow Designer is a ServiceNow AI Platform feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

Generative AI Controller

The Generative AI Controller lets you integrate third-party large language models (LLMs) with your workflows.

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HR Service Delivery

The ServiceNow HR Service Delivery application gives your employees the service experience that they deserve. By providing employees with a single place to manage their work needs while shielding them from back-end complexity, you can deliver a great experience to meet the demands of a modern-day workforce.

IT Service Management

The ServiceNow IT Service Management (ITSM) solution provides scalable workflows to manage and deliver IT services to your users all through a single cloud-based platform. The ITSM solution can help increase your agents' productivity, resolve issues quickly, and improve user satisfaction.

Strategic Portfolio Management

Align work with strategy to deliver products and services in a way that supports your business goals and priorities. ServiceNow® Strategic Portfolio Management (SPM) enables you to use digital transformation to drive more customer value faster. Plan, deliver, and track value across different methodologies.

Workspace

ServiceNow Workspace is a graphical user interface that puts multiple tools on one page, including the tools that agents must find, research, and resolve issues.

Predictive Intelligence release notes

The ServiceNow® Predictive Intelligence application enables you to create and train machine learning models to improve performance, efficiency, and flexibility to your systems. Predictive Intelligence was enhanced and updated in the Washington DC release.

Predictive Intelligence highlights for the Washington DC release

- Use pre-trained models for clustering and similarity solutions to make creating solutions more efficient without needing your own word corpus.
- You can edit and train existing regression solutions, but starting with Washington DC you won't be able to create new regression solutions.

See Predictive Intelligence for more information.

Important information for upgrading Predictive Intelligence to Washington DC

If you’re upgrading to Washington DC, you won't be able to create new regression solutions. If you have existing solutions, they will still be supported and you will be able to train and modify them, but you won't be able to create new ones.

The changes to the similarity and clustering solutions apply to all instances that are on Washington DC.

Changed in this release

Pre-trained models for similarity and clustering solutions

With the new pre-trained models, you won't need your own word corpus when creating new solutions.

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Important:
With the Washington DC release, clustering and similarity models use Workflow solutions. When existing solutions with a word corpus are retrained after upgrading, they become Workflow solutions, and the **Word Corpus** field is no longer visible on the form.

Deprecations

- Support for creating new regression solutions was removed. You will still be able to train and edit existing solutions, but you won't be able to create new ones.

Related ServiceNow applications and features

Document Intelligence

Use Document Intelligence to extract and categorize key information from documents using artificial intelligence (AI).

Task Intelligence

Create and train machine learning models to automate task creation, triage, and investigation.

IT Asset Management release notes

IT Asset Management has new and updated features in the Washington DC release

Software Asset Management release notes

The ServiceNow® Software Asset Management application systematically tracks, evaluates, and manages the cost, utilization, compliance, and optimization for software and SaaS applications. The Software Asset Management application was enhanced and updated in the Washington DC release.

Software Asset Management highlights for the Washington DC release

- Assess and evaluate the maturity of your Software Asset Management program through the Success Portal dashboard in Software Asset Workspace.
- Discover and manage all SaaS applications accessed via a browser and configured within the ServiceNow Digital End-User Experience (DEX) product.
- Reduce clutter on the License usage view by streamlining the Software Asset Management implementation.
- Determine and showcase license compliance for Microsoft Windows Server and SQL Server on Microsoft Azure and Google Cloud Platform (GCP) through enhanced Bring Your Own License (BYOL) support.
- Get a detailed analysis of your software installation, uncovering the factors behind their unlicensed status and outlining the necessary steps for action.

See Software Asset Management for more information.

Important:
Software Asset Management - SaaS License Management, Data Collection for Oracle Global Licensing and Advisory Services, IBM License Compliance for Software Asset Management, ITAM Health Check, and Software Asset Management Playbooks and Guided Setup are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Software Asset Management to Washington DC

After upgrading to Washington DC, you must redo all your customizations related to Adobe and Microsoft 365 integrations with your ServiceNow instance because the functionalities of these integrations are moved to the Software Asset Management – SaaS License Management store application.

- If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted.
- If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created.

New in the Washington DC release

Measure the maturity of your Software Asset Management application through Success Portal

Measure the maturity and improve the value return of your Software Asset Management application within your organization through the Success Portal dashboard. You can visualize, identify, and report the capabilities or features you must focus on to use Software Asset Management efficiently.

Gain complete visibility into the usage of all SaaS applications

Discover and manage all paid or free SaaS applications, which are accessed via a browser and configured within the ServiceNow® Digital End-User Experience (DEX) product. Manage your shadow IT spend more effectively by viewing all the users who access these applications in the SaaS detection report. This report also shows the usage of these applications and how long each application has been used.

Manage licenses for all Okta users

Manage Okta user licenses by creating subscriptions for Okta users.

Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials

Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials and view the contact counts for email and SMS.

Simplify the credential setup for Adobe integration using OAuth Server-to-Server credentials

Simplify your credential setup process by integrating your Adobe Cloud services with a ServiceNow instance using OAuth credentials. Adobe is migrating from a Service Account (JWT) credential to an OAuth Server-to-Server credential. For more information, see the Adobe Migration guide.

Improve the readability of the License usage view with a phase-wise implementation of Software Asset Management

Carry out phase-wise Software Asset Management implementation by focusing only on a few software products that you want to manage initially. You can gradually ramp-up the implementation journey by assessing the progress. This approach enables you to reduce clutter on the License usage view and report only on the software products that are part of the current implementation phase.

Manage Red Hat core-based licensed products and track their consumption with the Software Asset Management publisher pack for Red Hat Enterprise Linux (RHEL)

Manage core-based license positions for the RHEL product and the Red Hat Enterprise Linux for Virtual Datacenters product. With the core-based license metric, you can track accurate measurement of rights consumption at the host level.

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Determine license compliance for Microsoft Windows Server on Azure according to the new licensing rules from Microsoft with BYOL support

Leverage the improved BYOL support to assess license compliance and implement necessary remediation measures for Microsoft Windows Server and SQL Server on Azure. This process enables you to confirm that the license compliance on Azure is in alignment with the most recent licensing rule changes by Microsoft.

Discover software and their license types on Google Cloud Platform (GCP) using BYOL support

Discover software and the software's license types on GCP by using the enhanced BYOL support for Microsoft Windows Server and SQL Server. With the added support for GCP, you can determine software compliance for Windows Server and SQL Server across your hybrid infrastructure that is on premise and cloud. You can also take remediation action when the software is out of compliance.

Manage product licensability at the edition level by using the enhanced software licensing feature

Address product licensability at the edition level by leveraging the weekly updates from the Software Asset Management Content Service Library. With the improved software licensing feature at the edition level, you can define your own exception rules for non-licensable products and update it to the content service library.

Optimize Microsoft 365 subscriptions with reduced dependency on discovery solutions to track usage

Manage Microsoft 365 subscriptions within ServiceNow with a detailed overview of active, inactive, and unassigned subscriptions based on their latest activity dates. The feature eliminates the need for configuring discovery solutions, such as Microsoft SCCM, to track usage and enables you to collect usage data for Microsoft 365 applications. You can retrieve individual Microsoft 365 subscriptions with optimized resource usage.

Improve granularity via the enhanced license usage view

Gain in-depth information of the factors leading to unlicensed software installations, software that has been ignored during reconciliation, and instances where a software installation requires user action. Receive guidance on the steps to take, acquire insights into the indicators contributing to Oracle options activation, and obtain a thorough understanding of reconciliation results.

Manage Microsoft Windows Server licensing through Guided Setup

Use Guided Setup for configuring Microsoft Windows Server and license management. The prerequisite checks and a step-by-step walk-through help you to set up the Software Asset Management application successfully.

Enhanced coverage and visibility into product life cycles

Increase coverage for life-cycle reporting through the introduction of approximate life-cycle dates. Get better visibility into the process of selecting life-cycle dates. Transparent and comprehensive reporting enables for an effective and reliable End of Life (EOL) management of your products.

UI changes

Take a tour button on the Success portal view

On the Overview page of the Success portal, view the features supported by the Success portal through a series of slides by selecting the **Take a tour** button.

Microsoft 365 subscription details report on the Optimization and savings dashboard

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Find the Microsoft 365 subscription details report on the Optimization and savings dashboard page in the Software asset analytics view. The report displays the active, inactive, and unassigned subscription details for Microsoft 365, Microsoft Office 365, and Power BI.

Changed in this release

Adobe and Microsoft 365 integration functionalities moved to Software Asset Management – SaaS License Management

For quick turnaround of enhancements and fixes, the Adobe and Microsoft 365 integration functionalities have moved to the Software Asset Management – SaaS License Management store application.

Deprecations

- Cisco Webex Meetings integration is no longer deployed or enhanced. Instead, use the Cisco Webex integration profile to integrate with Webex Meetings and other Webex applications.
- Starting with the Washington DC release, the following two quick start tests are deprecated:
  - SAM - Validate Reconciliation for Custom Product
  - SAM - Pin and Unpin Publishers on License Workbench
- The Microsoft 365 user activity according to the subscription report on the Optimization and savings dashboard in the Asset analytics view is deprecated. This report has been replaced by the new Microsoft 365 subscription details report.

Activation information

Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace plugin (com.sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface. For details about the plugins and how to request them, see Request Software Asset Management.

In the ServiceNow AI Platform® Washington DC release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, you can move to the new workspace for an intuitive and personalized experience.

For releases prior to Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic user interface. For details about the plugins and how to request them, see Request the Software Asset Management plugins.

To activate Next Experience, make sure that the `glide.ui.polaris.experience` system property in your instance is set to true.

Install the following Software Asset Management applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

- Software Asset Management - SaaS License Management
- Data Collection for Oracle Global Licensing and Advisory Services

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- IBM License Compliance for Software Asset Management
- ITAM Health Check
- Software Asset Management Playbooks and Guided Setup

Related ServiceNow applications and features

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your asset environment.

Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

Cloud Cost Management

The ServiceNow® Cloud Cost Management application enables you to analyze all costs that are associated with your cloud assets. You can use this information to optimize operations and reduce your cloud spend.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you to create purchase orders and to obtain items for fulfilling service catalog requests.

Hardware Asset Management 10.0.0 release notes

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your technology asset environment. Hardware Asset Management was enhanced and updated in the Washington DC release.

Hardware Asset Management highlights for the Washington DC release

- Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate.
- Assess and evaluate the maturity of your Hardware Asset Management application through the Success portal view in Hardware Asset Workspace.
- Gain insights into hardware asset warranty details received directly from Lenovo.
- Manage onboarding of hardware products with Technology Reference Model (TRM) of Application Portfolio Management.
- Streamline the Hardware Asset Management (HAM) licensing method for custom model categories to access Hardware Asset Management features and workflows.

See Hardware Asset Management for more information.

Important:
Hardware Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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Important information for upgrading Hardware Asset Management to Washington DC

After your upgrade to Washington DC, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:

- Upgrade works for all Hardware Asset Management flow tasks.
- You must have task rate cards for each workflow task.
- TCO upgrade populates an asset and expense category field on the expense line corresponding to each task.
- Expense category is populated based on the expense lines and the source of the expense line.
- You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
- TCO upgrade populates the following fields on assets:
  - Asset end of useful life: Created date along with useful life in months.
  - Asset first used date: Same as the created date.
  - Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.

New in the Washington DC release

Measure the maturity of your Hardware Asset Management application through Success portal

Measure the maturity and improve the value return of your Hardware Asset Management application within your organization through the Success portal view in Hardware Asset Workspace. You can visualize, identify, and report the capabilities or features you must focus on to use Hardware Asset Management efficiently.

Understand and analyze your total cost of ownership of assets

Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost and operation cost.

Improved Hardware Asset Management (HAM) licensing method for custom model categories

Access Hardware Asset Management features and workflows by associating your custom model category with a parent model category that is linked to a licensable and opted-in Resource Category. The ITAM License Report shows all custom model categories associated with licensable and opted-in Resource categories. A custom model category that isn't associated with a licensable parent model category can't access Hardware Asset Management workflows and features.

View and track the asset warranty details received from Lenovo

Manage your hardware assets based on the warranty information received from Lenovo. You can view the details of the warranties associated with a hardware asset directly on the asset form. You can also view all the warranties from a central location using the Asset operations view of the Hardware Asset Workspace. You can also track the hardware assets that are approaching the warranty expiration date and take necessary action.

Gain visibility into the TRM lifecycle phases of hardware products and manage unapproved products

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Manage hardware products within your organization efficiently by using the TRM lifecycle phase details. With these details, you can understand if any hardware product used in your organization isn't part of TRM or if it isn't approved to use.

Manage the operational assets of your organization with Product Instance

Manage an asset throughout its lifecycles in the Hardware Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes. A unique Product Instance Identifier (PID) links the pre-existing related asset, CI, and IBI classes. On the Product Instance, the status fields of Asset, CI, and IBI classes are synchronized.

License prioritization for Hardware Asset Management solutions

Manage your Hardware Asset Management subscriptions with the License prioritization feature within HAM licensing. While purchasing more than one Hardware Asset Management solution, any licensable and opted-in resource category is licensed only under one solution according to the priority defined in the HAM licensing framework. For example, the Server resource category is licensed only under Hardware Asset Management integration with Telecommunications Network Inventory even if the Hardware Asset Management application is activated explicitly on your ServiceNow instance. The ITAM License Report shows the details of resource categories counted under each Hardware Asset Management solution.

Note:
The License prioritization feature is available with Hardware Asset Management version 10.1.0 and later.

New resource categories for Hardware Asset Management

Avail Hardware Asset Management features and workflows by opting in printers, monitors, storage devices, and unclassified hardware resource categories.

Note:
These resource categories are available starting from Hardware Asset Management version 10.1.0 onwards.

UI changes

Take a tour button on the Success portal view

On the Success portal Overview page, view the features supported by the Success portal through a series of slides by selecting the **Take a tour** button.

Total Cost of Ownership dashboard in the Asset analytics view

The Asset Total Cost of Ownership (TCO) dashboard in the new Asset analytics view includes various reports such as the number of assets that reached or are approaching benchmark TCO, and assets for capital planning.

Changed in this release

System property to cache asset and CI mappings

The *sn_itam_enable_cache_for_asset_ci_mapping* system property enables you to cache the following mappings:

- Asset and CI fields
- Asset state and CI install status
- Asset state and CI hardware status

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Deprecations

The Hardware Asset Management Core UI deprecation is planned for future releases.

Beginning with the Washington DC release, limited support is provided for the Hardware Asset Management Core UI interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, the best approach is to move to the Workspace experience. For more information, see Hardware Asset Workspace.

Activation information

Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

IT Asset Management

ServiceNow® IT Asset Management includes a family of products that work together to integrate the technological, contractual, and financial aspects of technology asset management through the complete asset life cycle.

Software Asset Management

The ServiceNow® Software Asset Management application enables you to track, evaluate, and manage the software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

Enterprise Asset Management

The ServiceNow® Enterprise Asset Management application enables you to manage the entire life cycle of your connected and non-connected enterprise assets. It provides a comprehensive end-to-end solution for maintaining enterprise assets, minimizing costly downtime, and maximizing enterprise asset usability.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

The ServiceNow® Procurement application helps you to create purchase orders and to obtain items for fulfilling service catalog requests.

Enterprise Asset Management release notes

The ServiceNow® Enterprise Asset Management application manages the entire life cycle of your enterprise's connected and non-connected assets. This end-to-end solution enables you to maintain and maximize the life of your assets and at the same time, minimize any costly downtimes. Enterprise Asset Management was enhanced and updated in the Washington DC release.

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Enterprise Asset Management highlights for the Washington DC release

- Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate. Additionally, access a thorough overview of the breakdown of expenses.
- View and manage work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application.
- Gain more visibility into task details and hierarchy of an asset with a parent-child relationship using the improved asset form in the Enterprise Asset Workspace.
- Use the Admin center as a central hub for all your configuration and administrative tasks in the Enterprise Asset Workspace.
- Onboard multiple assets simultaneously for the same model via the multi-asset onboarding playbook. Use a single playbook to guide you through the onboarding process.

See Enterprise Asset Management for more information.

Important:
Enterprise Asset Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Enterprise Asset Management to Washington DC

After you upgrade to Washington DC, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field.

Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:

- Upgrade works for all Enterprise Asset Management flow tasks
- You must have task rate cards for each workflow task.
- The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task.
- Expense category is populated based on the expense lines and the source of the expense line.
- You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
- TCO upgrade populates following fields on asset forms:
  - **Asset end of useful life**: The created date plus the useful life in months.
  - **Asset first used date**: The created date.
  - **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.

New in the Washington DC release

Understand and analyze your total cost of ownership of assets

Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost. You can also break down costs by expense categories and view comparative reports in a vertical bar chart

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format where each bar is a data source. Click a segment in the bar chart to view expenses for each asset grouped by asset name.

Manage your tasks using the ServiceNow® Mobile Agent application

View and manage all the work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application. For example, you can do the following tasks:

- Assign a group task to yourself
- Record the time taken to complete a task
- Handle part requirements
- Manage asset actions
- Access knowledge articles

View the hierarchy and task details of an asset on the asset form

Gain visibility into hierarchy details of assets directly on the contextual sidebar of Enterprise Asset Workspace. You can view the asset hierarchy up to three levels in a tree-like format and expand and view all the children of the asset. You can also view the tasks associated with the asset and its children.

Perform all your administrative tasks from a centralized location

Use the Admin center in the Enterprise Asset Workspace for easy access to perform all administrative tasks. Perform tasks such as risk and TCO configuration, create model categories and linear asset types, and bulk import of models and assets.

Onboard multiple assets using the multi-asset onboarding playbook

Use the multi-asset onboarding playbook to onboard multiple assets all at the same time. As you complete each activity in the playbook, you're taken to the next activity. After you complete all the activities, the multiple assets are successfully onboarded.

View and manage procurement details using the intuitive Procurement view

Track procurement-related requests and manage purchase orders easily through the Procurement view in the Enterprise Asset Workspace.

Simplify your work management workflow to increase productivity

Optimize your work management workflow by performing bulk closure of work order tasks, partial sourcing of parts requirement, and creation of checklist templates from work order templates.

Manage the operational assets of your organization using Product Instance

Manage an asset throughout its life cycles in the Enterprise Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes.

Classify social benefit service models within the Configuration Management Database (CMDB)

Starting with version 2.5.0 of the Expanded Model and Asset Classes application, use the Social benefit model class to classify service models that are based on social insurance programs and means-tested assistance programs. This class is a child of the base Service model [cmdb_service_product_model] class.

Categorize API and Managed API classes within the Configuration Management Database (CMDB)

Starting with version 2.5.0 of the Expanded Model and Asset Classes application, use the API and Managed API model categories to create and associate application

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models with API and Managed API CMDB CI classes. By associating application models with these CMDB CI classes, you can get a more comprehensive version-agnostic view of your APIs.

Categorize enterprise models and assets using additional model categories

Starting with version 2.6.0 of the Expanded Model and Asset Classes application, use the following additional model categories to associate enterprise model and enterprise asset classes with Configuration Management Database (CMDB) configuration item (CI) classes:

- Patient Monitoring
- Patient Implant
- Surgical Instrument
- Clinical Device
- Lab Equipment
- Diagnostic Imaging
- Therapeutic Device
- Dental Equipment
- Operational Equipment

UI changes

Procurement list in the Asset operations view

The Procurement list has been removed from the Asset operations view and is now available in the Procurement view of the Enterprise Asset Workspace.

Domain filter

When domain separation is enabled, the **Domain** filter is available in the overview section of all the views in the Enterprise Asset Workspace.

Admin center view

The Admin view added to the Enterprise Asset Workspace contains the following options:

- Model and asset class tabs configuration
- Model categories
- Model classifications
- Linear asset types
- Stockroom types
- Bulk import
- Workflow assignments
- TCO configuration
- Risk configuration
- Shipping
- Asset knowledge base
- Normalization opt-in

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Note:
The Risk configuration UI options that were formerly in the Core UI interface are now available in the Admin center view.

Tab changes

The following tabs moved to different views:

- The **Model categories** tab has been moved from the Enterprise model management view to the Admin center view.
- The **Linear asset types** tab has been moved from Enterprise asset estate view to the Admin center view.
-

Model classifications list category

The Model classifications list category has been moved from the Asset operations view to the Admin center view.

Stockroom types list category

The Stockroom types list category has been moved from the Enterprise asset estate view to the Admin center view.

Bulk import list category

The Bulk import list category has been moved from the Asset operation view to the Admin center view.

Asset analytics view

The Enterprise asset dashboard view has been renamed Asset analytics view and contains the Enterprise asset dashboard and the Asset total cost of ownership dashboard.

Knowledge Management application

The Knowledge Management application is now accessible from the Admin view in the Enterprise Asset Workspace.

Normalization opt-in list category

Normalization opt-in is now accessible from the Admin view in the Enterprise Asset Workspace.

Activation information

Install Enterprise Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application enables your organization to manage location-based work more efficiently and safely.

Contract Management

The ServiceNow® Contract Management application enables you to track and manage your contracts.

Procurement

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The ServiceNow® Procurement application helps you create purchase orders and obtain items for fulfilling service catalog requests.

Hardware Asset Management

The ServiceNow® Hardware Asset Management application provides advanced workflow, automation, and mobile capabilities to track and manage your asset environment.

Cloud Cost Management release notes

The ServiceNow® Cloud Cost Management application (formerly known as ServiceNow Cloud Insights) helps you to analyze the cloud resource costs so that you can identify and act on opportunities to save money and optimize the operations of your organization. Cloud Cost Management was enhanced and updated in the Washington DC release.

Cloud Cost Management highlights for the Washington DC release

- Gain insights into the spend breakdown for Kubernetes clusters by using the Spend Analytics view in Cloud Cost Management Workspace.
- Manage the cost of shared cloud services including Kubernetes clusters across various business domains by allocating shared cloud costs.

See Cloud Cost Management for more information.

Important:
Cloud Cost Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Analyze the spend breakdown for Kubernetes clusters

View and analyze costs for a Kubernetes cluster on cloud and narrow down your results by using various filters such as time period, cost type, and grouping options like Kubernetes cluster, Kubernetes namespace, and tag category.

Manage the cost of shared cloud services

View, analyze, and manage the cost of shared cloud services across various business domains and allocate costs to these multiple lines of business. For Kubernetes clusters, you can share the cost across multiple namespaces.

UI changes

Spend analytics page changes

The Spend analytics page now includes Cloud spend analytics, Kubernetes analytics, and Shared cost analytics information.

Cost allocation report on Spend dashboard

The Cost allocation report on the Spend dashboard shows the shared cost and direct cost of your cloud resources.

Shared cost allocation policies in Operations view

You can now create, edit, and view shared cost allocation policies in the Operations view of Cloud Cost Management Workspace.

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Changed in this release

Updated default value of the system properties for spend analysis

The default value of the following system properties has changed:

- *sn_cld_spend_core.metricbase_transform_limit*: Default value: 20000
- *sn_cld_spend_core.spend_report_per_chunk_workload_size*: Default value: 500

Deprecations

The Cloud Cost Management Core UI interface and Cloud Spend dashboard are planned for future deprecation.

Activation information

Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Beginning with the Washington DC release, limited support is provided for the Cloud Cost Management Core UI interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, the best approach is to move to the Workspace experience.

Related ServiceNow applications and features

IT Asset Management

ServiceNow® IT Asset Management includes a family of products that work together to integrate the technological, contractual, and financial aspects of technology asset management through the complete asset life cycle.

Software Asset Management

The ServiceNow® Software Asset Management application enables you to systematically track, evaluate, and manage software licenses, software compliance, and software optimization. You can reclaim unused software rights, purchase new software rights, and manage allocations for entitlements.

IT Operations Management release notes

IT Operations Management has new and updated features in the Washington DC release.

ITOM Optimization release notes

The ServiceNow ITOM Optimization application automates the cloud workflows that you use to manage the cloud resources throughout their life cycle. You can also deploy certified and enterprise-compliant clouds, get visibility into your costs, and manage other cloud management processes. Cloud Provisioning and Governance is enhanced and updated in this release.

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ITOM Optimization highlights for the Washington DC release

- Use the Cloud Services Catalog with ITOM Cloud Accelerate. Cloud Services Catalog offers the enhanced but simplified capabilities of Cloud Provisioning and Governance (CPG).
- Move your exchangeable ITOM Optimization licenses as you transition from Cloud Provisioning and Governance to ITOM Cloud Accelerate.
- Access Employee Center from Cloud Admin portal with the Cloud Services Catalog plugin. You can also skip the legacy cloud User portal and visit Employee Center directly.

See ITOM Optimization for more information.

Changed in this release

Cloud Admin Portal link

The Cloud Admin portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog plugin. If CSC is installed, admin and sn_cmp.cmp_root_admin roles can access this feature while switching to the Request portal. Cloud Services Catalog is now available as a part of ITOM Cloud Accelerate, which you can use to manage the life cycle of cloud resources.

ITOM Licensing

ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM AIOps, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

Deprecations

Deprecation of CAPI and Cloud Spend and Usage dashboards

Starting with the Washington DC release:

The Cloud API dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Services Catalog application provides this functionality now.

The Cloud Spend and Usage Dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Insights Billing application provides this functionality now.

Both the applications are being prepared for future deprecation.

For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

The Cloud Provisioning and Governance application is available with activation of the CPG (com.snc.cloud.mgmt) plugin, and it requires a separate subscription. For details, see Cloud Provisioning and Governance Application.

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Related ServiceNow applications and features

ITOM Cloud Accelerate

The ServiceNow® ITOM Cloud Accelerate provides the workflows to evaluate the cloud readiness of your organization and enforce the cloud accelerate guidelines.

Cloud Services Catalog is now a part of ITOM Cloud Accelerate to access and manage cloud resources, and publish cloud offerings to a catalog, in a simplified way.

Cloud Configuration Governance checks the configuration settings of cloud resources in your organization against a set of policies to identify violations.

Cloud Action Library interacts with the cloud resources of the organization with ready-to-use actions and subflows.

Cloud Migration Assessment plans, organizes, and tracks the process of relocating your enterprise IT resources and workloads to cloud platforms.

Cloud Operations Workspace

Cloud Operations Workspace offers a comprehensive solution to manage the cloud operations of your organization.

ITOM Visibility

The ServiceNow® ITOM Visibility product consists of Discovery, Service Mapping, Tag Governance, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Discovery and Service Mapping give you a unified, connected view of your entire IT network and the services that it supports.

Third-party products with the Cloud Provisioning and Governance

Extend the capabilities of Cloud Provisioning and Governance by integrating the following third-party products with it: Cloud Provisioning and Governance: Oracle Cloud (OCI) Add-On for Terraform Connector

ITOM Cloud Accelerate release notes

The ServiceNow® ITOM Governance application has been renamed to ITOM Cloud Accelerate with this release. It provides the workflows to evaluate the cloud readiness of your organization and enforce the ITOM Cloud Accelerate guidelines. The Cloud Services Catalog application is enhanced and updated with Terraform support for Google Cloud Platform in the Washington DC release.

ITOM Cloud Accelerate highlights for the Washington DC release

- ITOM Cloud Governance has been rebranded as ITOM Cloud Accelerate to accommodate all of the ServiceNow cloud governance evaluation applications.
- Access and manage your cloud resources and publish your cloud offerings to a catalog through the Cloud Services Catalog application.
- Leverage additional Out Of Box catalog items with Google Cloud Platform
- Utilize the multiple repositories structure with Terraform app and IaC Discovery.
- Control the life cycle and usage of your resources through the improved Request console.

See Cloud Governance for more information.

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Important:
Cloud Services Catalog is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Cloud Services Catalog Cloud Services Catalog (CSC) Guided Setup

Use CSC Guided Setup to step through the initial configuration of Cloud Services Catalog. The process tracks what you have completed, so that you can stop and start again where you left off.

Cloud Services Catalog Cloud Services Catalog app features

- Out of Box Catalogs: Order a variety of AWS, Microsoft Azure or Google Cloud Platform Out Of Box cloud resources directly from the Employee Center, including Linux/Windows VMs, load balancers, firewalls, Microsoft Azure functions, scalable web servers, DynamoDB databases, and S3 storage buckets. Use these Out Of Box Catalogs for Cloud Service requests and automation from Cloud Services.

  In addition, you can publish your own catalog items for all supported cloud providers. You can also publish legacy and custom catalog items from Cloud Provisioning and Governance to Employee Center.

  For more information, see Set up Amazon Web Services on Cloud Services Catalog, Set up Microsoft Azure Cloud on Cloud Services Catalog and Setting up Google Cloud Platform on Cloud Services Catalog.

- Domain separation: Use the domain separation feature, now supported in the Cloud Services Catalog application, to manage multiple domains securely and seamlessly.
- CSC Cloud Services request process: Use the Request processes and pages for ordering Cloud Services.
- Stacks management: Manage deployed cloud resources through intuitive categorization, sorting, and status filtering options on the My Stacks management page.
- Resources management: Discover and interact with resources, empowering ownership and management through designated operators on the My Resources management page.
- Integrations: Use Azure DevOps CICD Pipeline Integration or Ansible Integration.
- Cloud setup: Use Microsoft Azure, AWS or Google Cloud Platform for your Cloud setup.

Changed in this release

Enhanced Cloud Service Catalog

Improved hierarchical structure of multiple repositories with the support of Terraform Connector IaC discovery capabilities.

Support for integration of Google Cloud Platform with Terraform Open Source.

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Activation information

The ITOM Cloud Accelerate features are available as an application at Cloud Accelerate, on the ServiceNow Store. Contact your ServiceNow sales representative to procure the ITOM Cloud Accelerate entitlement.

The Cloud Service Catalog application is available with the ITOM Cloud Accelerate entitlements. Alternatively, you can install it by requesting them from https://store.servicenow.com/sn_appstore_store.do#!/store/application/bc3429fc24e02910f877b722d6bbdcaf. You must have ServiceNow Employee Center as a prerequisite to launch and use the Cloud Service Catalog application.

Note:
Cloud Provisioning and Governance is already included as a part of ITOM entitlements so you don't need to procure it separately. For details, see Request the Cloud Provisioning and Governance application.

Note:
License migration: If you have exchangeable Cloud Optimization licenses, contact your ServiceNow account representative to migrate your licenses to ITOM Cloud Accelerate without charge.

Related ServiceNow applications and features

Cloud Configuration Governance

The Cloud Configuration Governance application provides a set of ready-to-use policies that enable you to check the configuration settings of cloud resources in your organization identify configuration violations.

Cloud Action Library

The Cloud Action Library provides ready-to-use actions and subflows that enable you to interact with the cloud resources of the organization.

Cloud Migration Assessment

The Cloud Migration Assessment enables you to plan, organize, and track the process of relocating your enterprise IT resources and workloads to cloud platforms.

ITOM Optimization

ITOM Optimization provides automated cloud workflows that you can use to manage cloud resources through their life cycle. It enables certified and enterprise-compliant cloud deployment, cost visibility, and other cloud management processes.

ITOM Visibility

The ITOM Visibility product consists of Discovery, Service Mapping and Tag Governance. For more information, see Discovery, Service Mapping, Tag Governance, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting. Discovery and Service Mapping give you a unified, connected view of your entire IT network and the services that it supports.

ITOM/OT SU Licensing and subscriptions

ITOM/OT SU Licensing enables you to view the total number of licenses assigned to your applications.

Third-party products that integrate with the Cloud Service Catalog Cloud Services Catalog application

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Extend the capabilities of ITOM Cloud Accelerate and its connectors by integrating the following third-party products with it:

- Cloud Services
  - Amazon Web Services
  - Microsoft Azure
  - VMware
  - Google Cloud Platform
- Ansible configuration management to radically automate the deployment of catalog items, across platforms and cloud service providers, with job templates.

ITOM Visibility release notes

The ServiceNow® ITOM Visibility application provides a unified, connected view of your entire IT network and the services that it supports. ITOM Visibility was enhanced and updated in the Washington DC release.

ITOM Visibility highlights for the Washington DC release

- Discover and add applications from suggestions based on Predictive Intelligence by using Discovery Admin Workspace.
- Use new and enhanced Discovery and Service Mapping Patterns for horizontal and top-down discovery.
- Better identify the resources required for application services with the network location and MID affinity using the top-down discovery feature.
- View a centralized map that combines features from both the dependency view and service map.
- Discover applications and devices not discovered using patterns by using the new Content Service framework.

See IT Operations Management for more information.

Important:
Discovery and Service Mapping Patterns is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Discovery and Service Mapping Patterns

Update your discovery capabilities through the following Discovery and Service Mapping Patterns:

- IBM WebSEAL TD
- Azure availability set
- NetApp Server and Cluster
- Generate Software Bill Of Material [SBOM]
- Bring Your Own License (BYOL) for AWS, Azure, GCP
- Database Administrator (DBA) report
- Citrix NetScaler load balancer
- Microsoft SQL Server Integration Services (SSIS)

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- SQL Server Analysis Services (SSAS)
- SAP Sybase ASE DB Catalog
- AWS Certificate Manager (1.15.0)
- GCP Certificate Manager (1.15.0)
- Azure Key Vault certificate (1.15.0)
- Java KeyStore and Windows Certificate Store (1.15.0)

ITOM Content Service

Discover applications and devices not discovered using patterns through a framework updated weekly with new content to gain visibility into your growing and developing infrastructure.

Discovery CLI commands

Use a centralized interface and base system commands to execute Discovery.

Executing discovery patterns with Agent Client Collector

Run horizontal and top-down discovery using Agent Client Collector instead of a MID Server to access CIs on the client network.

Network location and MID affinity in top-down Discovery

Identify the appropriate MID Server to create application services for your network by using MID affinity.

Quick start tests for Service Mapping

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Service Mapping works as expected. If you customized Service Mapping, copy the quick start tests and configure them for your customizations.

Pull additional resources from Kubernetes clusters into the CMDB

Starting in version 3.6.2, configure the Cloud Native Operations for Visibility Informer to pull additional resources from Kubernetes clusters into the Configuration Management Database (CMDB) besides the resources it sends to the database by default.

Create a cmdb_ci_linux_server CI for each Kubernetes node

Starting in version 3.6.2, configure if you want the CNO for Visibility Informer automatically creates a cmdb_ci_linux_server CI for each Kubernetes node. If these CIs are redundant or interfere with other flows in your organization, you can stop this process by setting the associated configuration parameter to false.

Define include and exclude lists of Labels and Annotations

Starting in version 3.6.2, define include and exclude lists of Labels and Annotations in Kubernetes resources that the CNO for Visibility Informer pulls into the CMDB.

Display the Kubernetes cluster version in the CMDB

Starting in version 3.6.2, automatically populate the field in the cmdb_ci_kubernetes_cluster CI that shows the Kubernetes cluster version through CNO for Visibility Informer.

Add custom Labels and Annotations to Kubernetes resources

Starting in version 3.6.2, add custom Labels and Annotations to all resources deployed in the Kubernetes cluster through CNO for Visibility.

ACME protocol support

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Version 3.4.0 introduces the Automated Certificate Management Environment (ACME) protocol support, which automates the process of certificate management.

UI changes

Discovery Admin Workspace 1.2.5

Track and monitor the status of application suggestions through the Discovery Workspace UI for application fingerprinting.

Visit the ServiceNow® Store to obtain the Discovery Admin Workspace application. Starting from Patch 5, Discovery Admin Workspace 1.2.5 is available out-of-the-box.

Changed in this release

Enhanced Discovery and Service Mapping Patterns

Update your discovery capabilities through the following enhanced Discovery and Service Mapping Patterns:

- Docker container identifier
- Microsoft SQL Server and Cluster
- Azure Datacenter Discovery pattern and Hardware Type pattern (1.15.0)

Service Mapping Unified Map support

Access the centralized Unified Node Map from the Service Mapping workspace and view features of both the dependency view and the service map.

Unmapped Servers with Candidates

Use unmapped servers aligned with identified application service candidates to create new application services.

Renamed ServiceNow® ITOM SU Licensing application

Renamed ServiceNow® ITOM SU Licensing to ServiceNow® ITOM/OT SU Licensing.

Cloud Operations Workspace name change

Starting with version 1.6.1, Cloud Operations Workspace has been renamed Cloud Discovery Workspace.

Deprecations

Deprecation of CAPI

Starting with the Washington DC release, Cloud API Discovery is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Pattern-based Discovery provides the latest experience for the CAPI functionality.

Starting with version 1.6.0, the Firewall Audits and Reporting dashboard is deprecated.

Starting with version 1.6.0, the Certificate Management Dashboard dashboard is deprecated. Its features have been moved to the Next Experience UI's Polaris theme dashboard.

For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.

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Activation information

ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require the ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

ITOM Health

The ServiceNow® ITOM AIOps product includes the ServiceNow® Event Management and ServiceNow® Metric Intelligence applications, which help you track and maintain the health of services in your organization.

Event Management gathers alerts from infrastructure events that both third-party monitoring tools and the ServiceNow® internal agent capture. Event Management uses IT-related information that ServiceNow® Discovery gathers so it can map alerts to configuration items. Based on the collected information, Event Management then provides dashboards that show a consolidated view of all service-impact events.

The Agent Client Collector application enables you to do the following:

- Monitor your service availability.
- Examine the health and performance of your environment.
- Ensure that your infrastructure and its applications are running properly.

Agent Client Collector collects events and metrics. It runs in either a Windows or Linux environment.

ITOM Optimization

provides automation for the cloud workflows used to manage the cloud resources throughout their life cycle. It enables certified and enterprise-compliant cloud deployment, cost visibility, and other cloud management processes.

ITOM Licensing

ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM AIOps, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

ITOM AIOps release notes

The ServiceNow® ITOM AIOps product includes the Event Management, Agent Client Collector, and Health Log Analytics applications. With ITOM AIOps, you can track and maintain the health of the services in your organization. ITOM AIOps was enhanced and updated in the Washington DC release.

ITOM AIOps highlights for the Washington DC release

Event Management highlights:

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- Investigate alerts more effectively in Service Operations Workspace and Express List with alert simplifications created by Now Assist using generative AI. Utilize brief alert descriptions and actionable alert data to enable quick alert triaging and effective analysis, which can lead to reduced resolution time.
- Get started faster with alert clustering in Event Management by using predefined tags mapped from alerts and based on information contained in tag sources.
- Configure an Express List view and assign it to users and user groups to ensure that they focus on specific services, priorities, or alerts.
- Streamline the triage process and perform more effective root cause analysis by viewing data on repeated alerts, similar alerts, and incidents over the last 30 days in the Express List Alert Preview pane. These alert trends enable you to gain a deeper understanding of alert patterns and distinguish between noise and emerging issues.
- Ensure that the connector's ownership and execution of rules is on a team level. This way, you can maintain consistency and hierarchy while offering flexibility and customization options for your teams.
- Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment where you can enable direct testing and evaluation of event rules, event field mappings, alert management rules, and alert correlation, without having to change your production environment.

Agent Client Collector highlights:

- Use your configuration data files to provide the instance data directly to an agent.
- Continuously discover the resources in the Kubernetes clusters and ensure that changes in the resources are updated in the Configuration Management Database (CMDB).

Health Log Analytics highlights:

- Request Health Log Analytics scaling through the Now Support catalog.
- Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure.

Important:
ITOM AIOps is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Address alerts more effectively with alert simplifications created by Now Assist using generative AI

Use alert simplifications in Service Operations Workspace and Express List to help triage and investigate alerts more effectively, which can lead to reduced resolution time.

Save time by using preconfigured alert clustering tags and definitions

Get started faster with alert clustering in Event Management by using predefined tags mapped from alerts and based on the information contained in tag sources. You can attach one or more tags to an alert clustering definition. Either create your own definition or select a predefined definition provided with the application.

Create a predefined Express List view for users and user groups

Configure an Express List view for users to make sure that they focus on specific services, priorities, or alerts. You can set the filters, column order, and filter

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attributes for this view in Event Management and assign it to individual users or user groups.

Enhanced system properties

Monitor the behavior of the Agent Client Collector with enhanced Policy Calculation and Framework Configuration system properties, including enhancements to agent Discovery, automatic MID Server selection, and error message logging.

Configuration data files added to checks

Provide enhanced data collection in the Agent Client Collector by communicating the instance data with the agent. The configuration data files are also sent to the agent's associated MID Server.

Continuously discovering resources in your Kubernetes clusters

Continuously discover the resources in the Kubernetes clusters deployed in on-premises and cloud environments in near real-time without the need to enter any credentials in your ServiceNow instance. You can ensure that the changes in the resources are promptly reported to the instance and updated in the Configuration Management Database (CMDB).

Scaling Health Log Analytics to support increased log ingestion

Stream log data in a scalable, more stable way by using the advanced ServiceNow infrastructure. The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization.

Changed in this release

Retrieve metrics for cloud resources

Use Azure policies to retrieve high-performance metrics for virtual resources in the cloud.

Automatic MID Server selection

- Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection.
- Automatic MID Server selection is off by default.

ITOM Licensing

ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM AIOps, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.

Activation information

ITOM AIOps is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM AIOps package, ITOM Predictive AIOps, to enable working with Health Log Analytics. For details, see Event Management setup.

Related ServiceNow applications and features

ITOM Visibility

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The ITOM Visibility product consists of Discovery, Service Mapping, Certificate Inventory and Management, Service Graph Connectors, CMDB 360, and Firewall Audits and Reporting . Discovery and Service Mapping provide a unified, connected view of your entire IT network and the services that it supports.

ITOM Optimization

The ITOM Optimization product contains the Cloud Provisioning and Governance feature. Using this feature, you can provision private and public cloud infrastructure and services to achieve consistent management and cost visibility.

Event Management release notes

The ServiceNow® Event Management application helps you to identify health issues across the datacenter on a single management console. Event Management provides alert aggregation for discovered services, application services, and automated alert groups. Event Management was enhanced and updated in the Washington DC release.

Event Management highlights for the Washington DC release

- Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams.
- Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment enabling direct testing and evaluation of event rules, event field mappings, alert management rules, alert correlation, and so on, without having to change your production environment.
- Use a free-text search to find alerts in the Express List.
- Speed up your work in Express List by using keyboard shortcuts.
- View the sequence of events of an alert group at a glance in the Timeline View.
- View the connections between alerts in rules-based or CMDB-based alert groups in Link View.
- View an alert group analysis created by Now Assist using generative AI.

See Event Management for more information.

New in the Washington DC release

Team-based integrations in Event Management

Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams.

Automate the assignment of alerts based on integration ownership and configuration item (CI) ownership so alerts are routed to the appropriate team members responsible for the integrated systems.

Event forwarding

Forward events from one ServiceNow instance to other instances in non-production environments without having to change the production environment, thus accelerating the event processing testing life cycle.

Free-text search for alerts in Express List

Starting in version 23.2.1, find alerts in the Express List by using free-text search.

Keyboard shortcuts in Express List

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Starting in version 23.2.1, speed up your work in Express List with keyboard shortcuts.

Timeline View of alerts in an alert group in Express List

Starting in version 23.2.1, use Timeline View in Express List for a chronological visualization of the alerts in an alert group. This feature offers a comprehensive view of when the alerts occurred, when changes in their severity took place, and other data for efficient triage and Mean Time to Resolution (MTTR).

Link View in Express List

Starting in version 23.2.1, view the connections between alerts in rules-based or CMDB-based alert groups in Link View. Link View offers a visual representation of the relationships between the alerts in the group.

Alert analysis of alert groups in Express List created by Now Assist using generative AI

Starting in version 23.2.1, view an alert analysis of alert groups in Express List. The alert group analysis provides a simplified, human-readable description of the alerts in an alert group to help you investigate the alerts.

Activation information

Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.

Related ServiceNow applications and features

Metric Explorer

ServiceNow® Agent Workspace for Metric Intelligence provides a central interface that enables you to view the health of a CI associated with an alert. Health details for a CI include various metric charts with control bounds and aggregations for single score charts.

Agent Client Collector release notes

The ServiceNow® Agent Client Collector application is a tool that enables you to monitor the service availability, performance, and infrastructure of your system. Agent Client Collector was enhanced and updated in the Washington DC release.

Agent Client Collector highlights for the Washington DC release

- Use the enhanced system properties for agent Discovery, automatic MID Server selection, and error message logging to monitor the Agent Client Collector policies and framework configuration.
- Use the configuration data files to provide the data from an instance directly to an agent.
- Retrieve the metrics for Azure policies in the cloud.

See Agent Client Collector for more information.

Important:
Agent Client Collector is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Using metric connector enhancements

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Use agent-less System Center Operations Manager (SCOM) connectors for high-performance SCOM metric integration.

Application patterns for the Agent Client Collector

Run application patterns through the Agent Client Collector. Application patterns enable discovering details about applications running on an agent's host.

Enhanced system properties

Monitor the behavior of the Agent Client Collector application with the enhanced Policy Calculation and Framework Configuration system properties, including the enhancements to agent Discovery, automatic MID Server selection, and error message logging.

Configuration data files added to checks

Provide the enhanced data collection in the Agent Client Collector application by communicating the instance data with the agent. The configuration data files are also sent to the agent's associated MID Server.

Mongo DB checks

Monitor MongoDB resources with additional metrics that relate to the metadata, memory, and disk space.

Continuously discover the resources in your Kubernetes clusters

Continuously discover the resources in your Kubernetes clusters in Agent Client Collector for Visibility by using Cloud Native Operations (CNO) for Visibility. CNO for Visibility promptly reports changes in the resources to the instance and updates the Configuration Management Database (CMDB).

Retrieving the metrics for cloud resources

Retrieve the high-performance metrics for virtual resources in the cloud by using VMware.

Pull additional resources from Kubernetes clusters into the CMDB

Starting in version 3.6.2, configure the Cloud Native Operations for Visibility Informer to pull additional resources from Kubernetes clusters into the Configuration Management Database (CMDB), besides the resources it sends to the database by default.

Create a cmdb_ci_linux_server CI for each Kubernetes node

Starting in version 3.6.2, configure if you want the CNO for Visibility Informer to create a cmdb_ci_linux_server CI for each Kubernetes node. By default, the Informer creates a cmdb_ci_linux_server CI for every Kubernetes node. If this CI is redundant or interferes with other flows in your organization, you can set the associated configuration parameter to false.

Define include and exclude lists of Labels and Annotations

Starting in version 3.6.2, define include and exclude lists of Labels and Annotations in Kubernetes resources that the CNO for Visibility Informer pulls into the CMDB.

Display the Kubernetes cluster version in the CMDB

Starting in version 3.6.2, make the CNO for Visibility Informer populate the field in the cmdb_ci_kubernetes_cluster CI that shows the Kubernetes cluster version.

Add custom Labels and Annotations to Kubernetes resources

Starting in version 3.6.2, CNO for Visibility enables you to add custom Labels and Annotations to all your resources deployed in the Kubernetes cluster.

Secure check verification through the allow-list

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Starting in version 3.5.1, enhance your system's security by verifying checks only with the allow-list from your global configurations. An allow-list from installed plugins is not used.

Add a self-signed certificate to your operating system's truststore

Starting in version 3.5.1, enhance security by adding a self-signed certificate to your OS's trust store.

Clear agent assets

Starting in version 3.5.1, remove an agent's plugin files by selecting **Clear Assets** on the UI, instead of removing the plugins manually.

New Linux and Windows checks supported

Starting in version 3.5.1, Agent Client Collector supports additional Linux and Windows checks.

Changed in this release

Automatic MID Server selection

- Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection.
- Automatic MID Server selection is off by default.

Metric rules

Configure manual thresholds for generating metric alerts using the Metric Rules feature instead of the Static Thresholds UI.

Retrieving the metrics for cloud resources

Use Azure checks and policies to retrieve high-performance metrics for the virtual resources in the cloud.

Monitoring Technology Dashboards

- Filter metrics by the selected configuration item (CI) in the AWS and GCP Monitoring Technology Dashboards.
- Use the updated Monitoring Technology Dashboard for Azure. The dashboard contains additional tabs which provide more information on your Azure infrastructure.
- Viewing Monitoring Technology Dashboards requires the dashboard_admin role in addition to the existing agent_client_collector_admin role.

Agent table cleaner

Delete the agent records that have been disconnected or inactive for more than 30 days by using the Autoflush form.

SNMP checks

SNMP checks work by default with v3.

Set the agent log level

Starting in version 3.5.1, configure the agent log level through the ServiceNow® instance, without needing to access the `acc.yml` configuration file.

Host system requirements for Agent Client Collector Monitoring

Starting in version 3.5.1, utilize the updated minimum host system requirements when installing Agent Client Collector Monitoring.

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Import a script include to enable using the Instance scan

Starting in version 3.5.1, import `global.ACCInstanceScanUtil` to enable using the Instance scan feature, as described in the KB1630132 knowledge base article.

Activation information

Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed.

Related ServiceNow applications and features

Event Management

Agent Client Collector works within an instance on which Event Management is installed to monitor infrastructure components. Agent Client Collector and Event Management share some connectors that pull metric data and events from the same data sources.

Health Log Analytics

The Health Log Analytics application predicts IT issues before they impact users. The application helps you to solve issues faster by ingesting, analyzing, and correlating machine-generated log data in real time.

Health Log Analytics release notes

The ServiceNow® Health Log Analytics application helps you predict IT issues before they impact users by ingesting, analyzing, and correlating machine-generated log data in real time. When Health Log Analytics detects a deviation from a normal pattern, it alerts you of a possible issue. Health Log Analytics was enhanced and updated in the Washington DC release.

Health Log Analytics highlights for the Washington DC release

- Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure.

See Health Log Analytics for more information.

Important:
Health Log Analytics is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Scale Health Log Analytics to support increased log ingestion

Stream log data to Health Log Analytics in a scalable, more stable way by using the advanced ServiceNow infrastructure. The new architecture leverages queueing technology in IT Operations Management Cloud Services for authentication and log ingestion.

The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization.

You can switch to the new infrastructure by submitting a scaling request through the Now Support catalog or via your ServiceNow account manager.

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Changed in this release

Lucene used in Elasticsearch library

Lucene may appear on vulnerability scans but is not exploitable. Lucene is included in the Health Log Analytics project for the Elasticsearch Data Input. The Elasticsearch library has a transitive dependency on Lucene. However, the Elasticsearch version used has its own safeguards and cannot be exploited in any way.

Activation information

Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Localization information

The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.

Related ServiceNow applications and features

Event Management

The Event Management application uses events generated by Health Log Analytics. When Health Log Analytics detects an anomaly in your log data, it sends an event to Event Management. Event Management receives the event and generates an alert based on event and alert management rules.

Agent Client Collector

Agent data inputs beginning in Health Log Analytics Version 21.0.1 - September 2021 use Agent Client Collector to stream logs to the ServiceNow instance.

MID Server

Health Log Analytics uses the ServiceNow® MID Server product to stream logs to the ServiceNow instance.

Service Operations Workspace

Health Log Analytics generates alerts in the ServiceNow Service Operations Workspace, a configurable workspace that provides a unified experience for multiple IT Operations Management workflows.

Now Assist for IT Operations Management (ITOM) release notes

The ServiceNow® Now Assist for ITOM application brings generative AI to IT Operations Management. You can access alert simplifications created by Now Assist using generative AI in both Service Operations Workspace and Express List. Now Assist for ITOM is a new application in the Washington DC release.

Now Assist for ITOM highlights for the Washington DC release

- Investigate and resolve alerts more effectively with alert simplifications created by Now Assist using generative AI.
- Utilize brief, human-readable alert descriptions and actionable alert data.
- Enable quick alert triage and effective analysis, which can lead to reduced resolution time.

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See for more information.

Now Assist for ITOM features

Investigate and resolve alerts more effectively by using alert analysis in Service Operations Workspace

View brief, human-readable alert descriptions and detailed technical assessments created by Now Assist using generative AI. The comprehensive alert analyses in Service Operations Workspace offers insights that can help you triage, investigate, and resolve alerts more efficiently.

Use alert analysis in the Express List

View the alert analyses created by Now Assist in the Express List.

Activation information

Now Assist for ITOM is available with activation of the ITOM plugin in the Now Assist Admin console. For more information, see .

Additional requirements

Now Assist for ITOM is supported on Vancouver Patch 7 and later releases.

Related ServiceNow applications and features

Event Management

The ServiceNow® Event Management application helps you identify health issues across the datacenter on a single management console. It provides alert aggregation and root cause analysis (RCA) for discovered services, application services, and automated alert groups.

Service Operations Workspace

ServiceNow® Service Operations Workspace is a configurable workspace that provides a unified experience for multiple IT Operations Management workflows.

Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

IT Service Management release notes

IT Service Management has new and updated features in the Washington DC release.

Benchmarks release notes

The ServiceNow® Benchmarks application gives you instant visibility into your key performance indicators (KPIs) and trends. Benchmarks was enhanced and updated in the Washington DC release.

Benchmarks highlights for the Washington DC release

Experience the new Benchmarks dashboard with an enhanced user experience that provides you with KPI data, performance trends, and indicator scorecards.

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See Benchmarks for more information.

Important:
The new Benchmarks dashboard is automatically installed and is also available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

As an admin, use the Admin Console experience to oversee and control the Benchmarks dashboards. From a single console, you have the following ability:

- Activate or update the necessary plugins.
- Modify configuration settings.
- Analyze data for all the KPI categories opted.
- Manage KPIs for all the categories.
- Access ServiceNow help.

Deprecations

Starting with the Washington DC release, the Benchmarks legacy dashboard and recommendations on the KPI details page are being prepared for future deprecation. The legacy dashboard is hidden and is no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Benchmarks is a ServiceNow AI Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Washington DC and is available from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. For more information, see Enable Benchmarks.

Related ServiceNow applications and features

Performance Analytics

The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of service delivery.

Success Dashboard

The ServiceNow® Success Dashboard enables the leadership team and process owners to gain insights into the performance of their ServiceNow® IT Service Management (ITSM) implementation using the KPIs defined by the ServiceNow AI Platform®.

Continual Improvement Management

Use the ServiceNow® Continual Improvement Management application to request improvement opportunities and implement phases and tasks to meet performance goals, track progress, and measure success.

Strategic Portfolio Management

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The ServiceNow® Strategic Portfolio Management application enables you to align work with business goals to deliver products and services in a way that supports your strategic priorities.

ITSM Success Dashboard release notes

The ServiceNow® ITSM Success Dashboard application provides insights into the IT leadership team and process owners that they can use to measure the performance of their ServiceNow® IT Service Management (ITSM implementation. ITSM Success Dashboard was enhanced and updated in the Washington DC release.

ITSM Success Dashboard highlights for the Washington DC release

- Measure the efficiency and effectiveness of the day-to-day operations for your organization using the Operational Success dashboard.
- Track the performance of Now Assist for IT Service Management within your organization's processes with dedicated key performance indicators (KPIs).
- Guided and comprehensive Admin experience to get started with Success Dashboard.

See ITSM Success Dashboard indicators for more information.

Important:
ITSM Success Dashboard is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Create an operational success dashboard

Access real-time monitoring, analysis, and decision-making through ITSM Success Dashboard to enhance the efficiency and effectiveness of your ITSM processes.

ITSM Success Dashboard indicators KPI definitions and formulas

Analyze the KPI metrics of Now Assist for IT Service Management on the Success Dashboard and take actions to improve the performance of the ITSM implementation.

ITSM Success Dashboard Admin console

As an admin, oversee and control the ITSM Success Dashboard, Operational Success, and Benchmarks dashboards. From a single console, you have the ability to activate or update the necessary plugins, modify configuration settings, analyze usage data, and access ServiceNow help.

Activation information

Install ITSM Success Dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

The ServiceNow® Benchmarks application provides instant visibility into your key performance indicators (KPIs) and trends, as well as comparative insight relative to industry averages of your peers and to the industry top performers.

Performance Analytics

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The ServiceNow® Performance Analytics application is an in-platform solution that enables organizations to create management dashboards, report on KPIs and metrics, and answer key business questions to help increase quality and reduce the costs of service delivery.

HR Success Dashboard indicators

HR Success Dashboard indicators provide performance insights to the HR leadership team and process owners. You can measure the performance of the HR implementation using the different KPIs.

Coaching release notes

The ServiceNow® Coaching application enables you to monitor the performance of your teams and coach your employees to improve their skill set. Coaching was enhanced and updated in the Washington DC release.

Coaching highlights for the Washington DC release

- Analyze Coaching using the Coaching dashboard in the Next Experience UI.
- Enable your users to gain ServiceNow skills by integrating with ServiceNow University.

See Coaching for more information.

Important:
Coaching is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Integrating Coaching with Learning with ServiceNow University

Gain ServiceNow skills using ServiceNow University after you integrate it with Coaching with Learning.

Coaching dashboard in the Next Experience user interface

Analyze Coaching data using the Next Experience Coaching dashboard.

Activation information

Coaching is available with activation of the Coaching (com.sn_coaching) plugin, which requires a separate subscription. For details, see Request Coaching.

Related ServiceNow applications and features

Workforce Optimization for ITSM

Manage and maintain the productivity of your workforce from a single location using ServiceNow® Workforce Optimization for ITSM.

Skills Management

Use ServiceNow® Skills Management to associate skills with individual users or groups and assign them to tasks or projects.

DevOps Change Velocity release notes

The ServiceNow® DevOps Change Velocity application improves visibility into your DevOps data in a single system, automates and accelerates change processes, and helps you gain insights to measure the performance of your DevOps environment. DevOps Change Velocity was enhanced and updated in the Washington DC release.

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DevOps Change Velocity highlights for the Washington DC release

- Discover GitHub issues in GitHub repositories as part of the planning capability.
- Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline.
- Retrieve data associated with a change request using the DevOpsChangeRelationshipHelper script.

See DevOps Change Velocity for more information.

Important:
DevOps Change Velocity is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

GitHub Issues integration

Discover GitHub issues in GitHub repositories as part of the planning capability to link the GitHub issues with GitHub code commits.

Implement custom actions for pipelines using generic Docker container image

Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline using the custom actions for GitLab.

User-created orchestration tool integration support

Integrate DevOps Change Velocity with any orchestration tool that is not supported in the base system to discover the orchestration tool, configure webhooks, import historical data, receive live data, and enable change control on your pipelines.

GitLab pull request for change approval

Track GitLab merge request (pull request) pipeline executions in DevOps Change Velocity, link pull request and orchestration pipelines and to enable change approval tracking.

Jira Cloud integration

Integrate DevOps Change Velocity with Jira Cloud and track Jira Issues for the configured projects.

JFrog Artifactory for GitHub, GitLab, and Azure DevOps

Import the artifact data published to JFrog Artifactory for the corresponding pipeline executions for GitHub Actions, GitLab, and Azure DevOps.

OAuth 2.0 authentication for Azure DevOps (ADO)

Use OAuth 2.0 authentication to connect your Azure DevOps tool with DevOps Change Velocity ensuring a more secure authentication method.

OAuth 2.0 authentication for Jira Cloud

Use OAuth 2.0 authentication to connect your Jira Cloud tool with DevOps Change Velocity ensuring a more secure authentication method.

UI changes

Change module

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A Change module has been added to the application navigator that contains change control and pipeline change request lists.

List module

A List module has been added to the application navigator that contains artifact, package, and pending package lists.

Changed in this release

Enhanced automated change creation

Avoid issues that might occur in the automated change request creation guided procedure because of the tool connection state.

New state transition flows for DevOps change model

Move and track changes through added transition flows for the Change - DevOps - New and Change - DevOps - Schedule states in the DevOps change model.

Error handling for DevOps flows

View errors corresponding to a change request in the work notes of a change request and console logs of the pipeline tool when a business rule or data policy causes an issue while updating a change in the DevOps Change Request Manual Approval, DevOps Change Request Minimal Automation Approval, or DevOps Change Request Advanced Automation Approval flows.

DevOpsChangeRelationshipHelper script to retrieve change data

Retrieve data associated with a change request based on the specified relation type using the `DevOpsChangeRelationshipHelper` script include.

New property to specify retry limit

Specify the maximum number of times the discover action will be automatically retried after it reaches the rate limit using the *`Maximum limit for the number of times the discover action that exceeds the rate limit will be retried`* property.

Import request restart

Restart an import request from the Import Request record that couldn't be completed due to an error.

Automatically associate repositories

Repositories are automatically associated to applications when a corresponding pipeline identifies commits of repositories that are not yet associated.

Unit test type support for GitHub

Automatically publish unit test results of types NUnit, pytest, jest, JUnit, and XUnit from GitHub Actions workflows without any custom Application Programming Interface (API) calls.

Change request creation with errors in DevOps data retrieval

Enable change request creation even if there is an error in retrieving the DevOps data in a pipeline.

Multiple ServiceNow DevOps configurations in the same Jenkins instance

Configure multiple ServiceNow DevOps connections in one Jenkins server.

Custom actions for GitLab using Docker

Retrieve and update change request details associated with a GitLab pipeline and publish unit test results. Automatically update close code based on the overall pipeline execution status for simple GitLab pipelines.

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Manual retry of downstream events

If an error occurs for an event, and there are subsequent downstream events associated with it, then you must manually retry each downstream event by selecting the **Retry** button. Automatically retrying of downstream events is not supported anymore.

Enhancements to DevOps Model change

- In-product guidance enables you to leverage DevOps models and easily create DevOps changes without disruption of your change process.
- To make the Change - DevOps – Implement flow of the DevOps model more suitable for DevOps changes, change tasks are no longer automatically created.
- The new Change – DevOps – Update execution state flow in the DevOps model means you no longer have to activate the DevOps Change Request Manual Approval flow to send a callback to the third-party orchestration tool.
- Fast-track your change process by using a new DevOps Simplified change model, which doesn't contain the Assess state. Change approval for this model is based on the DevOps Simplified Model Change policy.

Branch details for artifacts and packages

Branch details from pipeline executions are now available for artifacts and packages for better tracking.

Create lists

Option to create customized lists added to the Changes, Tools, and Administration modules in the DevOps Change Workspace.

Jira Server connection using API key

Connect to your Jira Server using API key authentication rather than basic authentication.

GitHub Actions reruns

Re-running failed GitHub jobs will now use the existing change request created for the failed jobs instead of creating new change requests.

Generalized Docker Container solution to support any orchestration tool

Use the generalized and extensible Docker Container solution to integrate any orchestration tool with DevOps Change Velocity for invoking pipeline actions like change request creation and collecting relevant DevOps data without having to rely on tool specific plugins or extensions.

Simplified onboarding of planning tools that are not supported in the base system

Integrate planning tools that are not supported in the base system by leveraging transformer rules. GitLab Issues is now available as one of the planning tools and is built leveraging this new approach so you can discover plans, import work items, and configure webhooks for work items (issues) in GitLab.

Default BitBucket branch property

Specify the default Bitbucket branch name that must be used to create an import request in the `sn_devops.bitbucket_default_branch` property.

Activation information

Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to

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the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Performance Analytics

ServiceNow® Performance Analytics is an in-platform process optimization solution to create management dashboards, report on KPIs and metrics, and answer key business questions. The application helps improve quality and reduces the costs of service delivery.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to IT services.

Agile Development

The ServiceNow® Agile Development application helps you deliver software projects more efficiently by managing and tracking software development life cycles using an iterative, incremental, and flexible approach.

Risk Management

The ServiceNow® Governance, Risk, and Compliance Risk Management application helps you continuously monitor and identify high-impact risks, improve your risk-based decision-making, and reduce reaction time effectively. The application also provides structured workflows for the management of risk assessments, risk indicators, and risk issues.

Digital End-User Experience release notes

The ServiceNow® Digital End-User Experience (DEX) solution is a cloud-based tool providing IT with comprehensive visibility and monitoring for user applications, networks, and devices. The DEX suite includes two products: Application and Device Health for IT to proactively resolve device and application issues, and Desktop Assistant for easy access to self-service options. DEX is a new application in the Washington DC release.

DEX highlights for the Washington DC release

- Monitor and analyze performance metrics seamlessly through comprehensive visibility of applications, networks, and end-user devices.
- Take advantage of early issue detection and resolution through real-time insights, swiftly addressing potential problems before they affect end users.
- Set thresholds for alerts to address issues before they affect employee productivity by optimizing the digital experience to ensure efficient operation of applications on various channels such as desktop and web/SaaS.

See DEX Application and Device Health for more information.

Important:
DEX is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

DEX features

DEX Application and Device Health

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Monitor applications and devices in order to detect issues before they result in downtime and reduce employee productivity.

- Monitor the performance, security, and compliance of the digital workplace through the DEX Dashboard unified workspace.
- Monitor the performance and security of installed and web/SaaS applications on user devices.
- Monitor real-time performance metrics including CPU, memory, disk usage, and I/O read/write operations for comprehensive insights into system resource utilization.
- Monitor user activity, as well as identify and track active and affected users.
- Set criteria and thresholds that trigger alerts when performance metrics deviate from specified parameters, which facilitates effective system monitoring and management.
- Ensure comprehensive and accurate data collection by facilitating CMDB Population through Enhanced Discovery.
- Provide detailed tracking and management capabilities for software assets through software inventory.

DEX Content Playbook

Access content tailored for both macOS and Windows platforms, enabling seamless monitoring of applications and devices while offering support for application remediation.

- Ensure the consistent, secure, and compliant usage of the application by establishing guidelines and rules. These DEX policies enable you to minimize data breach risks, improve data quality and accuracy, and optimize application performance and availability.
- Evaluate devices based on predetermined sets of rules and criteria related to aspects like CPU usage, memory usage, IO usage, firewall status, network tests, network bytes, and logged-in users to assess performance, security, and compliance.

DEX Desktop Assistant

Establish a continuous communication channel for employees to enable them to easily access self-service options and receive timely notifications from the Service Desk.

- Conduct self-diagnostics including network speed tests and device health.
- Empower employees with timely notifications of vital announcements.
- Explore ServiceNow Employee Center for a wide range of functionalities and management capabilities.
- Enrich user interaction through chat-based support and prompt responses by integrating Virtual Agent.
- Use the Desktop Assistant dashboard to monitor device connections and user logins. Track the current Desktop Assistant version on devices, ensuring your team stays updated.

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The Desktop Assistant dashboard is also available as part of the Service Operations Workspace to enhance the user experience and provide enriched data for administrators.

- Use single-line uninstaller commands to facilitate cleaner file deletion and improve the upgrade process.

Activation information

Install DEX by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

For the web/SaaS application, enable the DEX browser extension for monitoring web/SaaS applications to collect various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension for monitoring web/SaaS applications.

Localization information

Localization is applicable to DEX in all the languages that are supported by the ServiceNow AI Platform.

Related ServiceNow applications and features

DEX for Service Desk Agents

As a Service Desk agent, navigate to the DEX device health page either from the Core UI incident experience or from the **Investigate** tab within the Incident experience in Service Operations Workspace (SOW) to view device metrics from within the platform.

Software Asset Management

Integrating the DEX application with the Software Asset Management (SAM) software enables you to access SAM-normalized software metering data from DEX. Integrating with SAM for software licensing reclamation enables you to reduce software license costs.

Digital Portfolio Management release notes

The ServiceNow® Digital Portfolio Management application enables you to view and manage the full life cycle of your services and applications in a unified workspace. Digital Portfolio Management (DPM) was enhanced and updated in the Washington DC release.

Digital Portfolio Management highlights for the Washington DC release

- Redesigned the Digital Portfolio Management (DPM) homepage to provide more flexibility so that you can load the pages faster, personalize solutions cards, and view solution Needs attention attributes and thresholds.
- Updated the available item types.
- Added the key performance indicator (KPI) group breakdown list to show all the application services for business applications.

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- Added the ability to copy a KPI group to create a new KPI group, including all its subordinate KPIs and mappings.
- Added Process Mining for DPM to see KPI details and analyze anomalies.

See Digital Portfolio Management for more information.

Important:
Digital Portfolio Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Digital Portfolio Management Workspace homepage

- See all your solution cards, ordered by severity, on the redesigned DPM Workspace homepage.
- Log in to DPM for the first time to see auto-generated solution cards based on your user name in certain tables. After your first login, you're encouraged to personalize your DPM homepage.

Note:
With the sn_dpm.dpm_admin role, you can update the homepage solutions table to tailor the solution cards that users see at the first login to the DPM Workspace (before personalization).

Personalize the Digital Portfolio Management Workspace homepage

- Add or remove solution cards to personalize your DPM homepage. You can also adjust the Needs attention thresholds for each solution to see which needs the most attention. The severity levels are good, moderate, or severe.
- Your personalized list of solutions is kept in the *dpm_home_page_item* table so that they're displayed every time you log in. This table updates each time you personalize your homepage.

Digital Portfolio Management homepage default solution cards

Use the following system properties to improve the overall DPM performance and enable the number of solutions cards to display on your homepage.

DPM homepage solution card system properties

System property	Homepage default solution limit
dpm.homepage.cmdb_ci_service_limit for services, service offerings, and application services.	750
dpm.homepage.cmdb_ci_business_app_limit for business applications.	250

You can add and remove solution cards in any combination, but the total solution cards can’t exceed 1000 on the DPM homepage.

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Note:
With the sn_dpm.dpm_admin role, you can change the system property limits to more than 1000 solutions on the DPM homepage. However, raising the limit may negatively impact system performance.

Configure the Digital Portfolio Management experience

As a user with the sn_dpm.dpm_admin role, you can:

- Configure the user experience by showing or hiding the available item types in DPM:
  - Services
  - Technical services
  - Business services
  - Application services
  - Service offerings
  - Business applications
- Update the available item types table to hide or show solution types on the DPM homepage and in the personal portfolios. Examples of solution types are *cmdb_ci_service* and *cmdb_ci_business_app*.

Note:
When a solution type is hidden, that solution is omitted from the following areas of DPM:

- The auto-generated solution card results.
- The personalization options of add and remove items.
- The set status conditions when updating thresholds.
- The page filters.

View business application details

See all the application services for the business application in a KPI group breakdown list on the Run tab. The list shows up to 10 application services but you can page through to see more. The list shows the KPIs from the lowest ordered KPI group mapped (or inherited) by the business application.

Copy a KPI group to create a new KPI group in Digital Portfolio Management

Create a new KPI group by copying an existing KPI group in DPM. All the records and mappings of the KPI group are copied as well. After you copy the KPI group, you can modify all aspects of it so the new group best fits your needs.

Configure Digital Portfolio Management to integrate with Process Mining

Use Process Mining in DPM to see the status of KPIs on your solutions, and to adjust as needed. DPM for Process Mining comes with project templates to mine data for incidents, problems, changes, and requests. With the sn_dpm.dpm_admin role, enable Process Mining in DPM:

- Install the ITSM Process Mining Content Pack from the ServiceNow® Store, and
- Set the system property *sn_dpm.enable.po.dpm* to `true`.

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Activation information

Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Service Portfolio Management

Use the Service Portfolio Management application to set up and manage your services and offerings, and then organize them in portfolios. In the Digital Portfolio Management application, you can view the health and status of those portfolios and track them in one centralized location.

Service Builder

As you view service information in Digital Portfolio Management, you can create and edit services and service offerings with quick access to the ServiceNow® Service Builder application.

> **Important:**
> If you use Service Builder and plan to upgrade to the current version of DPM, you must also upgrade to the current version of Service Builder at the same time.

Performance Analytics

Use ServiceNow® Performance Analytics to create reports on KPIs to monitor and analyze metrics.

Digital Portfolio Management related applications and data sources

Other related ServiceNow applications bring in data from your services, service offerings, business applications, and application services for you to view all of them in your unified workspace view. All the related applications are optional and aren't required to use Digital Portfolio Management.

Incident Management release notes

The ServiceNow® Incident Management application restores normal service operations while minimizing the impact to business operations and maintaining quality. Incident Management was enhanced and updated in the Washington DC release.

Incident Management highlights for the Washington DC release

Manage the read and write access of agents using the sn_incident_task_assigned_user role.

See Incident Management for more information.

New in the Washington DC release

User role for read and write access to incident tasks

Provide more read and write operation privileges in an incident task record to an agent with the sn_incident_task_assigned_user role. You must install and activate the ITSM Roles plugin (com.snc.itsm.roles) to use the base system ACLs related to this role.

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Activation information

Incident Management is active by default with the Incident plugin (com.snc.incident).

On-Call Scheduling release notes

The ServiceNow® On-Call Scheduling application helps you to verify that dedicated support team members are available to resolve issues when they occur. On-Call Scheduling was enhanced and updated in the Washington DC release.

On-Call Scheduling highlights for the Washington DC release

- Delegate On-call escalation notifications as configured in the escalation policy by assigning a delegate record to another user.
- Select a preferred first day of the week for a group to accommodate global users.
- Receive notifications about the upcoming on-call rotation by downloading or subscribing to a calendar with your SSO authentication.

See On-Call Scheduling for more information.

New in the Washington DC release

Configure preferences for a user group

Select a preferred start day of the week for a group, using the **First day of the week** field. Previously, this setting was available only system-wide.

Enable users to subscribe to the On-Call calendar

Use SSO credentials to log in and subscribe to an on-call calendar and get notified about the upcoming on-call rotation.

Track the progress of an escalation

Use the info icon (ⓘ) on the Live escalation tracking page to view who has delegated the escalation.

Activation information

On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries:

- FullCalendar library
- DHTMLX scheduler

Note:
The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.

Related ServiceNow applications and features

Notify

In addition to emails, you can send on-call escalation notifications as SMS alerts and voice calls. Engage on-call escalation in ServiceNow® Notify conference calls.

ITSM Mobile Agent

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Access the upcoming shifts and time-off requests of team members in the ServiceNow® ITSM Mobile Agent app. Send On-Call Scheduling escalation notifications as mobile push notifications.

Service Operations Workspace for ITSM

Identify available On-Call Scheduling members of a support group who can be contacted to resolve an issue in ServiceNow® Service Operations Workspace.

ITSM Mobile Agent release notes

The ServiceNow® ITSM Mobile Agent app delivers base system mobile-first experiences designed for IT agents to triage, act on, and resolve incidents on the go. ITSM Mobile Agent was enhanced and updated in the Washington DC release.

ITSM Mobile Agent highlights for the Washington DC release

Enable the Override Do Not Disturb feature so that On-call members can receive push notifications for critical alerts even when their phones are in Do Not Disturb mode. This feature helps shift managers reach On-call members and confirm that they're available to respond to any major incidents.

See ITSM Mobile Agent for more information.

Important:
ITSM Mobile Agent is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Enable Override do not disturb to receive critical alerts

Use ITSM Mobile Agent to enable and configure the list of critical alerts that you want to receive when your mobile device is in Do Not Disturb mode.

Activation information

Install ITSM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Service Builder release notes

The ServiceNow® Service Builder application provides a guided experience workflow to create and maintain services and offerings. Service Builder was enhanced and updated in the Washington DC release.

Service Builder highlights for the Washington DC release

- Added the Next Experience theme.
- Added the ability to cancel out of creating a service and a service offering when using the approval workflow.

See Service Builder for more information.

Important:
Service Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Washington DC release

Next Experience UI

Use the Next Experience theme in Service Builder for updated colors, fonts, and navigation that matches other ServiceNow applications on the ServiceNow AI Platform.

Service Builder approval flow

Use the Cancel option while creating or editing a service or service offering to cancel any changes that you made to the record. When you select **Save** while editing or creating a service or offering, your edits to the draft file are saved. When you select **Cancel**, the following happens:

- The draft service or offering record is deleted, including all edits made to the draft record.
- The service or offering is checked back in and none of your changes are implemented. The Manage Offerings step shows the offering in the "Published" state.
- The approval flow isn't triggered.

Activation information

Install Service Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features Service Builder

Service Portfolio Management

Use the ServiceNow® Service Portfolio Management application to set up and manage your services and offerings, and then organize them in portfolios. If you use the ServiceNow® Digital Portfolio Management application, you can view the health and status of those portfolios and track them in one centralized location.

Digital Portfolio Management

Add Digital Portfolio Management (DPM) from the ServiceNow Store to view all your Service Portfolio Management data in one centralized place. If you transition to the new service portfolio structure in Service Portfolio Management, then you can use key performance indicator (KPI) groups in DPM to report on services, nodes, and portfolio performance. The new service portfolio structure in Service Portfolio Management is available starting with the Utah release.

> **Important:**
> If you use DPM and plan to upgrade to the current version of Service Builder, you must also upgrade to the current version of DPM at the same time.

Service Catalog

Service Portfolio Management integrates with ServiceNow® Service Catalog at the service offering level of the application. You can choose services from an existing catalog as well as initiating service catalog additions.

Service Operations Workspace for IT Service Management Release Notes

The ServiceNow® Service Operations Workspace (SOW) application is a configurable workspace that provides a unified experience for multiple IT Service Management and IT Operations

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Management capabilities. You can configure your agent experience by using the interface of Service Operations Workspace for ITSM. Service Operations Workspace for IT Service Management was enhanced and updated in the Washington DC release.

Service Operations Workspace for ITSM highlights for the Washington DC release

- As an admin with the SOW admin user role (sn_sow_itsm_admin.sow_admin_user), you can view ServiceNow® Admin Center for access to ServiceNow® Incident Management configurations. For more information about the roles in the Admin Center, see Admin Center in Service Operations Workspace for ITSM.
- Enable agents to effectively resolve a case or request through cross-departmental interactions rather than working in silos using Universal Request.
- View multiple field recommendations in a drop-down list by selecting fields in the incident form.
- Access your schedules from the schedules icon on the navigation menu to view and manage On-call schedules.
- Access your teams from the teams icon on the navigation menu to view and manage your teams.
- Starting in version 5.0, you can do the following:
  - Configure the visibility of various sections of the landing page.
  - Configure if the list view should be collapsed by default for donut cards on the landing page.
  - Preview and update record information from the respective lists on the landing page.
  - Copy the record page URL to easily access the record.
  - Increase the productivity of the agents with various incident record page enhancements.
  - Resolve critical issues with high business impact using Major Incident Management.
  - Configure the required major incident features using Admin Center.
  - Easily manage major incidents with major incident playbooks.
  - Review the post incident report to identify major incident process gaps and analyze the incident that helps to avoid the issue in the future.
  - Manage problems and problem tasks through their life cycle.
  - Subscribe to an individual shift with the Share calendar drop-down list.

See Service Operations Workspace for ITSM for more information.

Important:
Service Operations Workspace for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Service Operations Workspace to Washington DC

Ensure that the following applications have compatible upgraded versions:

- Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
- Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)

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Compatible SOW versions

SOW-ITSM (sn_sow_itsm_cont)	SOW-ITOM (sn_sow_itom_cont)
1.1.x	21.0.y
1.2.x	21.1.y
1.3.x	21.2.y, 21.5.y, and 21.6.y
2.0.x	22.0.y
2.1.x	22.1.y and 22.y.y
3.1.x	23.y.y
4.x.x	24.y.y

In the table, x is the subversion of the Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the subversion of the Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).

After the 3.0 upgrade, the Recommendation Framework feature is no longer available. Instead, only the standard version of the Recommended Actions for ITSM feature is available.

New in the Washington DC release

Using Universal Request in Service Operations Workspace

Use the ServiceNow® Universal Request application to create requests and connect with other departments and services to assist with request resolution. You can map the various departmental ticket states and activity streams into a unified and simplified experience for your employees and agents.

On-Call Scheduling in Service Operations Workspace

Use the Schedules menu to access the ServiceNow® On-Call Scheduling application from the home page. Agents can use the Schedules menu to view their schedules, request absence and set their notification preference. A Group Manager can use the schedules icon to manage schedules and requests, set escalation trigger rules and policies, and create delivery channels for notification preferences.

Use the teams icon to access the teams record. Agents can use the Teams menu to view their team's on-call schedules and a Group Manager can set escalation trigger rules, escalation policies, and team preferences.

Starting in version 5.0, you can select a preferred shift from the Share calendar drop-down list and subscribe to the calendar. This option is available for Agents and Shift managers who are part of the respective group.

Landing page configurations using Admin Center

Starting in version 5.0, you can configure the following options for the landing page:

- Display or hide various sections.
- On the landing page, collapse the list view for donuts cards by default, which reduces the page load time, and expand the list view by selecting any donut card.

Quick access to the record information

Starting in version 5.0, get quick access to the record information.

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- From the list view that opens by selecting a donut area on the landing page, access the record information for the following records:
  - Incident
  - Problem
  - Interaction
  - Change
  - Request

  Note:
  You can preview and update the record information in the workspace view.

- From any record page, copy the record page URL to easily access the record and share it with other agents and other stakeholders if required.

Problem Management in Service Operations Workspace

Starting in version 5.0, problem coordinators can:

- Manage problems and problem tasks through their life cycle.
- Share problem workarounds or fixes with related incidents.
- Create known error articles to help deflect incidents.

Note:

- If you aren't using the base problem life cycle, you must continue to use the classic experience to manage problems or problem tasks through their life cycle.
- The base problem life cycle is included with the Problem Management#Best Practice - Madrid - State Model (com.snc.best_practice.problem.madrid.state_model) plugin. Use the Problem Management Migration Utility store application to enable this plugin and migrate your records to the base problem life cycle.
- Known error articles are enabled by the Problem Management Best Practice - Madrid - Knowledge Integration (com.snc.best_practice.problem.madrid.knowledge) plugin.

Incident record page enhancements in Service Operations Workspace

Starting in version 5.0, the incident record page has enhancements that maintain parity and bring the features from the classic UI16 to the workspace view. These enhancements reduce the efforts of agents to increase their productivity. With the enhancements, agents can:

- Copy the page URL to the clipboard to quickly share the link to other agents or stakeholders.
- Preview the records of the reference key fields on the same page, or open the record in a separate tab.
- Update the incident information in the Summary section and Impact summary section of the **Overview** tab.
- Preview caller information from the caller card on the Record information side panel.

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- View the assets, recent interaction, and incident information that are specific to the caller.
- The incident information such as priority, state, configuration item and opened, is moved from the header of the incident record page to the Summary section of the **Overview** tab to increase the workspace view area.

Major incident management in Service Operations Workspace

Starting in version 5.0, Major Incident Management in Service Operations Workspace enables you to manage the entire major incident life cycle in the following ways:

- Propose, promote, create, and manage major incidents.
- View the number of impacted callers and their locations on the world map.
- Identify and create a major incident automatically based on major incident trigger rules.
- Communicate with the business stakeholders and end users by sending status updates and notifications to inform them about the impact and progress of the major incident.
- Collaborate with the business stakeholders to discuss the issues and help with resolving the major incident.
- Resolve major incidents.

Major incident configurations in Service Operations Workspace

Starting in version 5.0, configure Major Incident Management using Admin Center in Service Operations Workspace. Admin Center enables you to install Major Incident Management and then accomplish the following:

- Configure major incident trigger rules to create, propose, or promote major incidents automatically.
- Assign playbooks to manage major incident process.
- Assign a Major Incident Manager role to users for managing major incidents.
- Configure email notifications that are sent to the stakeholders and end users.
- Configure the communications, such as email and SMS messages, sent to the stakeholders and end users.
- Configure communication plan definitions, tasks, collaboration tasks, and channels for effective communication with stakeholders and end users.
- Configure timelines for generating post incident reports.

Playbook integration with major incident management

Starting in version 5.0, major incident playbooks in Major Incident Management provide a way to visualize the entire major incident process in a task-oriented view. The major incident playbooks leverage communication, collaboration, and core major incident process capabilities. These capabilities help to quickly identify key areas that require attention, as well as manage and resolve major incidents. The following two playbooks are available in the base system:

- MI playbook
- Advanced MI playbook

Review and publish post incident report in Major Incident Management

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Starting in version 5.0, review the post incident report for a major incident to evaluate the incident response process and identify the process gaps for improvements. Reviewing the report helps you analyze the incident and to understand what can be done to avoid a similar incident or issue in the future. A post incident report is created automatically after a major incident is resolved. Use the Post incident report tab on a major incident record to generate, edit, review, and publish the report in PDF.

Changed in this release

Landing page changes

Starting in version 5.0, the following changes are applicable:

- To view all records associated with a donut card, you should now select the center of the donut area.
- To view the recently visited pages in Service Operations Workspace, you should now select the **History** menu.

Removed in this release

Starting in version 5.0, the following options are removed from the landing page:

- Second-level cards that were displayed upon selecting a first-level donut card
- **View all** button for donut cards
- **Recently Viewed** section

Activation information

Service Operations Workspace for ITSM is active by default and its default version is 2.1 in Washington DC. When you upgrade from any previous release to Washington DC from ServiceNow Store, Service Operations Workspace for ITSM 2.1 is automatically installed.

Related ServiceNow applications and features

Now Assist for ITSM

Use the ServiceNow® Now Assist for ITSM application to summarize your incident information, generate resolution notes, and generate the chat information for an interaction. You can enable your agents to understand the chat and incident context and to propose quicker resolutions.

Change Management

Control the life cycle of a change and implement the change with minimum disruption to IT services.

Incident Management

Enable users to identify IT issues and log incidents through the Incident Management system. Efficiently track, classify, and prioritize incidents to work effectively toward their resolution.

Interaction Management

Respond to an incoming chat, phone, walk-up, or messaging interaction quickly using an interaction that provides a centralized location for all communication channels.

On-Call Scheduling

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Identify available on-call members of a support group who can be contacted to resolve an issue.

Problem Management

Identify the root cause of recurring incidents or a major incident to help prevent them from happening again.

Recommended Actions for ITSM in Service Operations Workspace

Get field recommendations and guidance in the side panel for the incident form in the Service Operations Workspace.

Predictive Intelligence

Machine-learning algorithms provide dynamic and contextual recommendations for resolving an incident.

Task Intelligence for ITSM

Use machine learning to set up, deploy, and track solution-based models to achieve important business outcomes.

Request Management

Initiate a catalog request flow from a different IT Service Management flow such as an incident flow, using catalog requests.

ServiceNow for Microsoft Teams

Enable users to collaborate through the connected experience provided by Service Operations Workspace for ITSM.

Advanced Work Assignment

Automatically assign interactions to your agents based on their availability.

Service Level Management

Access incident service level agreement (SLA) information on the Service Operations Workspace for ITSM landing page and incident record page.

Walk-up Experience

Manage walk-up interactions and queues effortlessly using Service Operations Workspace for ITSM.

Workforce Optimization for ITSM

Manage agent schedules using Workforce Optimization for ITSM Scheduling. Use ServiceNow® Coaching to review and complete assigned trainings.

Knowledge Management

Provide an agent with knowledge articles that include information such as self-help, troubleshooting, and task resolution.

Notify

Provide support for SMS and voice channels on the ServiceNow platform to communicate with your team and customers.

Service Operations Workspace for ITOM

Configure your operator experience through a unified interface for multiple ServiceNow® IT Operations Management workflows.

Universal Request

ServiceNow® Universal Request empowers customers in their journey toward Enterprise Service Management (ESM) or Global Business Services (GBS) by enabling agents to resolve cases seamlessly across the enterprise to provide a better employee experience.

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Walk-up Experience release notes

The ServiceNow® Walk-up Experience application enables you to create and manage an on-site support channel. Walk-up Experience was enhanced and updated in the Washington DC release.

ServiceNow® highlights for the Washington DC release

- Use the instance options to reconfigure the order of the tabs.
- Enables you to book an appointment for a 15-minute time slot.
- Configure the text direction from right to left for the Walk-up Experience Service portal with RTL support.

See Walk-up Experience for more information.

Activation information

Walk-up Experience is a ServiceNow AI Platform feature that is available with activation of the Walk-up Experience plugin (com.snc.walkup). For details, see Activate Walk-up Experience.

Browser requirements

Access Walk-up Experience through the ServiceNow® Workspace. ServiceNow workspaces don't support mobile devices.

Starting with the Orlando release, ServiceNow workspaces don't support Internet Explorer or Microsoft Edge. Instead, use Microsoft Edge Chromium or one of the other supported browsers listed in Browser support.

If you're on New York or an earlier release and using Internet Explorer 11 or Microsoft Edge with any workspace, such as ServiceNow® CSM Agent Workspace or ServiceNow® Vendor Management Workspace, you must first migrate to a newer browser. After you upgrade to a new browser, you can upgrade to at least the Orlando release. For more information, see the Internet Explorer 11 Performance [KB0683275] article in the Now Support Knowledge Base.

Related ServiceNow applications and features

ITSM Agent Workspace - Legacy

Use ServiceNow® Agent Workspace to access and complete interactions at a walk-up queue location. Agent Workspace moves the agents away from the list and form interaction fulfillment experience to a configurable service desk application.

Advanced Work Assignment

Access a personal inbox where interactions are automatically pushed for assignments based on schedules and rule configurations with ServiceNow® Advanced Work Assignment.

Workforce Optimization for ITSM release notes

The ServiceNow® Workforce Optimization for ITSM application enables you to manage and maintain the productivity of your workforce from a single location. Workforce Optimization for ITSM was enhanced and updated in the Washington DC release.

Workforce Optimization for ITSM highlights for the Washington DC release

Enable your users to gain ServiceNow skills by integrating with ServiceNow University.

See Workforce Optimization for ITSM for more information.

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Important:
Workforce Optimization for ITSM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Integrate Coaching with Learning with ServiceNow University

Gain ServiceNow skills using ServiceNow University after you integrate it with Coaching with Learning.

Activation information

Install the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Advanced Work Assignment

Use ServiceNow® Advanced Work Assignment to assign work items automatically to your agents by their availability, capacity, and skills.

Coaching

Use ServiceNow® Coaching to monitor and improve the performance of your employees. You can evaluate their skills and get them the training that they need for skill growth.

Learning Posts

Create an omni-channel learning experience for your employees by empowering them with the right learning at the right time.

Performance Analytics

Use ServiceNow® Performance Analytics to create reports on Key Performance Indicators (KPIs) to monitor and analyze metrics.

Predictive Intelligence

Use ServiceNow® Predictive Intelligence to recommend the skills for agents that are based on the work that they've completed.

Process Mining

Analyze business processes and optimize them quickly.

Service Operations Workspace for ITSM

Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently by using Service Operations Workspace. Manage your schedule and complete training by using Workforce Optimization for ITSM in the Service Operations Workspace.

Skills Management

Assess the skills that your organization needs, identify gaps, and plan for the hiring and training of your teams.

Surveys

Create, send, and collect responses for basic surveys. If installed, you can also use the Survey widget to set up a survey within the ServiceNow® Service Portal.

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ITSM Predictive Intelligence Workbench release notes

The ServiceNow® ITSM Predictive Intelligence Workbench application provides prebuilt use case templates and guides you through your machine learning implementation to create intelligent ITSM business processes. ITSM Predictive Intelligence Workbench was enhanced and updated in the Washington DC release.

Deprecations

Starting with the Washington DC release, the Predictive Intelligence Workbench ITSM content (com.sn_piwb_itsm_content) plugin is being prepared for future deprecation. The plugin will be hidden and no longer activated on new instances but will continue to be supported. Task Intelligence admin console provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

ITSM Predictive Intelligence Workbench is a ServiceNow AI Platform feature that is available with activation of the Predictive Intelligence Workbench (com.sn_piwb_ml) plugin. For details, see Activate ITSM Predictive Intelligence Workbench.

Mobile Platform release notes

The ServiceNow® Mobile Platform enables you to access your ServiceNow instance from anywhere. ServiceNow Mobile Platform was enhanced and updated in the Washington DC release.

Mobile highlights for the Washington DC release

- Generate work order task closure notes using Mobile Resolution Notes Generation.
- Display configurable pop-ups based on real-time conditions.
- Benefit from the enhanced data visualization user experience.
- Send users notifications defined as critical, irrespective of their notification settings.
- Mobile App Builder is now integrated with Mobile Publishing so that admins can manage custom branded app requests and configure mobile apps in one tool.

See Mobile Platform for more information.

New in the Washington DC release

Overriding critical alerts

Send your users critical alerts, even if they configure their mobile device to a Do Not Disturb or Silent mode setting.

Dynamic pop-ups

Display configurable pop-ups based on real-time conditions. These pop-ups can even be displayed at the login phase. For example, display a pop-up to the user stating that they have accepted a new task with an estimated three hours of work, but their work shift is due to end in an hour.

Securing your ServiceNow® mobile instance with Zero Trust Access

Limit end-user access to your ServiceNow instance by opting in to Zero Trust Access, which adjusts user roles and permissions according to security policies defined by the admin based on factors such as IP address, location, and identity provider attributes.

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Custom map screen support for additional entry points to launch Indoor Wayfinding

Launch custom map screens from a mobile embedded web page or from a push notification.

Mobile Resolution Notes Generation

Use Now Assist on Mobile to generate a closure note that summarizes the associated work order task using information provided in the task record.

Mobile SDK available in the ServiceNow Store

Use the ServiceNow Mobile software development kit (SDK) to enable users to develop native iOS and Android mobile apps using an integrated development environment and give your mobile apps access to existing ServiceNow data and workflows.

Mobile App Builder

Use the following enhancements added to Mobile App Builder:

- Support for all Mobile Platform Washington DC features.
- Integration with Mobile Publishing so that admins can see their custom branded apps within the MAB UI.
- A push notification management category has been added to show which notifications are used for each mobile app.
- Automatic population of table fields in downstream records to streamline proper configuration.

Data visualization user experience

Use the upgraded data visualization user experience, which includes the following new features:

- Unified configuration experience for both web-UI and mobile platforms in a centralized#ocation.
- Enhanced visualizations for charts and the introduction of a pie chart visualization.
- Compatibility with many data sources including ServiceNow® Usage Insights, ServiceNow® Health Log Analytics, ServiceNow® Performance Analytics indicators, and customized data sources.
- Ability to apply theming options, including the dark theme, by using variables to customize the look-and-feel of the#mobile dashboards. For more information, see the Accessibility information section found in these release notes.

Arabic added to the support of right-to-left languages

The display of right-to-left languages is supported in ServiceNow mobile apps. Arabic, in addition to Hebrew, are supported right-to-left languages. Texts as well as visual components are right-to-left aligned to mirror the more common left-to-right alignment.

Offline support in Now Mobile apps and custom apps

Configure offline support for all apps, including ServiceNow Mobile Agent, Now Mobile, and custom apps that you build by using Mobile Publishing.

Now Assist in Virtual Agent for mobile

Use Now Assist in Native Mobile Virtual Agent to deliver more direct, relevant, and conversational responses to questions using generative AI.

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UI changes

Mobile Publishing

Mobile Publishing has a new look and feel, including embedded videos and prerequisites to guide admins when they are creating custom branded apps.

Changed in this release

Mobile Playbooks enhancements

Navigate from mobile web screens to all native screens, including parametrized and scripted screens, custom map screens, and ServiceNow Virtual Agent chat.

Mobile Publishing enhancements

Use custom branded apps created with Mobile Publishing and use them on sub-production instances.

Removed in this release

Mobile Studio used for mobile app configuration has been removed from the Washington DC release. Mobile configuration is performed using the following tools: a web-based UI, Mobile App Builder, and Mobile Card Builder.

Activation information

ServiceNow Mobile Platform is a ServiceNow AI Platform® feature that is active by default.

Accessibility information

Data visualization

Accessibility improvements for the data visualization feature include the following updates:

- Enhanced support for screen readers, with a specific focus on the VoiceOver functionality. This improvement ensures that users relying on screen readers can seamlessly navigate and comprehend the content within data visualization charts.
- Text within data visualization charts can now be resized, accommodating users who may need larger text for better readability. This support enables text to be increased significantly without any loss of content or functionality.
- Enable a dark theme or mode in Mobile Platform. This option is commonly used to alleviate eye strain and improve readability.

Operational Technology release notes

Operational Technology has new and updated features in the Washington DC release.

Note:
The Manufacturing Process Manager application was renamed to the Industrial Process Manager.

Industrial Process Manager release notes

The ServiceNow® Industrial Process Manager application enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities. Industrial Process Manager was enhanced and updated in the Washington DC release.

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Industrial Process Manager highlights for the Washington DC release

- Add Operational Technology (OT) devices to an equipment model entity by using the IP address.
- Change the **Entity name** and **Parent** fields of an equipment model entity to keep your equipment model entity information up to date after you create it.
- Modify the parent of one or more equipment model entities after the equipment model entity record is created.
- Use the new Automated Mapping Across Zone-based IP Network Groups (AMAZING) roles to control who has access to and can edit OT subnet-mapping records.
- Control the view and edit the access to your sites and equipment model entities by using the new User Criteria security model.

See Industrial Process Manager for more information.

Important:
Industrial Process Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Industrial Process Manager to Washington DC

The Industrial Process Manager application now has a dependency with the Operational Technology Service Management applications, which include Operational Technology Incident Management and Operational Technology Change Management. To install Industrial Process Manager on your instance, one of the following SKUs is required:

- Operational Technology Visibility SKU
- Operational Technology Service Management SKU
- Any custom SKU that entitles Industrial Process Manager

New in the Washington DC release

Add OT devices to an equipment model entity by IP address

When you manually add OT devices to the Mapped OT Devices related list in the Equipment Model Manager on the Industrial Workspace, you can add an OT device by its IP address.

Update the entity name or parent of an equipment model entity

Update the **Entity name** or **Parent** fields in an equipment model entity record as needed to help keep your equipment model information up to date.

Modifying the parent of an equipment model entity

Update the parent in one or more equipment model entity records after creating an equipment model entity.

Additional AMAZING roles to access and edit OT subnet-mapping records

Control which users have access to and can edit OT subnet-mapping records by assigning the Amazing Reader (sn_ot_amazing_read), Amazing Writer (sn_ot_amazing_write), and Amazing Admin (sn_ot_amazing_admin) roles.

Automatically assigns all OT control modules to equipment model entities based on the Owns::Owned by relationship (sn_otsm.subnet_mapping.auto_assign_ot_control_modules) system property

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Enable automatic assignments of OT control modules to equipment model entities based on the owns::owned by relationship the OT control module has with an OT control system (or extended class) device.

User Criteria security model

Create and assign user criteria to control the view and edit the user access to your sites and equipment model entities with the new User Criteria security model. If you want to migrate from the site user configuration to the User Criteria security model, the ISAEntitySiteUser script was updated to query the ISA User Criteria table and calls the User Criteria API for all existing public APIs.

Note:
If your ISA Equipment Model application version is prior to 1.0.12, you can still use the site user configuration available for the ISA Equipment Model.

UI changes

Parent field changed to Parent entity in the Equipment Model Entity record

The **Parent** field is changed to **Parent entity** in the Equipment Model Entity record on the ServiceNow AI Platform.

Unmapped OT Devices list

The Unmapped OT Devices list was added to the Industrial Workspace list view under the Operational Technology (OT) module.

Mapped OT Devices table

The Mapped OT Devices table was added to the Industrial Process Manager menu item under the Industrial Workspace Admin module.

View Dependency Map button

The View Dependency Map button was added to the equipment model view in the Industrial Workspace and to the Equipment Model Entities table under the Equipment Model - ISA menu item in the Industrial Workspace Admin module.

Location field

The ability to add Location to your devices during OT subnet mapping was added to the OT Subnet Mapping table under the Industrial Process Manager item in the Industrial Workspace Admin module.

OT subnet mapping message for a new relationship between an equipment model entity and an OT device

If a matching OT subnet was found and a new relationship was created between the equipment model entity and the OT device, a message appears with a link that takes you to the CI Relationships table.

OT subnet-mapping message for an existing relationship between an equipment model and an OT device

If a matching OT subnet was found and a relationship exists between the equipment model entity and the OT device, a message appears with a link that takes you to the CI Relationships table.

User Criteria - Can Read menu item

The User Criteria - Can Read menu item that contains the Equipment Model Entity View Access [isa_entity_m2m_user_criteria_can_view] table was added to the Equipment Model - ISA module on the ServiceNow AI Platform.

User Criteria - Can Edit menu item

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The User Criteria - Can Edit menu item that contains the Equipment Model Entity Edit Access [isa_entity_m2m_user_criteria_can_edit] table was added to the Equipment Model - ISA module on the ServiceNow AI Platform.

Changed in this release

Manage the Equipment Model section in the Industrial Process Manager Guided Setup

The Manage the equipment model section of the Industrial Process Manager Guided Setup has the following new enhancements:

- The Assign Users task was removed.
- The Create User Criteria for Site Users task was added.
- The Assign Site Users - Can Read task was added.
- The Assign Site Users - Can Edit task was added.

ISA Equipment Model enhancements

When you upgrade to version 1.0.12 of the ISA Equipment Model, the migration from site user access to user criteria and groups begins automatically and the following changes are made:

- Improved site level access control to that uses user criteria to define read or write level user access to equipment model entity sites. With the additional assignment of OT viewer (cmdb_ot_viewer) or OT Editor (cmdb_ot_editor) roles, you can also have view or edit access to OT devices in the sites assigned accordingly.
- When you upgrade to version 1.0.12 of ISA Equipment Model, existing site user records are migrated to an improved access control model using user criteria to preserve the same access permissions. For each site with ISA Entity Site User records, the following changes occur.
  - For users with viewer access:
    - A new user criteria record is created and named **Read User Criteria for <site name> Site#[System Generated]**
    - A new user group with all site users from this site is created and named **Read Group for <site name> Site [System Generated]**
    - A new record in the new Equipment Model Entity View Access table (isa_entity_m2m_user_criteria_can_view) is created with the new user criteria and user group.
  - For users with editor access:
    - A new user criteria record is created and named **Edit User Criteria for <site name> Site [System Generated]**
    - A new user group with all site users from this site is created and named **Edit Group for <site name> Site [System Generated]**
    - A new record in the new Equipment Model Entity Edit Access table (isa_entity_m2m_user_criteria_can_edit) is created with the new user criteria and user group.
- The Site User application menu and Site Users related list on the Equipment Model Entity record for a site is removed.
- All site user (isa_entity_site_user) records are set to inactive.

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- The **Site User – Can Read** and **Site User – Can Edit** application menu items are added to the ServiceNow AI Platform.
- The **Can Read Equipment Models** and **Can Edit Equipment Models** related lists are added to the Equipment Model Entity record for a site.

Removed in this release

- The Site Users menu item that contained the ISA Entity Site Users [isa_entity_site_user] table was removed from the Equipment Model - ISA module on the ServiceNow AI Platform.

Activation information

Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Note:
Industrial Process Manager is automatically installed with Operational Technology Incident Management and Operational Technology Change Management.

Related ServiceNow applications and features

Operational Technology Manager

The ServiceNow® Operational Technology Manager enables you to aggregate Operational Technology (OT) device data from multiple sources, so that you can build the foundational data relationships used in the Industrial solution.

Operational Technology Change Management release notes

The ServiceNow® Operational Technology Change Management application enables engineers to implement changes to Operational Technology (OT) devices and production processes. Operational Technology Change Management was enhanced and updated in the Washington DC release.

Operational Technology Change Management highlights for the Washington DC release

- Organize your OT change requests with the updated OT change record on the Industrial Workspace.
- Enable email notifications for OT change requests and OT change tasks to stay updated on your OT change records.
- Add multiple OT devices and equipment model entities to an OT change request so that you can group your work in a more logical manner.

See Operational Technology Change Management for more information.

Important:
Operational Technology Change Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Change email notifications

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Send email notifications to relevant stakeholders when a change record is updated.

Edit the related devices and equipment model entities in a change record

Add or remove multiple OT devices and equipment model entities in an OT change record in the Affected OT Devices and the Impacted Equipment Model Entities related lists, respectively.

UI changes

Firmware category

The Firmware category was added as a Category field option on an OT change request form.

My Tasks and Unassigned list

The My Tasks and Unassigned list under Other OT Tasks in the Industrial Workspace was changed to include the change task records that are assigned to OT users and the change task records that aren't assigned to any user.

Changed in this release

Updated layout of the OT change record on the Industrial Workspace

The OT change record in the Industrial Workspace was updated so that all existing related lists are included under the **Related Records** tab.

Change write user role (sn_ot_change_write)

The Change write user role (sn_ot_change_write) was updated so users that are assigned with this role can have IT change tasks assigned to them. They can also update the IT change task that they're assigned to.

Activation information

Install Operational Technology Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Note:
Operational Technology Change Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management or Operational Technology Change Management applications, the ServiceNow® IT Service Management application enables engineers to resolve OT asset and production process issues quickly.

Operational Technology Incident Management release notes

The ServiceNow® Operational Technology Incident Management v2 application enables engineers to resolve Operational Technology (OT) device and production process issues. Operational Technology Incident Management v2 was enhanced and updated in the Washington DC release.

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Operational Technology Incident Management highlights for the Washington DC release

- Organize your OT incidents with the updated OT incident record on the Industrial Workspace.
- Assign OT incident records to the right user or user group automatically by creating an assignment rule.
- Save time by sending emails directly from an OT incident record with an auto-populated subject field that includes the incident number and short description.
- Add multiple OT devices and equipment model entities to an OT incident so that you can group your work in a more logical manner.

See Operational Technology Incident Management for more information.

Important:
Operational Technology Incident Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Edit the related devices and equipment model entities in an incident record

Add or remove multiple OT devices and equipment model entities in an OT incident record in the Affected OT Devices and the Impacted Equipment Model Entities related lists, respectively.

Create an assignment rule for OT incident records

Create assignment rules for Operational Technology Incident Management v2 to automatically assign an OT incident to the right group or user as defined in the assignment rule.

Compose an email from an OT incident record

Compose an email directly from an OT incident record by selecting the Compose Email button that is available in the record. The subject field auto-populates with the incident number and the short description in the record.

UI changes

My Tasks and Unassigned list

The My Tasks and Unassigned list under Other OT Tasks in the Industrial Workspace was changed to include incident task records that are assigned to OT users and incident task records that aren't assigned to any user.

Compose Email button

The Compose Email button was added to the OT incident record form.

Changed in this release

Updated layout of the OT incident record on the Industrial Workspace

The OT incident record in the Industrial Workspace was updated to include all existing related lists under the **Related Records** tab.

Removed in this release

The **Opened** column was removed from the lists under the OT Incident module in the Industrial Workspace list view.

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Activation information

Install Operational Technology Incident Management v2 by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Note:
Operational Technology Incident Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager.

Related ServiceNow applications and features

IT Service Management

When integrated with Operational Technology Incident Management, the ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

Operational Technology Knowledge Management release notes

The ServiceNow® Operational Technology Knowledge Management application helps you to capture information about your Operational Technology (OT) system in knowledge articles that can be shared with other users who might experience similar issues. Operational Technology Knowledge Management is a new feature in the Washington DC release.

Operational Technology Knowledge Management highlights for the Washington DC release

- Track knowledge articles by configuring an OT knowledge base for knowledge managers and knowledge users.
- When used with the Operational Technology Incident Management application, browse all knowledge base articles that are related to an OT incident.
- Record your knowledge and solutions. You can create knowledge articles through the Industrial Workspace or from the OT incident record.
- Monitor possible knowledge gaps. You can report a knowledge gap from an OT incident record and assign the related feedback task to a user.

See Operational Technology Knowledge Management for more information.

Operational Technology Knowledge Management features

Create an OT knowledge base

Create an OT knowledge base to provide a self-service platform for OT knowledge users to store, share, and manage content that is about OT incidents.

Create a knowledge article from an OT incident record

Create a knowledge article directly from an OT incident record to save the information about an OT incident and its resolution.

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Create a knowledge article in Industrial Workspace

Create a knowledge article in the Industrial Workspace to help point an article's contents to the needs and solutions that aren't directly related to an OT incident.

Report a knowledge gap from an OT incident record

Report a knowledge gap from an OT incident if you can't find the relevant knowledge articles about the incident.

Approve requests to publish or retire a knowledge article

Approve requests to publish or retire a knowledge article, as a knowledge manager, to keep the knowledge base up to date.

Assign feedback tasks that are related to a knowledge gap

Assign feedback tasks, as a knowledge manager, to help ensure that the feedback task is addressed and the related knowledge article is updated.

Find information in the related knowledge articles for an OT incident

View the contextual knowledge articles to help you find information about the incident that you're working on and any previous resolutions that may be applicable.

UI changes

Knowledge module list view

The Knowledge module list view was added to the Industrial Workspace and includes the following lists:

- My Unpublished Articles
- My Published Articles
- All Articles
- My Feedback Tasks
- All OT Knowledge Gaps
- Assigned Feedback Tasks
- Unassigned OT Knowledge Gaps

Create Knowledge button

The Create Knowledge button was added to the Industrial Workspace in the OT incident record form. The **Create Knowledge** button enables you to create a knowledge article directly from an OT incident record.

Activation information

Operational Technology Knowledge Management is included with the Operational Technology Incident Management application. You must have the Operational Technology Incident Management application (version 2.0.2) installed and configured, so that you can configure Operational Technology Knowledge Management. No additional plugins are needed. Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

Operational Technology Incident Management

The ServiceNow® Operational Technology Incident Management application enables engineers to resolve Operational Technology (OT) asset and production process issues quickly.

Knowledge Management

The ServiceNow® Knowledge Management (KM) application enables the sharing of information in knowledge bases. These knowledge bases contain articles that provide users with information such as self-help, troubleshooting, and task resolution.

Operational Technology Manager release notes

The ServiceNow® Operational Technology Manager application enables you to aggregate Operational Technology (OT) device data from multiple sources so that you can build the foundational data relationships in the Industrial solution. Operational Technology Manager was enhanced and updated in the Washington DC release.

Operational Technology Manager highlights for the Washington DC release

- Compare sites by key metrics in the Industrial Workspace using the OT Progress Scorecard.
- Track tasks related to your OT system on the OT Action-Oriented Landing Page in the Industrial Workspace. The OT Action-Oriented Landing Page has replaced the OT Manager dashboard as the home page of the#Industrial Workspace.
- Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job.
- Monitor your OT device data in a centralized location with the new OT Devices tab that is available in the Industrial Workspace.
- Convert IT hardware into OT devices automatically with a scheduled job by using the Bulk Update Ruleset for Reassigning IT to OT feature.
- Use the Configuration Management Database (CMDB) OT class model updates and UI enhancements.
- Use the updates and UI enhancements for the Pre-import OT Worksheet Entry Review (POWER) tool to help import and classify your OT device data.

See Operational Technology Manager for more information.

Important:
Operational Technology Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

OT Action-Oriented Landing Page

Track critical tasks related to your OT network on the OT Action-Oriented Landing Page in the Industrial Workspace. This landing page provides a big-picture view of your site and business unit data, and it calls out important actions that the signed-in user must prioritize.

Operational Technology Progress Scorecard

Compare your sites by their key metrics with the OT Progress Scorecard in the Industrial Workspace. To access the OT Progress Scorecard, you must have the OT Progress Scorecard viewer (ot_progress_scorecard_viewer) role.

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Redirection to different pages in the Industrial Workspace

Get redirected to different pages in Industrial Workspace depending on your assigned roles with the new homepage destination rules. This redirection helps you gain access to the data that you need.

Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job

Use the `SyncIPAddressToOT` scheduled job to update and synchronize the IP address information for all the available OT devices. The scheduled job acquires the IP address information from the IP address [cmdb_ci_ip_address] table and adds it to the **IP address** field of the Configuration Item (CI).

OT Devices tab

Track your OT device data with multi-site and business unit filtering by using the **OT Devices** tab that was added to the Industrial Workspace. This tab now runs in Performance Analytics.

Implementing multi-site and business unit filtering in the new OT Devices tab

Filter the data shown that is based on the specific business units and sites by using the business unit and site filters in the OT Devices tab.

Bulk Update Ruleset for Reassigning IT to OT feature

Automatically convert IT hardware into OT devices by using the Bulk Update Ruleset for Reassigning IT to OT feature.

UI changes

New home page in the Industrial Workspace

The OT Action-Oriented Landing Page has replaced the OT Manager dashboard as the home page of the Industrial Workspace.

New location for the OT Manager dashboard in the Industrial Workspace

The OT Manager dashboard, which contains the **OT Devices** and **OT Vulnerabilities** tabs, was moved from the Home icon to the OT Manager dashboard () icon in the Industrial Workspace.

Asset to device name change

The references to the **OT assets** or **assets** were changed to the **OT devices** or **devices** in the product documentation, the ServiceNow AI Platform, and the Industrial Workspace.

OT Subnets related list

The existing OT subnet mappings can be viewed in an OT device record under the OT Subnets related list in both the ServiceNow AI Platform and the Industrial Workspace.

Applications list

The Applications list was added to the Industrial Workspace list view under the Operational Technology (OT) module.

Information Technology (IT) module

The Information Technology (IT) module in the Industrial Workspace list view was moved below the Operational Technology (OT) module.

OT Tasks module

The lists under the OT Tasks module in the Industrial Workspace list view were standardized to show the following columns in this order:

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- Number
- Configuration item
- Priority
- State
- Assigned to
- Short description
- Task type

All OT Properties module

The All OT Properties module was added to the ServiceNow AI Platform under the Industrial Workspace Admin menu item.

Software Installed on OT Devices list

The Software Installed on OT Devices list was added to both the ServiceNow AI Platform under the Operational Technology (OT) menu item and to the Industrial Workspace list view.

Changed in this release

OT landing page name change

The OT landing page is now referred to as the OT Manager dashboard.

New Industrial Workspace OT Manager dashboard experience

The OT Manager dashboard in the Industrial Workspace was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data:

- **OT Devices** tab
- **OT Vulnerabilities** tab

Pre-import OT Worksheet Entry Review (POWER) tool

Use distributed Microsoft Excel spreadsheets to import OT devices for better manageability of your OT system and its devices. The POWER tool includes the following new features:

- Supports the import and classification of the Quality Inspection Control System [cmdb_ci_ot_qics] class. If you manually create an OT device in the SG-OT Excel Staging Table, the Quality Inspection Control System class is an option in the **What is the type of OT device?** task.
- Supports capturing the Backup Storage Information [cmdb_backup_storage_information] class attributes on the staging table, staging table form, and the ETL.
- Maps the **Status** field in a staging table record to the **Life Cycle Stage** and **Life Cycle Status** fields on a configuration item (CI) record. The **Status** field no longer maps to the **Install Status** field on a CI record.
- Creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices.
- Create custom validations with the SGOTAssetCustomValidationExtensionPoint extension point.

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- Use the **New** button in the SG OT Excel Stagings table to manually add OT devices to the Configuration Management Database (CMDB).
- Use the OT Staging User (ot_staginguser) role to enable users to create, edit, view, and run validations against the records in the SG OT Excel Stagings table.
- Use the *Equipment model entity path* attribute in the SG OT Excel Stagings table to map devices to equipment model entities.
- The OT display name column was added to the SG OT Excel Stagings table.
- Additional validations and validation messages were added for PLC devices both with and without the control modules.
- Additional validations and validation messages for slot and rack attributes were added to the SG OT Excel Stagings table.
- The *Operating system* attribute was added to the SG OT Excel Stagings table.
- The *Rack* attribute was added to the SG OT Excel Stagings table.
- Unclassified OT devices are given the ot_base device type.

CMDB OT class model updates

Utilize an enhanced OT user experience and make additional configurations with the following CMDB OT class model updates:

- The Quality Inspection Control System [cmdb_ci_ot_qics] class represents the control systems that assist in quality and inspection functions. This new class is a child class of the OT Control System [cmdb_ci_ot_control] class.
- The Backup Storage Information [cmdb_backup_storage_information] class helps manage backups of your OT device data.
- The OT System Service [cmdb_ci_ot_system_service] class can model OT systems and their related software, hardware, and communication network components, such as a Distributed Control System (DCS).
- You can now bulk-validate NIDS records from the list view instead of validating each NIDS record individually.
- **Rack** was added as an identifier for the OT Control Module (cmdb_ci_ot_control_module) CI class.
- The OT Control Systems with Modules list was added to both the Industrial Workspace list view under the Operational Technology (OT) module and the ServiceNow AI Platform under the Operational Technology (OT) module to show all available control systems and their control system modules.
- The CMDB 360 Data related list was added to the OT parent class configuration item form and the OT Control Module class.
- Class mappings were added for the Protocol Converter and Network Gear classes.
- The **Show control modules in OT list views** system property was added.

Removed in this release

- The **New** button has been removed from the **All OT Devices** list view and its corresponding list views.
- The **New** button has been removed from the Equipment Model Entities related list in the Quality Inspection Control System [cmdb_ci_ot_qics] form.

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- The following system properties were removed from the Service Graph Connector for Operational Technology (Excel):
  - *sn_otsm_sgc.excel.nested.columns.max.level*
  - *sn_otsm_sgc.excel.nested.column.delimitter*
- The name validations for the OT devices that are classed as control modules in the SG OT Excel Stagings [sg_ot_excel_staging] table was removed.
- The *Name* attribute was removed from the OT Control Module identification rules.
- The ability to manually create Network Intrusion Detection System (NIDS) class records was removed.
- Control modules are no longer shown in any list view except under **OT Control Systems with Modules**.

Activation information

Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

The Operational Technology Manager application automatically installs the latest version of the Operational Technology (OT) extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

Operational Technology Request Management release notes

The ServiceNow® Operational Technology Request Management application lets you access the Operational Technology (OT) Service Catalog to request OT catalog items and fulfill them based on the defined flows. OT workers can then create and submit an OT request from a catalog item, which helps provide a consistent experience and facilitates cross-functional requests. Operational Technology Request Management is a new feature in the Washington DC release.

Operational Technology Request Management highlights for the Washington DC release

- Manage multiple catalog requests efficiently with a single view in the Industrial Workspace.
- Encourage transparency, expedite request processes, and minimize delays with automatic notifications and approvals.
- Maintain the products and services menu that you can use to create and update catalog requests.

See Operational Technology Request Management for more information.

Operational Technology Request Management features

Create catalog items for your OT Service Catalog

Create a catalog item for the OT Service Catalog using the catalog builder so that other users can submit OT requests that are categorized by catalog item.

Create fulfillment flows that can fulfill an OT request

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Create a fulfillment flow that catalog items follow to fulfill an OT request. Fulfillment flows for catalog items in the OT Service Catalog include catalog tasks.

Create an OT request

Once Operational Technology Request Management is configured, create OT requests in the Industrial Workspace to address a product or service needed for an OT device or incident.

Manage your OT requests and catalog tasks in the Industrial Workspace

View and access OT requests and catalog tasks in the Industrial Workspace list view under the **OT Request** and the **OT Task** modules respectively.

Activation information

Operational Technology Request Management is included with the Industrial Workspace Common. No additional plugins are needed.

Related ServiceNow applications and features

Request Management

Request Management enables catalog items to be requested and fulfilled based on defined flows.

IT Service Management

The ServiceNow IT Service Management application enables engineers to resolve OT device and production process issues.

Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

Operational Technology Vulnerability Response release notes

The ServiceNow® Operational Technology Vulnerability Response application enables you to prioritize Operational Technology (OT) vulnerabilities at a site level. Operational Technology Vulnerability Response was enhanced and updated in the Washington DC release.

Operational Technology Vulnerability Response highlights for the Washington DC release

- Change the Operational Technology Vulnerability Response (OT VR) assignment group field for multiple site records at once.
- Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers.
- Manage remediation tasks more efficiently with the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role.
- Mitigate controls using the Libraries module in the Industrial Workspace.
- Use the enhanced OTVR (PA) dashboard.

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- Monitor your vulnerability data in a centralized location with the new **OT Vulnerabilities** tab that is available in the Industrial Workspace.
- Track the volume, performance, and progress of OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, with the new Operational Technology Vulnerability Response (PA) dashboard in the Industrial Workspace.

See Operational Technology Vulnerability Response for more information.

Important:
Operational Technology Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role

Assign the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role to users who primarily work on an assigned remediation task and can create change tasks when needed. The OT Vulnerability Remediation Owner role contains the following roles:

- cmdb_ot_isa_viewer
- cmdb_ot_viewer
- sn_vul.close_vi_vg
- sn_vul.remediation_owner

Automatically set a start time for a remediation task based on the ISA maintenance schedule

Start a remediation task automatically based on the ISA maintenance schedule. After you create the remediation task, it's picked up during the next scheduled maintenance.

View unmapped devices and devices not assigned to a site in the OT Vulnerabilities tab of the OT Manager dashboard

View the unmapped OT devices and OT devices that aren't assigned to a site in the **No Site Assigned** table included in the **Vulnerability Risk** widget.

Common Security Advisory Framework (CSAF) supported for Operational Technology Vulnerability Response

Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers.

OTVR (PA) dashboard Guided Setup

Use the OTVR (PA) dashboard Guided Setup under the Operational Technology Vulnerability Response section in the Industrial Workspace Guided Setup to configure data collection and review indicator sources.

Change the Operational Technology Vulnerability Response (OT VR) assignment group field in a bulk edit

Use the bulk edit feature to update the **OT VR assignment group** field in multiple site records at once.

Use compensating controls for Operational Technology

Use compensating controls for OT to reduce vulnerability risks that can't be patched immediately. Compensating controls help mitigate risks.

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OT Vulnerabilities tab

Track your OT vulnerability data with multi-site and business unit filtering by using the **OT Vulnerabilities** tab in the Industrial Workspace. This tab now runs in Performance Analytics.

Implementing multi-site and business unit filtering in the OT Vulnerabilities tab

Filter the data based on the specific business units and sites by using the business unit and site filters in the **OT Vulnerabilities** tab.

Operational Technology Vulnerability Response (PA) dashboard

Track the volume, performance, and progress of the OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, for a VI by using the Operational Technology Vulnerability Response (PA) dashboard.

UI changes

Libraries module in the Industrial Workspace

You can use the Library module in the Industrial Workspace to perform the following functions:

- Enable compensating controls
- Associate compensating control to a Common Vulnerability and Exposure (CVE)
- Disable risk reduction on a CVE

These functions help reduce the risk posed by vulnerabilities that can't be addressed immediately. The Libraries module includes the **CVEs** list and the **Compensating Controls** list.

Vulnerable items by state chart in the OT Vulnerabilities tab on the OT Manager dashboard

The **Vulnerable items by state** chart in the **OT Vulnerabilities** tab is organized sequentially by state.

OTVR (PA) dashboard updates

The OTVR (PA) dashboard was updated with the following features:

- You can now view data in the OT VIs Met Remediation Target and the OT VI Mean Time to Remediate (MTTR) widgets by the following time frames:
  - The last month
  - The last 3 months
  - The last 6 months
  - The last year
  - All time
- The OT Remediation Tasks and OT Critical Remediation Tasks Near Due widgets were moved under the **Remediation** tab.
- The OT Unassigned Vulnerable Items widget was moved under the **Overview** tab.
- You can select the OT Vulnerable Items (VI) widget under the **Overview** tab to open a list of vulnerable items.
- The OT Vulnerable Items (VI) and OT Vulnerable Configuration Items (CI) widgets show an OT class-level breakdown.

Support for Exception Management for remediation tasks in the Industrial Workspace

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Use Exception Management for remediation tasks to defer vulnerable items. You can defer a remediation task by selecting the **Request Exception** button in a remediation record in the Industrial Workspace.

OT Vulnerabilities tab

The **OT Vulnerabilities** tab was added to the Industrial Workspace and the following enhancements were made:

- The Vulnerability risk table shows the equipment model hierarchy in the correct number order.
- The Vulnerable items by state graph shows the states in the following sequential order:
  - Open
  - Under investigation
  - In review
  - Awaiting implementation
  - Resolved

Dashboard icon

The dashboard  icon was added to the Industrial Workspace to access the Operational Technology Vulnerability Response (PA) dashboard.

Work notes for vulnerable items and remediation tasks

The work notes and comments for vulnerable items and remediation tasks were added in the Industrial Workspace. You can do these tasks as a Remediation Owner.

OT Vulnerable Items lists

The following lists under the OT Vulnerable Items module in the Industrial Workspace list view were changed:

- My Requests was renamed to **My Exception Requests**.
- The My Exception Requests list now contains the site context.
- The Approval state column now includes the **Rejected** approval state.

Changed in this release

New Industrial Workspace experience

The OT Manager dashboard in the Industrial Workspace was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data:

- **OT Devices** tab
- **OT Vulnerabilities** tab

Activation information

Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Related ServiceNow applications and features

CMDB CI Class Models store app

The CMDB CI Class Models store app adds class models that extend the CMDB class hierarchy, including class descriptions, identification rules, identifier entries, and dependent relationships.

Vulnerability Response

When integrated with Operational Technology Vulnerability Response, the ServiceNow® Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities based on process criticality.

Operational Technology Manager

ServiceNow® Operational Technology Manager enables you to aggregate OT device data from multiple sources so that you can build the foundational data relationships used in the Industrial solution.

Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

Service Graph Connector Integration for Claroty CTD release notes

The ServiceNow® Service Graph Connector Integration for Claroty CTD application automates the import of detected devices and Claroty CTD sites. Service Graph Connector Integration for Claroty CTD was enhanced and updated in the Washington DC release.

Service Graph Connector Integration for Claroty CTD highlights for the Washington DC release

- Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector Integration for Claroty CTD application.
- Troubleshoot issues directly in the optional Guided Setup task.
- Import specific records from Claroty CTD by filtering the data by class, type, or Purdue Level.

See Service Graph Connector Integration for Claroty CTD for more information.

Important:
Service Graph Connector Integration for Claroty CTD is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Categorize your OT devices into the industrial product model category

The enhanced Service Graph Connector Integration for Claroty CTD creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices.

Troubleshooting the Service Graph Connector Integration for Claroty CTD

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Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Claroty CTD section of the Guided Setup.

Class/Type system property

Import the records from Claroty CTD that are based on the class or type by using the Class/Type system property (*filter.asset_type_code*).

Purdue Level system property

Use the Purdue Level system property (*filter.asset_purdue_level*) to import the records from Claroty CTD that are based on the Purdue Level.

Turn off the classification that is based on the operating system (OS)

Turn off the classification that is based on the OS for the network gear and Internet of Things (IoT) devices and their extended classes by modifying that choice in the available script.

UI changes

Test connections button

The **Test load 20 records** button is no longer used to test the connections for Service Graph Connectors (SGCs). A new connections framework for SGCs uses the **Test connections** button.

Activation information

Install Service Graph Connector Integration for Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

Operational Technology Manager

Integrate Claroty CTD with the ServiceNow® Operational Technology Manager application to import detected devices and Claroty CTD sites, including sensors and NIDS appliances.

Service Graph Connector for Microsoft Defender for IoT (Azure) release notes

The ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) application automates the import of devices and sensor appliances. ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) is a new application in the Washington DC release.

ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) highlights for the Washington DC release

- Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) application.
- Troubleshoot issues directly in the optional Guided Setup task.
- Control which devices get imported by adding a filter during the import process.

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See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information.

Important:
ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) features

Categorize your OT devices into the industrial product model category

The enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices.

Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure)

Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure) section of the Guided Setup.

Converting sensor ID to lowercase during devices import system property

Change the sensor ID value into lowercase letters to avoid issues with the import process by using the *Convert Sensor Names to lowercase during Devices Import (sn_msftd4iotazsgc.convert_sensor_names_to_lowercase)* system property.

Filtering specific devices during import

Control what type of devices get imported by using the Filter Configuration for Devices Import section in the system properties.

Support for control module import

Import devices with the control module class to the CMDB and use the additional class mappings for the control modules.

Additional class mapping

Use the following additional class mappings to support more devices:

- Storage
- Wireless access point
- DB server
- IP telephone
- Multicast/broadcast
- Terminal station
- Door control panel
- IP camera

UI changes

learningMode attribute

The *learningMode* attribute was added to the NIDS table to capture which sensors are ready to import devices and which sensors act as passive monitoring devices.

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Prevention of guessed MAC addresses

Records with guessed MAC addresses are no longer created in the CMDB in the cmdb_ci_network_adapter table.

Test connections button

The **Test load 20 records** button is no longer used to test connections for Service Graph Connectors (SGCs). A new connections framework for the SGCs uses the **Test connections** button.

Activation information

Install ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

Operational Technology Manager

Integrate Claroty CTD with the ServiceNow® Operational Technology Manager application to import detected devices and Claroty CTD sites, including sensors and NIDS appliances.

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) release notes

The ServiceNow® Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) application, formerly known as Service Graph Connector for Microsoft Defender for IoT (on-premises), imports devices, connections, and sensor appliances. Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) was enhanced and updated in the Washington DC release.

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) highlights for the Washington DC release

The Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) was renamed for Washington DC.

See Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) for more information.

Important:
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) application name change

The Service Graph Connector for Microsoft Defender for IoT (on-premises) was renamed to Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console).

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Activation information

Install Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

Operational Technology classes are imported with the Configuration Management Database (CMDB) configuration item (CI) classes.

Operational Technology Manager

Integrate Claroty CTD with the ServiceNow® Operational Technology Manager application to import detected devices and Claroty CTD sites (sensor/NIDS appliances).

Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) release notes

The ServiceNow® Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application imports the vulnerabilities from Microsoft Defender for IoT (on-premises) into ServiceNow® Operational Technology Vulnerability Response and takes risk-based action with the production process context. Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) was enhanced and updated in the Washington DC release.

Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) highlights for the Washington DC release

The Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application, formerly known as Vulnerability Response Integration with Microsoft Defender for IoT (on-premises), was renamed for Washington DC.

See Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) for more information.

Important:
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Changed in this release

Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application name change

The Vulnerability Response Integration with Microsoft Defender for IoT (on-premises) application was renamed to the Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application.

Activation information

Install Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

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cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

CMDB CI Class Models store app

The CMDB CI Class Models store app adds class models that extend the CMDB class hierarchy, including class descriptions, identification rules, identifier entries, and dependent relationships.

Vulnerability Response

When integrated with Operational Technology Vulnerability Response, the Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities based on process criticality.

Manufacturing Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Manufacturing solution, enabling you to create your own version of the equipment models in each of your manufacturing sites.

Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)

Use the Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) with the ServiceNow® Operational Technology Manager application to import OT asset devices, connections, and sensor appliances.

Vulnerability Response Integration with Microsoft Defender for IoT (Azure) release notes

The ServiceNow® Vulnerability Response Integration with Microsoft Defender for IoT (Azure) application uses data imported from Microsoft Defender for IoT (Azure) to enable risk-based action with the production process context. Vulnerability Response Integration with Microsoft Defender for IoT (Azure) is a new application in the Washington DC release.

Vulnerability Response Integration with Microsoft Defender for IoT (Azure) highlights for the Washington DC release

- Import CVEs associated with OT devices from Microsoft Defender for IoT (Azure) and create vulnerable items (VITs) to provide a single view of OT devices vulnerability data with production process context.
- Run imports of vulnerabilities automatically on your own schedule.
- Using assignment rules for VITs can be automatically routed for remediation to local site-based teams to take risk-based action.

See Vulnerability Response Integration with Microsoft Defender for IoT (Azure) for more information.

Important:
Vulnerability Response Integration with Microsoft Defender for IoT (Azure) is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Vulnerability Response Integration with Microsoft Defender for IoT (Azure) features

Vulnerability Response Integration with Microsoft Defender for IoT (Azure)

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Use the Vulnerability Response Integration with Microsoft Defender for IoT (Azure) application with the Operational Technology Vulnerability Response application to track, prioritize, and resolve vulnerabilities on OT devices used in the production process.

Related ServiceNow applications and features

CMDB CI Class Models store app

The Operational Technology Manager application automatically installs the latest version of the Operational Technology (OT) extension classes, available in the CMDB CI Class Models application in the ServiceNow Store.

Vulnerability Response

When integrated with the Operational Technology Vulnerability Response application, the Vulnerability Response application aids you in prioritizing and resolving OT vulnerabilities based on process criticality.

Industrial Process Manager

Use the ServiceNow® Industrial Process Manager application to create the ISA-95 Equipment Model data foundation that is required for the ServiceNow® Industrial solution, enabling you to create your own version of the equipment models in each of your industrial solution sites.

Service Graph Connector for Microsoft Defender for IoT (Azure)

When integrated with the ServiceNow® Operational Technology Manager application, the Service Graph Connector for Microsoft Defender for IoT (Azure) automates the import of OT devices and sensor appliances.

Platform Analytics release notes

Platform Analytics has new and updated features in the Washington DC release.

Performance Analytics release notes

The ServiceNow® Performance Analytics application is an in-platform process optimization solution. It enables organizations to set, track, and analyze progress toward goals. Performance Analytics was enhanced and updated in the Washington DC release.

Performance Analytics highlights for the Washington DC release

- Track critical process metrics and trends.
- Measure process health and behavior against organizational targets.
- Identify process patterns and potential bottlenecks before they occur.

See Performance Analytics for more information.

Important information for upgrading Performance Analytics to Washington DC

The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores.

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Note:

The PA Scores [pa_scores] table is not being deprecated for instances on the Oracle database. Automatic migration is not being applied to these instances because they do not support the newer table structure.

Activation information

Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application.

The full features of Performance Analytics are available with a subscription. Activate the Performance Analytics Premium plugin that matches your subscription. For details, see Activating your Performance Analytics subscription.

Platform Analytics Experience release notes

The ServiceNow® Platform Analytics Experience provides a single center for consuming the data from all Platform Analytics products. Platform Analytics Experience has been enhanced and updated in the Washington DC release.

Platform Analytics Experience highlights for the Washington DC release

- Modernize and simplify the consumption of analytics by activating the Platform Analytics Experience.
- Surface meaningful insights from your analytics data to empower the direct decision making of viewers.
- Improve viewer interactivity with the ability to set date ranges on time series and customize behavior when a value is selected on a chart.

See Platform Analytics experience for more information.

Important information for upgrading Platform Analytics Experience to Washington DC

Platform Analytics Experience functionality was previously located in the Platform Analytics Workspace. The functionality is now part of the core ServiceNow AI Platform, accessible through the Next Experience Unified Navigation. You can migrate any dashboards, reports, and Performance Analytics widgets that were created in Core UI to this functionality.

New in the Washington DC release

Dashboard migration to Platform Analytics Experience

Migrate either all your dashboards to new experiences or a subset of dashboards to the Platform Analytics Experience. This migration includes other Core UI analytics artifacts such as reports and Performance Analytics widgets.

Platform Analytics in Unified Navigation

Instead of accessing Platform Analytics only in a workspace, access it as normal functionality through the Unified Navigation Platform Analytics module. After you migrate all of your dashboards to Platform Analytics, Unified Navigation item visibility for Platform Analytics depends on the roles assigned to the user.

Proactive analytics insights on dashboards

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Improve your decision making with automated insights and predictive alerts delivered in context via dashboard cards, which make it taking informed, timely actions easier. Both historical and predicted events are shown.

Proactive Analytics workflow triggers

In Flow Designer, create automated workflows that are triggered by proactive analytics events.

Pareto visualization

Show a bar chart with columns in descending order topped by a line showing the cumulative percentage contribution of each column. Use this visualization to analyze the frequency of problems or outcomes in a process and show the most important ones.

UI changes

Analytics Center in Platform Analytics Workspace changed to separate pages

In previous releases, controls in the Analytics Center enabled you to open different tabs for dashboards, data visualizations, and KPIs. Those tabs are now available through the Unified Navigation Platform Analytics Library module. Some links for viewing and creating dashboards and data visualizations are still available from the Analytics Center.

Date range selection added for viewers

Viewers of a time series visualization can select the date range to show on the chart. The available date ranges depend on the indicator frequency and the time series aggregation, such as By month Sum. This feature isn't available for Table data sources.

Removed some data visualization list controls

To support the migration of Core UI reports and Performance Analytics widgets, you can no longer change columns or show filters in the data visualizations list.

Changed in this release

Many-to-many filters

Unified filters now support many-to-many relationships, where a value on the filter source table can match multiple values on the target table and vice versa.

Pivot table improvements

- Multiple columns are supported, with up to three group-by values selected as columns.
- You can select different choice fields as group-by values with multiple data sources. This ability is also available in bar visualizations.
- Header alignment now matches the alignment of content in the columns.

Indicator scorecard improvements

- The breakdown distribution can now be shown for an indicator. If you select only one indicator to show, you can show the distribution of scores across the elements of up to two breakdowns. You can also enable viewers to change the breakdowns that are shown.

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- Metrics on list-type scorecards now include a latest score bar.
- You can now add dividing lines between rows as well as columns on pivot-type scorecards.

Customizable dashboard background colors

The dashboard editor can set a background color for the whole dashboard or for individual dashboard tabs.

Data visualizations can be added to a dashboard from the Visualization Designer

A visualization editor with editing rights can add the visualization they're working on to a dashboard from inside the Visualization Designer.

Manual and automatic dashboard refresh

Any dashboard viewer can refresh the data on a dashboard. A dashboard administrator can schedule automated dashboard refreshes.

Owner information

You can add the owner and owner group to the details of dashboards, saved data visualizations, and saved filters.

Customizable chart interaction

In data visualizations, you can set the navigation when a viewer selects a segment of a chart. You can enable the viewer to drill down to data or to open an internal or external URL.

Bar and pie visualizations support act as filter

You can configure pie and bar visualizations (excluding Pareto) to act as filters. If a viewer then selects a pie segment or a bar column, all other visualizations on that dashboard tab are filtered for matching values.

Metric formatting support for manual data in data visualizations

Metric formatting is now available for manual JSON data sources. This feature was formerly available only for predefined data sources such as tables and indicators.

Deprecations

- Core UI Reporting functionality is deprecated in favor of Data visualizations in Platform Analytics for net new instances and instances that have migrated to the Platform Analytics experience.
- Core UI Dashboards functionality is deprecated in favor of Platform Analytics dashboards for net new instances and instances that have migrated to the Platform Analytics experience.

Activation information

Platform Analytics Experience is a ServiceNow AI Platform feature that is active by default. This version includes all updates to the Platform Analytics components that have been released on the ServiceNow® Store since the Vancouver release. Any updates after the Washington DC release will be available on the ServiceNow Store.

Accessibility information

Keyboard navigation changed in dashboards

The keyboard navigation button has been removed from dashboard widgets that have focus. You can press the Spacebar on widgets that have focus to enable moving the widget with the arrow keys.

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Color contrast in time series data visualizations

Contrast in time series visualizations has been improved.

Related ServiceNow applications and features

Performance Analytics

Performance Analytics provides indicators and breakdowns that enable your organization to set, track, and analyze progress toward goals. You can view these indicators and breakdowns through the Platform Analytics experience and in your own workspaces. A subscription to Performance Analytics is necessary to create your own indicators and breakdowns.

Process Mining

Use Process Mining to create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes. To get Process Mining, request it from the Now Support Service Catalog.

Process Mining release notes

The ServiceNow® Process Mining application enables analysts and process owners to view their business processes, analyze them, and make decisions that improve processes. Process Mining is enhanced and updated in the Washington DC release.

Process Mining highlights for the Washington DC release

- Introduced Project builder
- New automated finding detectors introduced
- Summary and Insights page enhancements
- Process Mining graph enhancements
- Mining summary introduced

See Process Mining for more information.

New in the Washington DC release

Introduced Project builder

Create and view the project configuration through a comprehensive Project builder setup that divides the entire project configuration into well-defined sections and provides contextual information that acts as a guide.

Create projects using templates similar to the goal or process you're analyzing to automatically add the basic details for you and make the process easier.

New automated finding detectors introduced

Note the following new automated finding detectors:

- **Repeating patterns**: Detects unnecessary repeating sequence of steps.
- **Extreme duration**: Identifies outliers to analyze records that fall outside the typical range of time to transition from one step to another.
- **Extreme repetition**: Identifies outliers to analyze records that fall outside the typical range of repetitions within the same step.

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- **Slow duration**: Identifies situations where a cluster of records have similar durations and a higher average duration compared to other groups of records. This detector also offers a breakdown of the significance of the identified cluster, providing further insights into the root cause.

Summary and Insights dashboard

- Ability to capture and share notes related to improvement opportunities directly. Notes have pre-filled contextual information including a tag referring to an improvement opportunity for quick sharing.
- View all the actions taken on improvement opportunities, such as notes, CIMs, automation requests, and saved filter sets.
- On a focused Project metrics dashboard, tracks a project's efficiency (average duration for completion) over time through a trend line and the distribution of records against the time taken for process completion through a histogram.

Process Mining graph enhancements

- From a particular node, view the statistics of all records arriving from a previous stage and all the records going to the next stage, which enables you to identify the immediate inflow and outflow of records without having to adjust the arc and node sliders in a huge graph.

Process Mining dashboard

View the analysis of the inflow and outflow of records (work) by transforming a graph into a node star diagram for a node either separately or in a combined view. You can follow the filters on the dashboard in which it is configured. Transition filters are enabled on the dashboard to further drill down into a specific bottleneck on the graph.

Ability to set project status to Draft, Published, and Retired

Manage your project's status for a better data clean-up strategy by tracking project states. Projects are automatically retired based on inactivity unless you choose otherwise.

Mining summary introduced

After mining, view a summary that serves as a valuable tool for analyzing and understanding mining failures, which could include the definitions that ended with errors, didn’t match the rule criteria, or were out of the scope of the project.

Dot.walk on activity definition introduced

Increased the scope of process graph analysis by enabling dot-walked fields as an activity definition so you can analyze the status of a particular referenced field when a change occurs in the process .

Introduced grouping multiple activities that changed

Automatically update the values of dependent fields of a field that was changed in a project by setting the compound activity for the project. This capability means you no longer have to update the fields manually.

Ability to mine archived data

Apply process mining on archived data tables that are often moved from the main (active) table to enable query performance for huge data.

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Activation information

Process Mining is available with activation of the sn_po plugin.

User Experience Analytics release notes

The ServiceNow® Usage Insights application enables you to understand user web and mobile experiences by visualizing your metrics and interactions through an interactive dashboard. Usage Insights was enhanced and updated in the Washington DC release.

Usage Insights highlights for the Washington DC release

- Users can view funnels created in the Usage Insights dashboard
- Integration with Platform Analytics

See for more information.

Important information for upgrading Usage Insights to Washington DC

- Users can opt out of basic tracking.
- A funnel data visualization is available for Usage Insights data sources.

New in the Washington DC release

Platform Analytics integration

Improved query capabilities for Platform Analytics integration

Funnels UIB component

Enable users to view funnels created in the Usage Insights dashboard.

Changed in this release

Basic tracking

Basic tracking is disabled when the user opts out.

Removed in this release

User Experience Analytics API version 2.1.4 has been withdrawn from store.

Activation information

Usage Insights is a ServiceNow AI Platform feature that is active by default.

Browser requirements

To optimize your Usage Insights, use either a Google Chrome or Apple Safari browser.

Related ServiceNow applications and features

Service Portal

ServiceNow® Service Portal is a portal framework that enables administrators to build self-service experiences that are both web-friendly and mobile-friendly. You can monitor metrics for your instances. See user journeys using the Usage Insights dashboard and reporting tools.

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Mobile Agent

Use the ServiceNow® Mobile Agent to update records, coordinate with coworkers, track your location, and work without an internet connection from your mobile device.

Virtual Agent

ServiceNow® Virtual Agent provides your employees and customers with a friendly messaging interface with prebuilt conversations powered by artificial intelligence. View and access Virtual Agent analytics and the Virtual Agent dashboard from Usage Insights.

Public Sector Digital Services release notes

The ServiceNow® Public Sector Digital Services application enables government agencies to provide citizens, businesses, and other agencies with important services such as public records, licenses, permits, and social services. Public Sector Digital Services was enhanced and updated in the Washington DC release.

Public Sector Digital Services highlights for the Washington DC release

- Enable constituents to submit requests for social benefits with the Social Benefits Playbook.
- Provide auto-calculated eligibility for social benefits programs using the Social Benefits Eligibility Framework engine
- Add additional beneficiaries to a Social Benefits application by adding additional contacts to a request.
- Enable constituents to prepare public service applications on behalf of others by using an application proxy in the Government Service Portal and the License and Permit Playbook.
- Request additional inspections directly from the playbook so that applicants can make the required changes to pass an inspection.

See Public Sector Digital Services for more information.

Important:
Public Sector Digital Services is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Public Sector Digital Services to Washington DC

After the upgrade, certain public sector menus and menu items in the CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.

New in the Washington DC release

Submit requests for social benefits with the Social Benefits Playbook

Enable constituents to submit requests for one or more social benefits offered by their local, state, or federal government agency, and guide government workers through the process of approving and delivering financial and social assistance to constituents. Constituents can also request to renew an existing benefit through the Government Service Portal.

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Provide auto-calculated eligibility using the Social Benefits Eligibility Framework engine

Design a custom, auto-calculated eligibility system for approving and delivering social benefits, and for authoring, updating, and incorporating eligibility rules into workflows using the Social Benefits Eligibility Framework engine. Government agencies can institute updates to this system as laws and regulations change.

Manage Eligibility Criteria Policies using the Social Benefits Eligibility Framework engine

Enable agency administrators and process owners to define and manage the eligibility rules and policies that drive benefit determination and calculation. Administrators and process owners can define, test, and publish eligibility framework policies, associate published eligibility policies to one or more benefit types, and update policies as regulations change, all through the eligibility framework engine.

Create relationship records between applicants and beneficiaries

Auto-populate forms that are based on existing relationships (constituent) or constituent records (agent), and create relationships between authorized users and cases by using related parties. Constituents and agents can edit or remove person and relationship records, or create relationships if a relationship between applicant and beneficiary doesn't exist.

Upload and verify documents attached to a social benefits application

Automatically verify the validity of documents that are uploaded to a social benefits request application by using the Grouped Document Verification Tasks (GDVTs) component of the Document Processor Plugin.

Request interviews with constituents through the Conduct Interview modal in Social Benefits Playbook

Enable the case agent to initiate an application interview with the constituent to determine social benefit eligibility and gather additional case details. Agents can recommend specific dates and times directly from the playbook.

Apply for additional Social Benefits programs by using data from the primary case

Enable constituents to apply for additional social benefits in addition to the primary benefit being requested. A child Social Benefits case is appended to the case of the original benefit.

View benefits summary card in Government Service Portal and Social Benefits Playbook

Enable constituents to view a running summary and value of all requested benefits through the benefits summary widget in the Government Service Portal. The benefits summary widget displays the benefit and the estimated benefit amount that is determined by the eligibility criteria. Agents can also use the benefit summary widget to view the benefit breakdown when fulfilling social benefit requests in the Social Benefits Playbook workspace.

Submit a license and permit application on behalf of someone else

Prepare license and permit applications on behalf of others with the application proxy feature. Constituents or business contacts can act as authorized representatives to look up beneficiaries or other related parties (registered users only) and link them to the application in progress. Agents can create and process applications that were initiated by authorized representatives and can also link other registered users to the case.

Create a digital copy of a license and permit in License and Permit Playbook

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Create a digital copy of an issued license or permit directly in the License and Permit Playbook and attach it to an item received record so that it can be printed, emailed, and shared with the requester.

Submit license and permit requests using Virtual Agent

Enable constituents and business owners to submit license and permit requests by using a prebuilt Virtual Agent License or Permit Request conversation topic that runs in supported chat and messaging channels, including Engagement Messenger.

Request additional inspections needed for a license or permit request in License and Permit Playbook

Enable agents to request additional inspections after reviewing the findings of an initial inspection so that the applicant can make any changes that are required to pass the inspection and receive a license or permit. Agents can record the findings for each round of inspections with a Record Findings activity in the License and Permit Playbook.

UI changes

Add additional beneficiaries to a Social Benefits application

Constituents or their representatives can add additional beneficiaries to a social benefits application via the Government Service Portal. Agents can add additional beneficiaries to an application via the Social Benefits Playbook.

Associate multiple parties to a single application in License and Permit Playbook

Constituents can add multiple business contacts to a license or permit case by using the **Additional related parties** field in the Government Service Portal. Agents can add multiple business contacts to a license or permit case directly from the License and Permit Playbook workspace with the Add Related Parties playbook activity in the Intake stage.

UI Improvements to the approval workflow in License and Permit Playbook

The Propose Decision activity workflow in License and Permit Playbook is streamlined to enable better agent collaboration and provide a more intuitive experience for agents who are deciding whether to grant a license or permit.

Enhanced fee summary widget in Government Service Portal and License and Permit Playbook

Enable constituents to view the running totals of all the fee line items with the updated fee summary widget in the Government Service Portal. The fee summary widget outlines the base fee, any itemized additional costs that depend on the options selected, and the total fee for a license or permit request. Agents can also use the enhanced fee summary widget to view the fee breakdown when proposing a fee in the License and Permit Playbook workspace.

Design Enhancements to the Upload Docs and Review Fee activities in License and Permit Playbook

The Upload Docs and Review Fee activities in License and Permit Playbook are updated to notify agents when their case is blocked by pending constituent action on a case task, such as uploading a file with more information or reviewing proposed fees. Case tasks are displayed as a read-only card rather than a field.

Activation information

Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services.

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Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Customer Service Management

The ServiceNow® Customer Service Management application enables customer service organizations and service operations to collaborate and resolve customer problems.

CSM Configurable Workspace

The CSM Configurable Workspace application provides government agents with the tools to research information, respond to questions from the public, and resolve cases.

Sales and Order Management release notes

ServiceNow® Sales and Order Management is a set of new and updated applications and features in the Washington DC release. These applications enable you to manage the product sales life cycle in your organization, including pre-sales opportunities, sales quote generation, order capture, order fulfillment, and post-sales engagement.

Note:
Sales and Order Management includes workflows for Customer Lifecycle Operations (Customer Lifecycle Management) and Customer Contracts and Entitlements. For details on these features in the Washington DC release, see the Data management for CSM release notes and the Customer Contracts and Entitlements release notes in the Customer Service Management (CSM) release notes.

Product Catalog Management and Pricing Management release notes

The Sales and Order Management applications include Product Catalog Management and Pricing Management features for creating and managing the product offerings, catalogs, pricing, and discounting strategies used in your organization. Your sales and order agents use these features when creating sales opportunities, quotes, contracts, and entitlements, as well as capturing orders. These foundational features were enhanced and updated in the Washington DC release.

Product Catalog Management and Pricing Management highlights for the Washington DC release

- Create commercial catalogs with product offerings that are sellable entities with associated pricing.
- Provide agents with an interface that simplifies the configuration and pricing of sales quotes and product orders.
- Support account-based pricing, which enables you to create price lists for selected customer accounts.
- Control the pricing of complex product offerings, including product and non-product attribute-based pricing, by using price matrices.
- Create cost books that define the unit cost of product offers, which enables sales agents to view product cost and cost margins when creating sales quotes.
- Export multiple pricing entities from one ServiceNow instance and import them to another ServiceNow instance by using the export entities feature.

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See Product Catalog Management and Pricing Management for more information.

Important information for upgrading

If you used attribute characteristics in the Standard Price Adjustment matrix in the initial release of the Sales and Order Management applications, and you're upgrading to the May 2024 release of Sales and Order Management applications, you must run a scheduled job that corrects the format of the automatically generated **Code** values. Run the **Schedule job to modify code field on characteristic records that contain special characters** on demand job to replace any character that is not a letter (a-z, A-Z), a number (0-9), an underscore (_), or a dollar sign ($) with an underscore (_). This job corrects the **Code** value so that it doesn't start or end with an underscore, doesn't begin with a digit, and contains no consecutive underscores.

New in the Washington DC release

Product Catalog Management features

Product catalogs

Define simple and configurable product bundles that have product offer hierarchies and associated pricing in product catalogs, product attributes, and product images. Use product catalog categories to organize product offerings in catalogs.

Product catalog interface

Browse catalogs to find products by categories or search in catalogs for products by SKU, name, or industry product codes.

Entitlement offerings

Create entitlement offerings in addition to product offerings. Define various entitlement subtypes, such as Warranty, Extended Warranty, License, or Subscription. You can also set up entitlement offers that result in service contracts.

Product configurator

Configure sales quotes and orders by using the product configurator, which provides an intuitive interface for selecting customer-requested product attributes. It automatically calculates prices as agents select order options. Product catalog administrators can define rules that control the editing and visibility of configuration options displayed in the interface, depending on the configuration state of the product offer.

Needs templates

Create templates with questionnaires that agents use to determine customer product needs and get appropriate product recommendations for sales opportunities.

Pricing Management features

Price list selection for quotes and orders

Use a default price list based on currency, or set a default price list based on customer account to enable pre-negotiated prices for certain customers.

Pricing matrices

Enable pricing administrators to create attribute-based pricing strategies by using decision tables that control the attribute conditions applied.

Pricing extensions

Override the default pricing logic so that you can use pricing from external systems or define custom pricing logic needed for your business.

Cost books

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Create cost books that define unit costs for product offerings. Your sales agents use this information in the Quote Management application to view unit costs for products and cost margins when creating quotes.

UI changes

CSM Configurable Workspace support

Starting with the May 2024 release of Sales and Order Management applications, you can configure product offerings, product offering catalogs, product pricing, and rules for context management using the CSM Configurable Workspace.

Changed in this release

Product Catalog Management changes

- Export and import entities: The **Export Catalog** option was renamed to Export Entities, which now supports the transfer of pricing entities from one ServiceNow instance to another, in addition to product catalog entities. You export pricing entities as JSON files, which you can then import to other ServiceNow instances. Starting with the May 2024 release, exporting product offerings now includes related characteristics and characteristic options.
- Configuration State Model API Framework: The configuration state model provides system methods that enable your developers to set and read configuration states when scripting with extension points to control node visibility and editability.

Pricing Management changes

- Matrix versioning: Create a matrix version when context variables change.
- Single or multiple rule configuration: Configure single or multiple rules in the Standard Adjustment Matrix. If multiple rules match and the option is marked true, all applicable pricing rules are applied when evaluating adjustments for product offers. If the option isn't selected, the first rule based on priority is applied for adjustment calculation.
- Product offering characteristics in pricing matrices: Support product offering characteristics and options in decision rules for pricing matrices.
- Parallel execution of pricing transactions: Set system properties that enable the pricing engine to run parallel processing of pricing transactions, which improves performance.
- Extension point for pricing adjustments: Use the PricingAdjustmentsExtensionPoint to customize pricing adjustments that are defined in the Standard Adjustment Matrix or the Configuration Component Price Adjustment Matrix.

Deprecations

- The *Enable single row match only with highest priority* (sn_csm_pricing.matrix_result_single_match_record) system property for Pricing Management has been deprecated starting with the May 2024 release of Sales and Order Management applications. Use the **Matrix** field in the Rule selection criteria to set the priority for pricing properties for the Standard Adjustment Matrix.

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Activation information

The Product Catalog Management and Pricing Management features are included with each Sales and Order Management store application and don't need activation.

Note:
Depending on your entitlements, you can install the Pricing Matrix Management application for pricing matrixes and the Product Configurator feature from the ServiceNow Store.

Opportunity Management release notes

The ServiceNow® Opportunity Management application enables your sales agents and account executives to create and manage opportunities. These opportunities identify and track potential sales based on identified customer needs. Opportunity Management is a new application in the Washington DC release.

Opportunity Management highlights for the Washington DC release

- Capture customer needs and requirements through needs analysis questionnaires to generate product recommendations.
- Create opportunities on the ServiceNow platform or bring in opportunity data from other third-party systems.
- Convert opportunities to sales quotes with ease.
- Track opportunity progress with structured Sales Cycle types and Stages.
- Engage customers through tasks, emails, and appointments for conversion.
- View prices for a product offering from the catalog based on the selected price list.

See Opportunity Management for more information.

Important:
Opportunity Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Opportunity Management features

Opportunity needs analysis

Respond to questionnaires that guide you through a series of questions that provide product recommendations for a customer.

Opportunity creation

Create opportunity headers and lines for recommended products.

Kanban boards

Monitor the status of opportunities by using a Kanban view that shows opportunities that are planned, in progress, or completed.

Generating quotes from opportunities

Convert opportunities to sales quotes if you're using the ServiceNow Quote Management application.

Pricing integration with Opportunity

Select and use the price lists that are now populated on the opportunity and opportunity line items.

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Activation information

Install Opportunity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Customer Service Management

The Opportunity Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into opportunities that have been created using Opportunity Management.

Quote Management

The ServiceNow® Quote Management application enables your sales agents to generate and manage sales quotes for your customers. You can seamlessly convert sales opportunities to quotes when the customer is ready.

Product Catalog Management

The Product Catalog Management feature in Sales and Order Management enables your catalog administrators to create products catalogs with categories that enable agents to navigate easily and find products and services to add to opportunities.

Pricing Management

The Pricing Management feature in Sales and Order Management enables your pricing administrators to set pricing for products and services that are used in the various Sales and Order Management applications.

Quote Management release notes

The ServiceNow® Quote Management application enables your sales agents to generate and manage sales quotes for your customers. Quote Management is a new application in the Washington DC release.

Quote Management highlights for the Washington DC release

- Create sales quotes by selecting and configuring product offerings from product catalogs with associated pricing.
- Create multiple revisions of a quote to track changes from customers.
- Adjust pricing within a quote to help drive sales.
- Convert quotes to sales orders with ease.
- View unit cost and cost margin for each product offering in a quote.
- Quickly fetch prices for top line items and child line items in a quote.
- Easily create quotes for Change orders using the reference to sold product.

See Quote Management and Sales and Order Management for more information.

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Quote Management features

Quote creation

Build sales quotes, which are formal offers for products or services that a customer wants to buy. While building a quote, sales agents can configure product options and adjust pricing using the product configurator.

Quote revisions

Generate and present multiple versions of a quote to reflect changes in customer requirements or preferences. Agents can review the revisions to track the quote history.

Generating orders from quotes

Convert active quotes to product orders after customer approval.

Using Quote Management

Add Quote and Opportunity related lists to a customer account table. For details, see the Add Quote and Opportunity related lists to a customer account table [KB1635146].

Cost book integration with Quote

View unit cost and cost margin of a product offering in a quote. While creating a quote, sales agents can analyze and approve prices.

Pricing enhancements in a Quote

Quickly fetch price related information for product offerings in a quote.

Support for Sold products in a Quote

Use the reference to Sold Product while creating a quote for a Change order.

Activation information

Install Quote Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Customer Service Management

The Quote Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into quotes created using Quote Management.

Opportunity Management

The ServiceNow® Opportunity Management application provides your sales agents and account executives with product recommendations for customers based on a needs analysis. You can seamlessly convert sales opportunities to quotes when the customer is ready.

Product Catalog Management

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The Product Catalog Management feature in Sales and Order Management enables your catalog administrators to create product catalogs with pricing that enable agents to find and add products and services to sales quotes.

Pricing Management

The Pricing Management feature in Sales and Order Management enables your pricing administrators to set pricing for products and services that are used in quotes. Pricing administrators also set the controls that allow your sales agents to adjust pricing for complex product offers in quotes.

Order Management

Order and fulfillment agents can use ServiceNow® Order Management to fulfill customer orders created from the Quote Management application.

Order Management release notes

The ServiceNow® Order Management application enables you to capture, manage, and fulfill orders from enterprise customers. Order Management was eiinhanced and updated in the Washington DC release.

Order Management highlights for the Washington DC release

- Track the status of domain orders and order tasks from a central location by using the order timeline view.
- Avoid order fallout by capturing and enriching orders with additional information before initiating fulfillment. Fallout trigger workflows that create enrichment tasks for applicable orders and order line items.
- Create consumer orders using ServiceNow implementations of the Telemanagement Forum (TMF) APIs for telecommunications product and service orders and fulfill those orders using Order Management.
- Update product specification versions when MACD specifications change in Order Management. Up-to-date specifications ensure that orders are processed without interruption.

See Order Management for more information.

Important:
Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Order Management to Washington DC

Features introduced in this Washington DC release aren't supported in earlier releases of Order Management.

If you're upgrading from Order Management for Telecommunications and Media version 6.0 or earlier:

- Starting with the#Washington DC#elease, the#Monthly Recurring Charges#(MRC) and the #Non-Recurring Charges#(NRC) for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines rather than in the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to#Washington DC, see the#Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base.
- After upgrading to the#elease, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an

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unfinished order. For more information on these records and using the former order capture process if needed, see the#Deprecating List for Order Capture [KB1586538] article in the Now Support Knowledge Base.

After upgrading to the#Washington DC release, review the reconfiguration workarounds when working with new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the#Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base.

New in the Washington DC release

Order timeline view

View Gantt chart timelines that depict the status of domain orders and order tasks. Order timelines also show dependencies between order tasks and identifies tasks that are in jeopardy.

Product catalog navigation and product configurator

Explore the product catalog by SKU or product code to find product offers quickly. Agents can also use the product configurator, a streamlined interface for configuring custom orders with pricing.

Update product specification versions

Update product specifications when specifications are changed or updated. This feature lets product admins to update product inventory records when there are changes to product specifications.

Unified consumer option

Added support for unified consumer option in Order Management Data Model. Starting with the Washington DC release, the Data Model for Order Management includes capabilities for a unified consumer role (sn_customerservice.unified_consumer). This role is assigned to internal users who are employees and can also act as consumers.

Changed in this release

Enhanced order capture experience with order enrichment steps

After order capture, enable agents to enrich orders with additional order information before starting order fulfillment to avoid fallouts. This enrichment process triggers workflows that create the enrichment-related order tasks for applicable orders and order line items.

Monthly Recurring Charges and Non-Recurring Charges

Starting with the#Washington DC#elease,#Order Management uses the Pricing data model rather than the Product Offering data model to store pricing charges in price lists and price list lines. With this change, you can specify either a#Monthly Recurring Charge#(MRC) or a#Non-Recurring Charge#(NRC) for a product or order line, but not both.

Enhancements to the#ServiceNow TMF APIs

If you're using the Order Management for Telecommunications and Media application, the following ServiceNow® TMF API have been updated to support consumer orders that can be fulfilled in#Order Management if you have entitlements for telecommunications:

- Product Order Open API (TMF622)
- Service Order Open API (TMF641)

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- Product Inventory Open API (TMF637)
- Technical Service Qualification Open API (TMF645)

Updates to the order to contract workflow

Admins can add contract start and end dates to an order contract on the order details page.

Deprecations

Starting with the Vancouver release, Order Management for Customer Service Management is being prepared for future deprecation. It's hidden and no longer installed on new instances but continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Activation information

Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

The Order Management application creates the required CIs (configuration items) and installs base items for the services and resources that are delivered to customers. It enables the assurance that service begins when an order has been fulfilled.

Customer Service Management

The Order Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into products and services that have been delivered to customers using Order Management.

Product Catalog Management

The Product Catalog Management feature in Sales and Order Management enables your catalog administrators to create products catalogs that agents use to find and add products and services to orders.

Pricing Management

The Pricing Management feature in Sales and Order Management lets your pricing administrators set pricing for products and services that are used in orders. Pricing administrators also set the controls that let your sales agents adjust product pricing in orders.

Quote Management

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The ServiceNow® Quote Management application enables your sales agents and account executives to generate and manage sales quotes for your customers. You can seamlessly convert sales quotes to orders when the customer is ready.

Flow Designer

Flow Designer components enable you to invoke flows or subflows that are designed as part of a workflow, such as orchestration workflows. The components also enable you to find the output or execution status of the flows or subflows.

Customer Service Management with Field Service Management

The Customer Service with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Field Service Management and ServiceNow® Customer Service Management applications to enable you to view account and contact information on work orders and work order tasks in the Field Service Management application.

Order Management release notes

The ServiceNow® Order Management application was enhanced and updated in the Washington DC release.

Order Management for Telecommunications, Media, and Technology highlights for the Washington DC release

- Track the status of domain orders and order tasks from a central location by using the order timeline view.
- Avoid order fallout by capturing orders and enriching them with additional order information before initiating order fulfillment, and trigger workflows that create enrichment tasks for applicable orders and order line items.
- Create consumer orders using product and service order APIs and fulfill them in Order Management for Telecommunications, Media, and Technology.

See Order Management for more information.

Important:
Order Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Order Management for Telecommunications, Media, and Technology to Washington DC

New features introduced in this Washington DC release aren't supported in earlier releases of Order Management for Telecommunications, Media, and Technology.

Starting with the Washington DC release, the **Monthly Recurring Charges** (MRC) and the **Non Recurring Charges** (NRC) set for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines, rather than the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to Washington DC, see the Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base.

After upgrading to the Washington DC release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture

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process if needed, see the Deprecating Telco List for Order Capture [KB1586538] article in the Now Support Knowledge Base.

After upgrading to the Washington DC, review the reconfiguration workarounds for working on new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base.

New in the Washington DC release

Order timeline view

View Gantt chart timelines displaying the order status of domain orders and order tasks, showing dependencies between order tasks, and identifying tasks that are in jeopardy.

Product catalog navigation and product configurator

Explore the product catalog by SKU or product code to find product offers. Agents can also use the product configurator, a streamlined interface for configuring custom orders with pricing.

Changed in this release

Enhanced order capture experience with order enrichment tasks

After order capture, enable agents to enrich orders with additional order information before starting order fulfillment to avoid fallouts. This enrichment process triggers workflows that create the enrichment-related order tasks for applicable orders and order line items.

Monthly Recurring Charges and Non Recurring Charges

Starting with the Washington DC release, Order Management uses the Pricing data model rather than the Product Offering data model to store pricing charges in price lists and price list lines. With this change, you can now specify either a **Monthly Recurring Charge** (MRC) or a **Non Recurring Charge** (NRC) for a product or order line, but not both.

Enhancements to the ServiceNow TMF APIs

The following ServiceNow TMF APIs have been updated to support consumer orders that can be fulfilled in Order Management for Telecommunications, Media, and Technology:

- Product Order Open API (TMF622)
- Service Order Open API (TMF641)
- Product Inventory Open API (TMF637)
- Technical Service Qualification Open API (TMF645)

Activation information

Install Order Management for Telecommunications, Media, and Technology by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Browser requirements

ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

The Order Management application creates the required configuration items (CIs) and installs the base items for the services and resources that are delivered to customers. It enables the assurance that service begins when an order has been fulfilled.

Service Exchange

If you have a Telecommunications Service Management subscription, you can use the ServiceNow® Service Exchange applications to enable providers and customers to connect and track services directly between instances without the need to configure and maintain custom integrations.

Customer Service Management

The Order Management application uses the ServiceNow® Customer Service Management account, consumer, and product inventory data model. Customer service agents have full visibility into products and services that have been delivered to customers using Order Management.

Product Catalog Management

The Product Catalog Management feature in Sales and Order Management enables your catalog administrators to create product catalogs that agents use to find and add products and services to orders.

Pricing Management

The Pricing Management feature in Sales and Order Management enables your pricing administrators to set pricing for products and services that are used in orders. Pricing administrators also set the controls that enable your sales agents to adjust product pricing in orders.

Quote Management

The ServiceNow® Quote Management application enables your sales agents and account executives to generate and manage sales quotes for your customers. You can seamlessly convert sales quotes to orders when the customer is ready.

Flow Designer

Flow Designer components enable you to invoke flows or subflows that are designed as part of a workflow, such as orchestration workflows. The components also enable you to find the output or execution status of the flows or subflows.

Customer Service Management with Field Service Management

The Customer Service with Field Service Management plugin (com.snc.csm_fsm_integration) integrates the Field Service Management and ServiceNow® Customer Service Management applications to enable you to view account information and contact information on work orders and work order tasks in the Field Service Management application.

Security Operations release notes

Security Operations has new and updated features in the Washington DC release.

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Security Incident Response release notes

The ServiceNow® Security Incident Response (SIR) application helps your organization connect security and IT teams, respond faster and efficiently to threats, and view your organization's security posture. Security Incident Response was enhanced and updated in the Washington DC release.

Security Incident Response highlights for the Washington DC release

- Make conference calls including team members, customers, and other stakeholders to resolve customer issues.
- Capture MTTR (Mean time to repair) information through usage and definition metrics for security incidents.
- Monitor scan requests and report security incidents as a risk event to the Risk Management team from the Security Incident Response Workspace.
- Create a customer service case for the security incident directly from the Security Incident Response Workspace, which will be tracked by the Customer Service Management (CSM) team.
- VirusTotal integration is provided with an option to send URLs as hashes for threat lookup, to protect the users' privacy on the integration.

Important:
Security Incident Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Major Security Incident Management Conference Call Integration

Collaborate with your customers and peer agents through a conference call to resolve customer issues through Microsoft Teams, Zoom, or Webex. You can also capture post-call chat, recordings, participant info.

Flow-based Playbooks

More easily transition from manual or undocumented playbooks to automated and repeatable playbooks using Flow Designer. Security Incident Response now supports the following new playbooks:

- Playbook for Office 365 - Malicious File Detected
- Playbook for Repeat Detection
- Playbook for Spoofed Emails (using the same Display name)
- Playbook for Endpoint Detection
- Playbook for Possible Password Spray
- Playbook for T1003 - Detect Credential Dumping Tools
- Playbook for Email Domain Spoofing Detection
- Playbook for Typo Squatted Domain
- Playbook for Credential Sniffing
- Playbook for T1070 - Windows Events Logs Cleared
- Playbook for OSquery of External Address in /etc/hosts file
- Playbook for User Deleting Bash History - Cloud

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- Playbook for Successful VPN Attempts from the Service Accounts - Corp/Cloud
- Playbook for Attempted Access to Deactivated Accounts
- Playbook for T1003 - Defense Evasion - Mimikatz DCShadow
- Playbook for T1003 - Credential Dumping - Mimikatz DCSync
- Playbook for Okta User Login Failures from Multiple IPs
- Playbook for ModSec Brute force by IP Burst

Manage post incident activities

Security Incident Response now supports the following capabilities:

- Usage and definition metrics for security incidents to capture MTTR (Mean time to repair).
- Enable or disable the Post Incident Review (PIR) report generation for child security incidents.

Security Incident Response Workspace

You can now perform the following tasks in the Security Incident Response Workspace:

- Monitor scan requests
- Report security incidents as a risk event, which will be tracked by the Risk Management team
- Create a customer service case for the security incident, which will be tracked by the Customer Service Management (CSM) team

Activate and configure the VirusTotal integration

Send URLs as hashes for threat lookup to protect the users' privacy on the integration.

Changed in this release

Microsoft Azure Sentinel integration **Microsoft Azure Sentinel integration**

- Any new or updated changes made in Microsoft Azure Sentinel will automatically update the respective SIR incident data while mapping the Microsoft Azure Sentinel fields. For more information, seeMap the Microsoft Azure Sentinel incident fields.
- Pull all open and closed Azure Sentinel incidents for the period up to 6 months. For more information, see Schedule the Microsoft Azure Sentinel incident retrieval.

Deprecations

ServiceNow® Security Incident Response no longer supports the following integrations:

- Recorded Future
- Trusted Security Circles

For more information about these deprecations, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

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Activation information

Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and give you a definitive view of your security posture.

Threat Intelligence

The ServiceNow® Threat Intelligence application enables you to find indicators of compromise (IoC) and enrich security incidents with threat intelligence data.

Security Operations common functionality

When any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated, the Security Support Common plugin is activated.

Threat Intelligence Security Center release notes

The ServiceNow® Threat Intelligence Security Center (TISC) application helps your organization connect security and IT teams, respond faster and efficiently to threats. TISC is a new application in the Washington DC release.

Threat Intelligence Security Center highlights for the Washington DC release

- Threat data collection and curation by assisting the Cyber Threat Intelligence (CTI) teams in organizing and managing threat intelligence gathered from various sources through the collection, processing, and aggregation of data.
- Threat hunting helps analysts in searching for threats using curated intelligence and the MITRE Kill Chain Framework.
- Threat Analysts have the ability to conduct research on threats, supporting the reactive and proactive needs of security teams.
- The Cyber Threat Intelligence teams can utilize the dashboards and assigned threat scores to prioritize the development of defenses against critical threats.
- Threat investigation helps the teams to create and track threat investigations using the Case Management feature.

See Threat Intelligence Security Center for more information.

Important:
Threat Intelligence Security Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Threat Intelligence Security Center features

View Threat Intelligence Security Center Homepage

Threat Intelligence Security Center homepage provides the data visualization to the threat intelligence.

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Threat Intelligence Security Center Catalog

The catalog provides a curated list of Threat Intelligence feeds and enrichment integrations by enabling them after adding the required information, and also schedule the feeds

Threat Intelligence Feeds

Ability that provides the integration of premium feeds to enhance threat intelligence.

TISC Enrichment Integrations

Enrichment capabilities, for the removal of false positives, confidence/scoring of indicators, validation of indicators, and the addition of contextual information.

Administration

The Administration module enables the users to define correlation rules for establishing relationships between observables. Customize threat score calculator for nuanced threat assessment and also the integration of internal intelligence encompassing VR, SIR, Assets, Services, and CMDB.

TISC integration with SIR Workspace

Seamless integration with SIR and data migration capabilities from Threat Intelligence to Threat Intelligence Security Center.

Threat Intelligence Security Center Library

Threat Analyst library is a dedicated Threat Intel Analyst Workspace for streamlined operations.

Threat Analyst Workbench

Ability to create cases or case tasks using Threat Analyst Workbench to create and track the threat investigations and analysis activities.

Activation information

Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Vulnerability Response

Vulnerability Response is part of the Security Operations application suite. Together, these applications connect security to your IT department, increase the speed and efficiency of your response, and give you a definitive view of your security posture.

Threat Intelligence

The ServiceNow® Threat Intelligence application enables you to find indicators of compromise (IoC) and enrich security incidents with threat intelligence data.

Security Operations common functionality

When any of the plugins for the main Security Operations applications (Security Incident Response, Vulnerability Response, Threat Intelligence, or Configuration Compliance) are activated, the Security Support Common plugin is activated.

Configuration Compliance release notes

The ServiceNow® Configuration Compliance application enables you to prioritize and remediate the most critical configuration-related vulnerabilities in your environment quickly and efficiently.

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Version 14.12 of Configuration Compliance was enhanced and updated in the Washington DC release.

Configuration Compliance highlights for the Washington DC release

- Address security gaps in your enterprise environments detected through the Security Posture Control application by automatically prioritizing, assigning, and resolving them with the Configuration Compliance application workflow. The Security Posture Control application requires a separate subscription.
- Analyze the overall impact of test results with summary visualizations of all or prefiltered active test results on the new Vulnerability Manager Workspace landing page.

See Configuration Compliance for more information.

Important:
Configuration Compliance is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Enhancements to Security Posture Control version 3.0

Close existing related test results (findings) if you publish a new version of a policy or delete a policy. If you choose to close test results, test result and remediation task states transition in accordance with the state transition processes of the Configuration Compliance application. See Test result and remediation task state transitions in the Security Posture Control application and Test result and remediation task state transitions in the Configuration Compliance application for more information.

Editing activated policies is supported in Security Posture Control. Versions are tracked and version numbers are displayed on the policy record and its related test results in Configuration Compliance.

Requesting false positive for a set of test results from the Vulnerability Manager Workspace and IT Remediation Workspace

Raise a false positive request for a set of test results simultaneously from the remediation task (CRG#) in the Vulnerability Manager Workspace and IT Remediation Workspace.

Requesting false positive for a remediation task (CRG#) from the Vulnerability Manager Workspace and IT Remediation Workspace

Raise a false positive request for a remediation task from the Vulnerability Manager Workspace and IT Remediation Workspace.

Setting up questionnaire for false positive requests

Set up a questionnaire for the false positive request of Test Results and Remediation Tasks to acquire additional information about the requests.

Updating the risk score in the Vulnerability Manager Workspace

Update the risk score of a test result (TR) using the **Calculate Risk Score** button in the record view of a TR in the Vulnerability Manager Workspace as per vulnerability calculators.

Analyzing the vulnerability landscape in the Vulnerability Manager Workspace

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Get an overall summary of the active test results through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace.

Acquiring the summary of a set of test results using filters

Get the summary of a active set of test results by filtering those test results on the Home page of the Vulnerability Manager Workspace.

Displaying records in workspaces upon clicking the links in email notifications

When links are clicked in an email notification, records open in either the Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Notifications on false positive and exception requests

Receive notifications and reminders on change approval records with false positive and exception requests by setting approval expiry and reminder dates on the approval rules.

Quick start tests for Configuration Compliance.

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Configuration Compliance still works. If you customized Configuration Compliance, copy the quick start tests and configure them for your customizations.

Activation information

Install Configuration Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Container Vulnerability Response release notes

The ServiceNow® Container Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Version v2.5 of Container Vulnerability Response was enhanced and updated in the Washington DC release.

Important:
Container Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Updating container vulnerable items in bulk in the Vulnerability Manager Workspace

Perform the following tasks on one or more container vulnerable items (CVITs) simultaneously using the bulk edit feature in the Vulnerability Manager Workspace:

- Update the state of CVITs.
- Request an exception in bulk.
- Mark CVITs as false positive in bulk.
- Assign CVITs to an assignment group for remediation.

View active CVITs list in the Vulnerability Manager Workspace

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View the list of active CVITs in the Vulnerability Manager Workspace using the active records count next to the View by drop-down in the Container vulnerabilities tab on the Home page.

Open active CVITs list in classic UI from the Vulnerability Manager Workspace

Navigate to the Classic UI's active CVITs list using the **View Classic link** in the Container Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace.

Refresh a remediation task in the Vulnerability Manager and IT Remediation Workspaces

Refresh a remediation task (CVUL#) in the Vulnerability Manager and IT Remediation Workspaces to inspected if there are any additional records that belong to a remediation task.

Analyzing the vulnerability landscape in the Vulnerability Manager Workspace

Get the overall summary of the active container vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace.

Acquiring the summary of a set of container vulnerabilities using filters

Get the summary of a set of active container vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace.

Displaying records in workspaces upon clicking links in email notifications

When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Notifications on false positive and exception requests

Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules.

Quick start tests for Container Vulnerability Response

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Container Vulnerability Response works as expected. If you customized Container Vulnerability Response, copy the quick start tests and configure them for your customizations.

Activation information

Install Container Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Application Vulnerability Response release notes

The ServiceNow® Application Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Application Vulnerability Response is included as part of the Vulnerability Response application. Version v22.0 of Application Vulnerability Response was enhanced and updated in the Washington DC release.

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Application Vulnerability Response highlights for the Washington DC release

- Import application information from your GitHub repositories with the GitHub Repos Integration.
- The Software Bill of Materials applications support SBOM files in CycloneDX and SPDX standards.
- Get the overall summary of active application vulnerabilities with visualizations of all or prefiltered active application vulnerabilities in the Application vulnerabilities tab on the new Vulnerability Manager Workspace landing page.
- Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration.

See Application Vulnerability Response for more information. for more information.

Important:
Application Vulnerability Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Closed application vulnerable items in the SBOM Workspace reopen automatically

A **Closed** application vulnerable item (AVIT) for a component with an associated vulnerability is reopened automatically and visible in the SBOM Workspace if the following conditions are met:

- The Reopen AVITs if detected (sn_sbom_resp.reopen_avits_if_detected) system property is activated. This system property is activated by default.
- The AVIT with the associated vulnerability is detected again by a third-party integration's vulnerability scans or the component with the vulnerability is part of a subsequent SBOM upload.
- The substate of the **Closed** AVIT is not one of the following: **Mitigation Control in Place**, **Not Affected**, or **False Positive**. AVITs with these substates are not reopened by the system property.

Deactivate the system property only if you do not want **Closed** AVITs to reopen automatically.

Updating application vulnerable items in bulk in the Vulnerability Manager Workspace

Perform the following tasks on one or more application vulnerable items (AVITs) simultaneously using the bulk edit feature in the Vulnerability Manager Workspace:

- Update the state of AVITs.
- Request an exception in bulk.
- Mark AVITs as false positive in bulk.
- Assign AVITs to an assignment group for remediation.

View list of vulnerable items in the Vulnerability Manager Workspace

View the list of active vulnerable items in the Vulnerability Manager Workspace using the active records count next to the View by drop-down in the Host vulnerabilities tab on the Home page.

Open active AVITs list in classic UI from the Vulnerability Manager Workspace

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Navigate to the Classic UI's active AVITs list using the **View Classic link** in the Application Vulnerabilities tab on the home page of the Vulnerability Manager Workspace.

Refresh a remediation task in the Vulnerability Manager and IT Remediation Workspaces

Refresh a remediation task (AVUL#) in the Vulnerability Manager and IT Remediation Workspaces to inspected if there are any additional records that belong to a remediation task.

Enhancements to the Software Bill of Materials applications

Upload SBOM files for the CycloneDX and SPDX standards starting with version 3.0 of SBOM Core and 3.2 of SBOM Response.

- XML and JSON formats are supported for CycloneDX up to and including version 1.4.
- JSON format is supported for SPDX up to and including version 2.3.

Performance enhancements in the SBOM Workspace for the BOM Entities and Components pages. You might experience faster load times for the Home and Components modules in the SBOM Workspace.

GitHub Application Vulnerability Integration version 1.1

Import application information from your GitHub repositories with the GitHub Repos Integration. Imported data is stored in the Discovered Applications [sn_vul_app_release] table. The GitHub CodeScan and Dependabot integrations require current application data that is imported by the GitHub Repos Integration.

Enhancements to the (OAuth) authentication credentials on the GitHub Configuration page.

Enhancements to the Veracode Vulnerability Integration version 4.2

Select **Get More Details** on *Veracode* application vulnerable items (AVITs) on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table or from the list views in the Vulnerability Response Workspaces to view the following data imported from Veracode:

- HTTP Source request and Source response details for Dynamic Application Security Testing (DAST) scans are displayed on the **HTTP Request/Response** related list.
- Solution recommendations from Veracode are displayed on the **Findings** related list.
- HTTP Source request, Source response, and recommendations are displayed on the **Details** tab In the Vulnerability Response workspaces.
- The Description column is supported on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table.

Enhancements to Application Vulnerability Response AVIT Vulnerability Integrations

View details such as total processing times, average times for pre- and post-integration run processes, and reports on the integration run records for the Fortify version 2.3, Invicti version 1.1, and Veracode version 4.2 Application Vulnerable Item (AVIT) Integrations.

Create auto-close rules for stale AVITs

Automate the closure of stale AVITs via Auto-close rules based on your required filter conditions.

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Analyzing the vulnerability landscape in the Vulnerability Manager Workspace

Get the overall summary of the active application vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace.

Acquiring the summary of a set of application vulnerabilities using filters

Get the summary of a set of active application vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace.

Define Vulnerability Response email notifications

When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Invicti Vulnerability Integration

Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration. This data enables you to determine the impact and priority of flaws in your custom software applications. Use the following Invicti integrations to enrich your vulnerability data:

- Invicti Application List Application - Import applications that are scanned by Invicti.
- Invicti Scan List Integration - Import data about the date and time a scan was run.
- Invicti Application Vulnerable Item Integration - Import Invicti vulnerable item data.

Import Software Bill of Materials (SBOM) files with Veracode

Upload SBOM files in CycloneDx JSON format with a dedicated Veracode API. Identify the components you are using in your software projects and information about their releases, versions, and associated vulnerabilities. The integration generates SBOMs in CycloneDx JSON format and uploads them into your instance for parsing. The Software Bill of Materials applications are required. For more information, see Exploring Software Bill of Materials.

Software Bill of Materials

The following enhancements were made to supported applications for the Software Bill of Materials (SBOM) product:

- Added PURL validation for the OSV.dev integration. Invalid PURLs are ignored during file processing.
- If available, OSV.dev fixed version information is displayed on a related list on the AVIT record.
- SBOM application vulnerable items (AVITs) show component information in enhanced SBOM workspace views.
- Disabled Remediation Task rules for SBOM AVITs in the SBOM Workspace. You can edit rules for SBOM AVITs in the Vulnerability Manager Workspace in Vulnerability Response.
- Expanded SBOM Workspace access enables you to view the SBOM inventory with the SBOM Core application.

Reapplying CI Lookup rules in Application Vulnerability Response

Reapply your configuration item (CI) lookup rules to update existing CIs for scanned applications and product models.

Create remediation tasks manually

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Create remediation tasks (AVULs) manually for application vulnerable items (AVITs) from remediation task records on the Group Configuration tab.

Notifications on false positive and exception requests

Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules.

Quick start tests for Application Vulnerability Response

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Application Vulnerability Response works as expected. If you customized Application Vulnerability Response, copy the quick start tests and configure them for your customizations.

Activation information

Install Application Vulnerability Response by requesting Vulnerability Response from the ServiceNow Store. Application Vulnerability Response is included as part of the Vulnerability Response application. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Vulnerability Response integrations release notes

Third-party integrations with the ServiceNow® Vulnerability Response application help enrich your vulnerability data. The ServiceNow applications and third-party integrations that are compatible with the Vulnerability Response application were enhanced and updated in the Washington DC release.

Vulnerability Response integrations highlights for the Washington DC release

- Prioritize and address vulnerabilities efficiently and enhance your overall vulnerability management strategy by ingesting crucial information about vulnerabilities that are actively exploited using the Vulnerability Response integration with the CISA Known Exploited Vulnerabilities (KEVs) catalog. This integration also incorporates EPSS data from FIRST.org focusing on software vulnerabilities currently under exploitation.
- Ingest the newly introduced field **Known To Be Used in Ransomware Campaigns** in Vulnerability Response from Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog.

See Vulnerability Response integrations for more information.

Important:
Supported integrations with Vulnerability Response are available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Vulnerability Response to Washington DC

- For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Washington DC release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base.
- For information about the new features of Vulnerability Response, see Vulnerability Response release notes.

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New in the Washington DC release

Black Duck Vulnerability Integration 1.0

Identify and mitigate the open-source code vulnerabilities detected by Black Duck Software Composition Analysis (SCA) tool ingested into Application Vulnerability Response to reduce the risks.

GitHub Application Vulnerability Integration v1.1

Import application information from your GitHub repositories with the GitHub Repos Integration. Imported data is stored in the Discovered Applications [sn_vul_app_release] table. The GitHub CodeScan and Dependabot integrations require current application data that is imported by the GitHub Repos Integration.

Enhancements to the (OAuth) authentication credentials on the GitHub Configuration page.

Enhancements to the Veracode Vulnerability Integration v4.2

Select **Get More Details** on *Veracode* application vulnerable items (AVITs) on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table or from the list views in the Vulnerability Response Workspaces to view the following data imported from Veracode:

- HTTP Source request and Source response details for Dynamic Application Security Testing (DAST) scans are displayed on the **HTTP Request/Response** related list.
- Solution recommendations from Veracode are displayed on the **Findings** related list.
- HTTP Source request, Source response, and recommendations are displayed on the **Details** tab In the Vulnerability Response workspaces.
- The Description column is supported on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table.

Enhancements to Application Vulnerability Response AVIT Vulnerability Integrations

View details such as total processing times, average times for pre- and post-integration run processes, and reports on the integration run records for the Fortify (v2.3), Invicti (v1.1), and Veracode (v4.2) Application Vulnerable Item (AVIT) Integrations.

Leverage Exploit Prediction Scoring System (EPSS) score for vulnerability prioritization

Enrich the NVD data in your instance to prioritize and remediate vulnerabilities by using the Exploit Prediction Scoring System (EPSS) integration to import the EPSS data that is related to common vulnerabilities and exposures (CVEs) from FIRST.org.

Ingest Known To Be Used in Ransomware Campaigns

Beginning with v21.0.5 of Vulnerability Response, a new field, **Known To Be Used in Ransomware Campaigns**, is ingested from the Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog.

Generate solutions by Rapid7 InsightVM using solution_id

Beginning with v21.0.5 of Vulnerability Response, there's an update in the solution creation process for Rapid7 InsightVM. Previously, solutions were generated based on the information provided in the **solution_summary**, **solution_fix**, and **solution_type** fields. However, with this update, Rapid7 InsightVM utilizes the solution_id sent by the scanner to create solutions even if the solution_summary, solution_fix, or solution_type fields are empty.

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Activation information

Install supported third-party integration applications for Vulnerability Response by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Vulnerability Response release notes

The ServiceNow® Vulnerability Response application brings security and IT together to enable you to remediate your most critical vulnerabilities more quickly and efficiently. Version v22.0 of Vulnerability Response was enhanced and updated in the Washington DC release.

Vulnerability Response highlights for the Washington DC release

- Handle vulnerability crisis events through the Vulnerability crisis management workflow.
- Access key metrics on vulnerabilities, misconfigurations and security incidents with industry and global benchmarks through executive-level monitoring of cybersecurity risks and initiatives and set targets through a new Cybersecurity Executive dashboard.
- Get the overall summary of vulnerabilities with visualizations of all or prefiltered active vulnerabilities on the new Vulnerability Manager Workspace landing page.
- Customize questionnaires for exception requests for a specific set of vulnerabilities.
- Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, and map the solutions with the related vulnerabilities.

See Vulnerability Crisis Management for more information.

Important:
Vulnerability Emergency Response is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Compose a script for vulnerable items or remediation tasks in the Approval Configuration form

Compose a script in the Approval Configurations form for vulnerable items or remediation tasks on which an approval rule must be applied.

View list of vulnerable items in the Vulnerability Manager Workspace

View the list of active vulnerable items in the Vulnerability Manager Workspace using the active records count next to the View by drop-down in the Host vulnerabilities tab on the Home page.

Open active vulnerable items list in classic UI from the Vulnerability Manager Workspace

Navigate to the Classic UI's active vulnerable items list using the **View Classic link** in the Host Vulnerabilities tab on the home page of the Vulnerability Manager Workspace.

Refresh a remediation task in the Vulnerability Manager and IT Remediation Workspaces

Refresh a remediation task (VUL#) in the Vulnerability Manager and IT Remediation Workspaces to inspected if there are any additional records that belong to a remediation task.

Updating the risk score in the Vulnerability Manager and IT Remediation Workspaces

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Update the risk score of a vulnerable item (VIT) using the **Calculate Risk Score** button in the Vulnerability Manager and IT Remediation Workspaces as per vulnerability calculators.

Setting up questionnaire for exception requests based on condition

Configure questionnaires based on conditions for exception requests.

Displaying records in workspaces upon clicking the links in email notifications

When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role.

Analysing the vulnerability landscape in the Vulnerability Manager Workspace

View an overall summary of active vulnerabilities through visual representation of risk ratings, remediation progress, assignment group workloads, and records in remediation tasks.

Acquiring the summary of a set of vulnerabilities using filters

Display a summary of a set of active vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace.

Associating compensating controls with a CVE and TPE for risk reduction in the Vulnerability Manager Workspace

Associate relevant compensating controls with a Common Vulnerability Entry (CVE) and Third-party Entry (TPE), which can be used for reducing risk in the Vulnerability Manager Workspace.

Disabling or enabling risk reduction requests in the Vulnerability Manager Workspace

Enable or disable risk reduction requests for vulnerabilities related to a CVE or TPE in the Vulnerability Manager Workspace.

Using bulk edit in the Vulnerability Manager Workspace

Perform the following tasks on multiple host vulnerable items (VITs) and remediation tasks simultaneously in the Vulnerability Manager Workspace:

- Update the state of VITs.
- Request an exception in bulk.
- Mark VITs as false positive in bulk.
- Update preferred solution for vulnerable items.
- Assign VITs to an assignment group for remediation.
- Remove assignments for vulnerable items.

Receiving notifications on false positive and exception requests

Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules.

Vulnerability Crisis Management

View timestamps to see the last assessment of the events. The **Assessment** tab on the workspace is visible only when the new assessments are created. View the link to major security incidents on the Vulnerability Manager Workspace for vulnerable items.

CISA Known Exploit Vulnerability (KEV) Integration

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Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, API calls, or advisories, and map the solutions with the related vulnerabilities.

Cybersecurity Executive Dashboard

Access a unified view of your organization's security landscape through the Cybersecurity Executive Dashboard, which consolidates data from various products from within the ServiceNow Security Operations suite.

Quick start tests for Vulnerability Response.

After upgrades and deployments of new applications or integrations, run quick start tests to verify that Vulnerability Response still works. If you customized Vulnerability Response, copy the quick start tests and configure them for your customizations.

Update vulnerable items with data from last open detection (v21.1.2)

Update vulnerable items with the most recent and accurate data from the last open detection by setting the system property *sn_vul.show_last_open_detection* to true. The vulnerable items' IP address, SSL, Port, Protocol, DNS name, NetBIOS name, and Description values are updated with the last open detection values during ingestion and the change of configuration item (CI) (Reapply of CI lookup rule). To apply this update to the existing VITs, execute the *Update Last Open Detection Value To VITs* scheduled job. This ensures that the last open detection values are correctly updated on all the existing VITs.

Create auto-close rules (v22.0)

Vulnerability Managers can use the advanced auto-close rule functionality to automatically close stale detections along with their corresponding vulnerable items.

Solutions management improvements (v22.0)

Performance improvements have been made for faster processing of non-Microsoft solutions.

Generic framework to ingest data from any solution vendor (v22.0)

A new generic framework has been introduced, leveraging the Common Security Advisory Framework (CSAF), to facilitate faster information exchange and processing through integrations. Leading software vendors offer the CSAF format for describing vulnerabilities and solutions. Solution data can be imported either through file upload or API integration.

Exclude inactive installs from Exposure Assessment (v22.0)

A new system property, sn_vul.filter_inactive_sw_installs, has been introduced to determine whether inactive software installations should be filtered out for exposure assessment[store-future: BEGIN review]or Vulnerability Crisis Management (VCM)[End]. By default, the property is enabled in the base system. When the filter is enabled, only active installations are displayed.

Prevent detections from getting converted into vulnerable items (v22.1.2)

The Exclusion Rule feature in Vulnerability Response enables you to filter out low-priority vulnerabilities such as informational ones during ingestion, helping prevent the creation of vulnerable items. With this feature, only critical and high severity vulnerable items are created, thereby improving the overall performance of the product.

Enhancements to the Unified Vulnerability Response Dashboard (v22.1.2)

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If you've created any exclusion rules, you can now access Exclusion Rule Reports on the Unified Vulnerability Response Dashboard.

Enhanced Cybersecurity Executive Dashboard (v2.1.3)

The Cybersecurity Executive Dashboard v2.1.3 includes the following enhancements:

- Key metrics from Governance, Risk, and Compliance (GRC) that offers a comprehensive overview of your organization's cybersecurity posture.
- Direct access to the GRC dashboard through the Cybersecurity Executive Dashboard for seamless navigation and integration of essential risk and compliance information.
- Operational Technology metrics that provide a comprehensive security perspective across both IT and OT environments, facilitating thorough risk management and monitoring.
- An enhanced user experience with an intuitive and distinguishable dashboard design that scales effectively to accommodate the evolving needs of your organization.
- Improved accuracy and reliability in metrics to ensure that the data presented in the dashboards is accurate, supporting better decision-making and strategic planning.

UI changes

Watch topics page in the Vulnerability Manager Workspace

Watch topics appear on the Watch topics page but not on the Home page of the Vulnerability Manager Workspace.

Activation information

Install Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Security Posture Control release notes

The ServiceNow® Security Posture Control application provides cybersecurity teams with visibility into security tool coverage gaps and deviations from security tool configuration for their enterprise assets. Security Posture Control is a new application that was enhanced for the Washington DC release.

Security Posture Control highlights for the Washington DC release

- Use the policies included with the application or create your own policies to audit and monitor assets for security tool coverage, compliance with internal configuration standards for security tools, critical combinations involving vulnerabilities, and possible internet exposure.
- Search for assets in your CMDB based on queries for specific service graph connector and ServiceNow products or for assets that have specific data. You can save your search criteria as a policy.
- Create custom insights on a dashboard and monitor important metrics for your asset security posture.

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- Identify priority vulnerabilities and drive resolution through insights from Security Posture Control in Vulnerability Response risk calculators and remediation target rules.
- Automate remediation workflows for security gaps by publishing findings from Security Posture Control policies into Configuration Compliance.

See Security Posture Control for more information.

Important:
Security Posture Control is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Security Posture Control features

Enhancements to version 3.0

Policy enhancements:

- Edit activated policies, save changes, publish changes, and exit edit mode with UI actions in policies. Versions are tracked and version numbers are displayed on the policy records and their related test results.
- Close existing related test results (findings) if you publish a new version of a policy or delete a policy. If you choose to close test results, test result and remediation task states transition in accordance with the state transition processes of the Configuration Compliance application. See Test result and remediation task state transitions in the Security Posture Control application for more information.
- Query the Security Posture Control product with **Software** as an Entity type. Look for any discrepancies that exist between the installed software reported by your vulnerability scanner products and the software reported by scanners and already accounted for in Software Asset Management (SAM) and other ServiceNow® products.

Policy condition builder enhancements:

- Select the **OR** condition to search for and monitor diverse types of assets from a single policy.
- Select **Reported only by** as a Connection and choose specific Sources (third-party service graph connectors and ServiceNow products) to report on your assets. Monitor only those assets that are reported by the specific ServiceNow® products and third-party sources you select.

Select **CMDB metadata** as a Connection in the condition builder and search for the following assets:

- Devices with host names that have specific patterns with **matches regex** operator for the host name Property. For example, if you enter `1p` manually, you can look for all laptops with 'lp' as the second and third characters in the host name.
- Assets that have been discovered for the first time with the **First seen** timestamp Property.

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- Devices based on specific models and model information with the **Model name**, **Has model info**, and **Model data** conditions. This data can help you with security control coverage.
- Assets that were **Last seen Within the last n days**. Enter the number of days up to **30**. For example, enter **3** to monitor assets by 'last logon' from Active Directory in the last three days.

Policies (prior to version 3.0)

Monitor your assets and cloud assets (AWS only) for missing endpoint protection agents, unmanaged devices, devices not scanned for vulnerabilities, and critical combinations with vulnerabilities with provided policies.

- Define custom policies based on asset metadata, security tool configuration data, and vulnerabilities to monitor asset compliance with your internal security standards.
- Chain policies together so you can monitor assets in hierarchical categories.
- Filter assets by using custom fields in your CMDB CI classes in policies.
- Exclude assets from your audits and monitoring that match other policies or assets with approved exceptions in Integrated Risk Management (IRM).

Service Graph Connectors

The application supports 31 Service Graph Connectors for various security and IT tools in the enterprise to import and consolidate asset data to provide you insights on your security posture.

Key insights and custom insights

Monitor critical metrics about your asset security posture and security tool coverage by creating custom insights.

UI changes

Security Posture Control Workspace

Automate the remediation workflow for identified security gaps by publishing findings from Security Posture Control policies into Configuration Compliance and viewing them in the Security Posture Control workspace.

Important upgrade information for Security Posture Control

For a complete list of the applications that are required to implement Security Posture Control, see Install the supported applications for Security Posture Control.

Activation information

Install the Security Posture Control Core, Asset Security Posture Management (ASPM), and the Configuration Compliance applications for Security Posture Control by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

ServiceNow AI Platform administration release notes

ServiceNow AI Platform® administration product enhancements and updates in the Washington DC release.

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Use ServiceNow AI Platform administration features to address the business needs of your organization. Administration features are active by default on all instances.

Advanced AI Search Management Tools release notes

The ServiceNow® Advanced AI Search Management Tools application helps AI Search administrators analyze search query traffic trends, review indexed record and configuration settings, and preview search query results. Advanced AI Search Management Tools was enhanced and updated in the Washington DC release.

Advanced AI Search Management Tools highlights for the Washington DC release

- Analyze search trends from the preceding six months using the AI Search Analytics dashboard's **Date range** interactive filter.
- Understand your mobile search traffic with support for the Mobile Platform search application in the AI Search Analytics dashboard's **Search application** interactive filter.

See Platform Analytics Solution for Advanced AI Search Management Tools for more information.

Important:
Advanced AI Search Management Tools is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

AI Search Analytics dashboard

The **Search application** interactive filter now supports the Mobile Platform search application.

Changed in this release

AI Search Analytics dashboard

The **Date range** interactive filter now allows you to access data from the last 180 days, rather than the last 90 days.

Activation information

Install Advanced AI Search Management Tools by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Additional requirements

You must have the Usage Insights API application installed from the ServiceNow Store in order to use Advanced AI Search Management Tools.

Related ServiceNow applications and features

AI Search

The ServiceNow AI Search application provides a consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile®, and ServiceNow Virtual Agent. Intelligent query features help you quickly find the answers you need.

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AI Search release notes

The ServiceNow® AI Search application provides a consumer-grade search experience for ServiceNow AI Platform® users. AI Search was enhanced and updated in the Washington DC release.

AI Search highlights for the Washington DC release

Washington DC Patch 9:

- Expand search recall by indexing content from knowledge blocks.

Washington DC:

- Display concise, actionable answers for plain language searches using Natural Language Query Genius Results.
- Increase search performance by skipping automatic query resubmission for searches with two search terms.
- Improve recall and consistency for synonym searches by retaining search terms defined as stop words.

See AI Search for more information.

Important information for upgrading AI Search to Washington DC

Washington DC Patch 9:

- After you upgrade to Washington DC Patch 9 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Perform a full table index or reindex for a single indexed source or Perform a full table index or reindex for multiple indexed sources.

Washington DC:

- When you upgrade to Washington DC, AI Search automatically updates your existing Genius Result configurations to use the new AI Search Genius Result Configuration form fields. This update procedure makes the following changes:
  - Removes existing **Genius result answer type** field values.
  - Migrates **Genius result logic** field values to the new *AI Search* **request processor** and *AI Search* **response processor** fields as appropriate.
- After you upgrade your instance to Washington DC, AI Search retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. To gain the benefits of the new enhanced query mode for multi-term searches, set this system property's value to *AND then OR 2+ key terms*. For details on AI Search system properties, see AI Search system properties.
- Starting in Washington DC, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for AI Search, which can be time-consuming. When you upgrade to Washington DC from a previous family release, AI Search does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, AI Search will reindex individual User table records as they're updated until all records have been reindexed.

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New in the Washington DC release

(Washington DC Patch 9) Knowledge block content indexing

When you index knowledge articles for search, AI Search now includes content from knowledge blocks to improve search recall.

AND then OR 2+ key terms option for multi-term search queries

Improve search performance for queries with two search terms using the new *AND then OR 2+ key terms* value for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. When this value is set, AI Search only performs automatic query resubmission if the search query includes more than two search terms after stop words are removed. *AND then OR 2+ key terms* is the default value for instances zBooted in Washington DC.

Natural Language Query Genius Results

Surface relevant search results from large source tables by adding Natural Language Query (NLQ) Genius Results to your AI Search applications. NLQ Genius Results interpret your searches using plain language to find source tables with relevant results. The NLQ Genius Result answer card displays the suggested source tables, combining results from Analytics Center and CMDB table queries. You can preview records from each suggested table directly from the Genius Result answer card.

Semantic vector search

Find results that match the meaning and intent of your search terms. Semantic vector search is an alternate search mode that overrides the default lexical search mode. Now Assist in Virtual Agent uses semantic vector search to retrieve Catalog Items and topics. Now Assist in AI Search uses semantic vector search to find cached answers for Now Assist Q&A Genius Results.

Changed in this release

Synonym matching and expansion retains terms defined as stop words

When evaluating synonym matches and expansions, AI Search retains search query terms defined as stop words. This behavior helps ensure that synonym matches return consistent results no matter which version of a synonym a user searches for.

Field changes on AI Search Genius Result Configuration form

On the AI Search Genius Result Configuration form, the **Genius result answer type** choice field has been removed. The **Genius result logic** script field has been replaced with separate *AI Search* **request processor** and *AI Search* **response processor** script fields.

Deprecations

Starting with the Now Assist in AI Search 8.0 release, the External Content Q&A Genius Results feature is being prepared for future deprecation. It will continue to be supported until it is deprecated. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

AI Search is a ServiceNow AI Platform feature that is active by default.

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Browser requirements

AI Search does not support Internet Explorer.

Localization information

AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.

Related ServiceNow applications and features

Advanced AI Search Management Tools

The Advanced AI Search Management Tools application adds new functionality to AI Search:

- Administrators can review dashboards with metrics, trends, and reports relating to AI Search usage and configuration.
- Administrators can test searches with the Search Preview UI to understand users' search results.
- Administrators with High Security access can bypass search source and content security filters in the Search Preview UI to see how these filters affect users' search results.

Now Assist in AI Search

The Now Assist in AI Search application combines the power of search with the Now LLM Service agentic AI model to answer questions in user searches with actionable AI-generated answers from relevant Knowledge articles.

Knowledge Management

Administrators can activate the ServiceNow® Knowledge Management Advanced plugin to install the FAQ [kb_template_faq] table. AI Search can return records in this table as Q&A Genius Result answers for common user search questions.

Application Manager release notes

The ServiceNow® Application Manager application enables you to manage your apps, plugins, and licenses. You can also see what apps and plugins are available for you to use. Application Manager was enhanced and updated in the Washington DC release.

Application Manager highlights for the Washington DC release

- Learn about the dependency needs of your applications with Application indicators.
- Filter options based on progress state in the Activity Log.
- Learn about an application before installation with the pre-installation modal pop-up.
- Discover if an Installation is blocked if the dependency is in a **Must Be Licensed** state.
- Locate an application that may meet the criteria you're searching for with partial search.

See Application Manager for more information.

Important:
Application Manager is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

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New in the Washington DC release

Installing applications in Application Manager modal pop-up

View the following information with an added pre-installation modal:

- A description for the application configuration, primary features, and optional features.
- Shows primary features, optional features, and dependencies associated with AppV2.
- Shows the configurations and features available.
- Shows user scenarios when the install is blocked, the application configuration isn't licensed, or primary and optional features aren't licensed.

In the post-installation modal details page, you can view compatibility, key features, and release notes. It also displays an installation or update option.

One-click experience to update dependent applications

Use the **Update Dependencies** button to view all available updates for dependent applications of a parent application.

UI changes

Application indicators

Indicators have been added to applications on the homepage and details page to notify you of dependency needs.

Activity log dependency grouping

Dependencies are grouped based on criteria to organize the installation details page.

Activity log progress filters

Progress filters are added to the view based on progress state.

Sync now button update

The **Sync now** button is updated.

Application Manager added to Admin Center

Application Manager is added to the navigation from the Admin Center.

Sort applications by installed

The Sort by installed option is added within the installation section to organize already installed applications.

Search results tab recommendations

A message is displayed when using the search bar if your application or plugin doesn't display under the currently selected tab. The message recommends selecting a different tab to locate your search result.

Activation information

Application Manager is a ServiceNow AI Platform feature that is active by default.

Clone Admin Console release notes

The ServiceNow® Clone Admin Console application relies on the existing clone engine. It provides a unified admin experience and enhanced visibility for cloning data between instances,

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which is one of the most-used automations. The Clone Admin Console was enhanced and updated in the Washington DC release.

Clone Admin Console highlights for the Washington DC release

- Experience a simplified clone request experience.
- Help prevent timing conflicts with a new scheduling tool.
- Use the dashboard to view current clone activity with enhanced visibility.
- View additional personalization options on the homepage list view.
- Internationalization provides Clone Admin Console in multiple languages.

See Clone Admin Console for more information.

Important:
Clone Admin Console is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Request a clone in Clone Admin Console

The app features a simplified clone request page with guidance and explanations for how various settings affect your clone. The new request page also features a scheduling tool to help prevent timing conflicts between the automatic rescheduling of clones and infrastructure maintenance windows.

Guidance

Learn how some clone options may affect your clone time with added information and guidance.

On-demand backup option

Use a fresh backup as part of your clone. This option can be useful if you want to include newly published changes in your clone and you don't want to wait for the next nightly backup.

Clone Logs

See the **Show Logs** link that is added to display the Clone Logs on the Clone Status page when selected.

Recurring clones

Create recurring clones using the clone frequency options on the clone request page. The clone frequencies are **Weekly**, **Every two weeks**, and **Every four weeks**.

Note:
Each occurrence is created as a separate clone request. If changes are required, you must change the individual clone requests that are created.

Target instance modal

Add an instance or select an existing instance without leaving the page using the **add an instance** option in the **clone request target instance** field.

Use the same backup as another clone

Use the same backup as another clone when selecting a backup option. If the backup no longer exists, it triggers an on-demand backup instead.

Clone storage

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Legacy clones and new clones are stored separately. Clones requested via the Clone Admin Console are stored on a new table and displayed within the new console.#Legacy clones aren't shown in the console. Clones initiated via the legacy Request Clone page are stored on the legacy Clone History table.

UI changes

Clone status

On the homepage, you can see the status of clones created via the console. If you select an in-progress clone, you can see all the settings you picked and the exact step where the clone currently is. Completed clones provide you with a rollback option and how long you can roll back your clone. Rollback is typically available for seven days after your clone has been completed or two days for sharded databases.

Create new clone preserver

On the Create New Clone Data Preserver page, a message notifies you of the Clone Duration Impact when using preservers. The message also instructs you to consider using conditions to preserve only the data you need.

Removed in this release

The requirement to have at least one custom preserver in any custom clone profile for a clone request to be placed has been removed. You can now have a custom clone profile with only base system preservers to place a clone request.

Activation information

Clone Admin Console is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

System clone

Use the System Clone application to copy everything in a database from one instance to another.

Related topics

Clone Admin Console

Core ServiceNow AI Platform release notes

The ServiceNow® Core ServiceNow AI Platform provides features and functionalities to applications and other parts of the ServiceNow AI Platform. The Core ServiceNow AI Platform was enhanced and updated in the Washington DC release.

Core ServiceNow AI Platform highlights for the Washington DC release

- Create a flow and set the triggers and actions for a remote table to retrieve data from external sources. If the retrieved data is large, use the Enhanced Capacity feature in the remote tables.
- Test GraphQL APIs with the GraphQL Explorer.
- Reduce the chances of missing audits being recorded when a transaction is canceled by creating the audits immediately after the record is modified.
- Manage cascading when archiving multiple levels of related records.

See Administer the ServiceNow AI Platform for more information.

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Important:
Log Export Service is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading AI Search to Washington DC

Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread.

This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the Washington DC release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update.

New in the Washington DC release

Arabic language support

Accommodate Arabic-language users with Arabic translations of the base system UI string content in your instance. Activate the I18N: Arabic Translations plugin (com.snc.i18n.arabic) to get these translations.

GraphQL Explorer

Test GraphQL APIs using an integrated GraphQL testing tool. The GraphQL Explorer facilitates the development and debugging of GraphQL APIs.

Support for JavaScript modules and third-party libraries with the ServiceNow SDK

Create custom JavaScript modules to organize and reuse code, improve maintainability, and leverage functionality from third-party JavaScript libraries in scoped applications with the ServiceNow SDK. Use the ServiceNow SDK to create, download, and modify scoped applications with custom modules and third-party libraries in Visual Studio Code and then deploy those applications to an instance.

Improvements for archiving related records

When defining related records, control the depth of cascading by specifying the archive rule for each archive related record. Related records without a specified archive rule aren't cascaded.

Drop custom indexes

Drop custom indexes using the Tables module.

Flow logic for remote tables

Build a flow to retrieve data for a remote table query. Use the ServiceNow® Flow Designer capabilities of triggers and actions to respond to triggers and fetch remote data.

New sys property to enable locale-based language sorting

Enable the *`guide.ui.condition_builder.sort_labels_by_locale`* system property to sort the fields of the Show/hide filter according to the locale-based language. The system property is set to False by default.

Show Syslog Records UI action

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Use the new **Show Syslog Records** UI action on Transactions and Active Transactions forms to view any System Log entries that were generated during the execution of the transaction.

Changed in this release

Warning when plugin upgrade or activation fails

A warning message now appears if the alter or create table operation fails when upgrading or activating a plugin.

System tables excluded from archive rules

You can no longer create archive rules for certain tables.

Link a destroy rule with an archive rule

You must now specify a related archive rule when creating an archive destroy rule. Linking an archive rule to the archive destroy rule improves performance when deleting archived records.

Peripheral records deleted with archive destroy

Peripheral records in the Journal Entry [sys_journal_field], Attachment [sys_attachment], and Sys Audit [sys_audit] tables are now automatically deleted when data is deleted during an archive destroy.

Enhanced Capacity feature in remote tables

Enhanced Capacity enables additional rows to be stored for a remote table if the retrieved data exceeds 1,000 rows.

Non-cancellable audit records

Reduce the chances of audit records not being written when a transaction is canceled with the new default setting.

Notification and meeting invitation changes on Granular Delegate form

The **All Notifications** and **Meeting invitations** options on the Granular Delegate form are now set to False by default, to avoid concerns around getting notifications that have security critical and sensitive data. You can select these options if you want the delegate to receive the delegation notification and meeting invitations.

Enhanced logging security improvements

Explore the new field in the node log lines to identify the script or component that generated the log message. Transaction start lines include a new field specifying what type of request was made.

Localization of product and application names

Existing product and application names are being localized incrementally in supported languages, starting with Dutch, French, French (Canadian), German, Korean, Italian, Japanese, Portuguese (Brazilian), and Spanish. New product and application names are localized in all supported languages.

Deprecations

- Starting with the Washington DC release, Internet Explorer and Internet Explorer mode in Edge are no longer supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

Core ServiceNow AI Platform is a ServiceNow AI Platform feature that is active by default.

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Dynamic Translation release notes

The ServiceNow® Dynamic Translation application enables translation of dynamically generated text, by using the translation service providers configured in the Dynamic Translation framework. One of the service providers announced deprecation of the IBM Watson Translation Service in 2024, affecting the Washington DC release.

Dynamic Translation highlights for the Washington DC release

- The IBM Watson Translator Service Spoke has announced a notice of deprecation for 2024.

See the Dynamic Translation documentation for an overview of ServiceNow® Dynamic Translation. See IBM Watson Language Translator Service spoke documentation for information specific to the IBM Watson Translator Service spoke.

Important:
The IBM Watson Translator Service spoke was previously available in the ServiceNow Store. However, IBM has discontinued this service.

Deprecations

- IBM has announced the deprecation of the IBM Watson Translator Service for IBM Cloud in all regions. As of June 10, 2023, the Language Translator tile will be removed from the IBM Cloud Platform for new customers; only existing customers will be able to access the product. As of June 10, 2024, the service will reach its End of Support date. As of December 10, 2024, the service will be withdrawn entirely and will no longer be available to any customers. For more information, see https://cloud.ibm.com/docs/language-translator?topic=language-translator-release-notes.

Activation information

Dynamic Translation is a ServiceNow AI Platform feature that is available with activation of the Dynamic Translation plugin (com.glide.dynamic_translation). For details, see Activate Dynamic Translation.

Related ServiceNow applications and features

Localization Framework

The Localization Framework application standardizes and enhances the translation process of artifacts across the platform through configurable workflows.

Integration Hub

Localization Framework uses ServiceNow® Integration Hub spokes to connect to translation service providers.

Localization Framework release notes

The ServiceNow® Localization Framework application enables you to translate text on your instance into multiple languages for a cohesive localized experience. Localization Framework was enhanced and updated in the Washington DC release.

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Localization Framework highlights for the Washington DC release

- Localize your instance more smoothly with a new hub-spoke model for translation requests and fulfillment.
- Move translations between instances with update sets to standardize the localization experience for all users.
- Create translations within scoped applications for finer control over localized content.

See Localization Framework for more information.

New in the Washington DC release

New hub-spoke model for translation requests

Configure your hub instance with the Localization Framework Hub plugin and your spoke instances with the Localization Framework Spoke plugin so that incoming translation requests are sent to a centralized resource. Translation fulfillers can complete translations on the hub instance and those translations are applied to the spoke instances as well, simplifying your translation workflows. For more information, see Localization Framework Hub and Spoke architecture.

Create translations for scoped applications

Translations no longer default to the global scope and can be used in scoped applications to tailor the user experience.

Move translated text between instances with update sets

With the support for scoped translations, translated content can now be moved between instances with update sets. For more information, see Localization Framework Properties: Update Set Strategies.

Related ServiceNow applications and features

Dynamic Translation

Enable live translation of user-generated text across the instance to increase productivity and cross-language support for agents.

Notifications release notes

The ServiceNow® Notifications application enables you to create, manage, and send custom notifications in workflows for important events, actions, and alerts. Notifications was enhanced and updated in the Washington DC release.

Notifications highlights for the Washington DC release

- Limit sending emails to IDs that are known to generate bounces according to RFC3463 and enable the admins to control blocked ids.
- Configure SMTP (Simple Mail Transfer Protocol) email account for outbound emails using client credential flow.
- Limit sending emails to IDs that are known to generate bounces according to RFC3463.

See Notifications for more information.

New in the Washington DC release

Support for client credential flow in SMTP account

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Configure SMTP account for outbound email in ServiceNow instance using client credential flow.

Email bounce management

Link actions to content dynamically in provider notifications actionable content creation by using event params with the existing static actions.

UI changes

Asterisk for Category field in provider notification.

Category field was made required.

New fields have been added to notification actionable content

Action(s) listed in event param1 and **Action(s) listed in event param2** fields have been added.

Changed in this release

Dynamic actions linking for provider notifications

Link actions to content dynamically by using event params and the existing static actions in provider notifications actionable content creation.

Mandatory Category field in provider notifications

The category field for provider notifications is a required field.

Activation information

Notifications is a ServiceNow AI Platform feature that is active by default.

Subscription Management release notes

The ServiceNow® Subscription Management application enables you to proactively manage your subscriptions and monitor subscription usage on your instances. Subscription Management was enhanced and updated in the Washington DC release.

Subscription Management highlights for the Washington DC release

- Gain visibility and control of your product subscriptions.
- Maximize subscription usage and make informed decisions about future purchases by monitoring your subscriptions.
- Avoid unexpected costs by tracking subscription usage and allocations over time.

See Subscription Management for more information.

New in the Washington DC release

Proactively manage your subscriptions

View a summary of your product subscriptions in a new user interface that prioritizes actionable data.

View insights about your subscription allocations

Maximize subscription usage by identifying when subscriptions are over-allocated and viewing subscriptions you can allocate.

Allocate subscriptions using recommended groups

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Grant entitlement to the right users by allocating subscriptions using recommended groups.

Address issues with your product subscriptions

Stay in compliance by mapping custom tables and custom applications to your product subscriptions.

View application installation status

Determine whether an application is available for install from the current product subscription.

Monitor Now Assist usage

View an account-level summary of your Now Assist entitlements and track Now Assist usage across all your instances.

Monitor Now Assist creators

View an account-level summary of your Creator Plus entitlements and track allocations across all your instances.

Changed in this release

New Subscription Management experience

The legacy Subscription Management experience was replaced in this release by a more efficient and streamlined interface.

Removed in this release

- The Subscribed Users related list has been removed from the subscription form.
- The Subscribed Users related list and the Role Subscription Attributes related list have been removed from the role form.
- The Manage Subscriptions related list has been removed from the group form.
- The Custom Application Inventory module has been removed.
- The App Engine Usage dashboard has been removed. You can access details about your App Engine custom table entitlements by viewing your App Engine subscription details. For details on auditing App Engine V1 usage, see KB0999383.
- The Domain Compliance Overview dashboard has been removed. Subscription Management no longer supports domain separation.

Activation information

Subscription Management is a ServiceNow AI Platform feature that is active by default.

System Clone release notes

The ServiceNow® System Clone application enables you to copy everything in a database from one instance to another, such as copying a production instance to a pre-production instance.

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System Clone highlights for the Washington DC release

- Copy your production instance into a pre-production instance to test changes before going live with them.
- Schedule clones to occur automatically at a set frequency to help keep instances stay synchronized.
- Use exclude tables and data preservers to confirm that your clone contains only the tables and data that you want.

See System clone for more information.

Deprecations

Starting with the Washington DC release, the legacy System Clone Request page (clone_instance.do) is being prepared for future deprecation. Starting in the Y release, you're redirected to the Clone Admin Console when accessing the System Clone Request page (clone_instance.do). For details regarding the deprecation process, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

Activation information

System Clone is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Clone Admin Console

The Clone Admin Console provides a unified admin experience and enhanced visibility for cloning data between instances.

Upgrade Center release notes

The ServiceNow® Upgrade Center application helps you plan and manage your upgrades. Upgrade Center was enhanced and updated in the Washington DC release.

Upgrade Center highlights for the Washington DC release

- Explore the different release versions available to you in the Upgrade Preview module.
- Gain insights about the upgrade experience without actually upgrading your instance.
- Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module.
- View all your past upgrades in the Upgrade History module.
- Accelerate your upgrades using the Upgrade Plan feature.

See Upgrade Center for more information.

New in the Washington DC release

Managing upgrade risk

Get notified of the possible conflicts that might result due to several customizations on a skipped metadata file, with a new UI message on the form pages of the metadata files.

Previous Resolutions related list

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View the resolutions from previous upgrades for the selected skipped records using the Previous Resolutions related list.

Activation information

Upgrade Center is a ServiceNow AI Platform feature that is active by default.

Zing text indexing and search engine release notes

The ServiceNow® Zing text indexing and search engine application provides search functionality for records by table. Zing text indexing and search engine was enhanced and updated in the Washington DC release.

Zing text indexing and search engine highlights for the Washington DC release

Improve search recall by making text from multi-row Service Catalog variable sets searchable in global search.

See Zing text indexing and search engine for more information.

New in the Washington DC release

Enable indexing of text in multi-row variable sets

Expand global search recall to include catalog items with content defined in your Service Catalog multi-row variable sets. Configure a system property to make Zing index content from multi-row variable sets for display in global search results.

Activation information

Zing text indexing and search engine is a ServiceNow AI Platform® feature that is active by default.

Related ServiceNow applications and features

AI Search

The ServiceNow AI Search application provides a consumer-grade search engine for ServiceNow Service Portal, ServiceNow Now Mobile®, and ServiceNow Virtual Agent. Intelligent query features help you quickly find the answers you need.

ServiceNow AI Platform capabilities release notes

ServiceNow AI Platform® capabilities were enhancements and updates in the Washington DC release.

Expand the services your system of action delivers with ServiceNow AI Platform capabilities. Activate and configure these optional features to create custom business logic, manage and secure data, and build alternate user interfaces.

Advanced Work Assignment release notes

The ServiceNow® Advanced Work Assignment (AWA) application automatically assigns work items to your agents, based on their availability, capacity, and optionally, skills. AWA was enhanced and updated in the Washington DC release.

Advanced Work Assignment highlights for the Washington DC release

Added a system property to keep pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met.

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See Advanced Work Assignment for more information.

New in the Washington DC release

Added a system property

The *glide.awa.bypass_max_wait_time.enabled* system property keeps pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met. This property defaults to true.

Activation information

Advanced Work Assignment is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced work Assignment plugin (com.glide.awa). For details, see Get started with Advanced Work Assignment.

Browser requirements

Advanced Work Assignment doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge-Chromium or one of the other supported browsers that are listed in Browser support.

Related ServiceNow applications and features

Now Assist

ServiceNow® Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Workspace

The ServiceNow® Workspace application provides agents, case managers, help desk professionals, and managers with tools to help answer customer questions and to resolve customer problems.

Agent Chat release notes

The ServiceNow® Agent Chat application enables agents to interact directly with end users through chat. Agent Chat was enhanced and updated in the Washington DC release.

Agent Chat highlights for the Washington DC release

Automatically generate chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents.

See Exploring Agent Chat for more information.

New in the Washington DC release

Chat summarization

Automatically generate chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents.

Activation information

Agent Chat is a ServiceNow AI Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat.

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Related ServiceNow applications and features

Agent Chat

Enable your agents to interact directly with customers using chat functionality.

Virtual Agent

Provide your employees and customers with a friendly messaging interface, featuring pre-built conversations powered by artificial intelligence.

Automated Test Framework release notes

The ServiceNow® Automated Test Framework enables you to create and run automated tests to confirm that your modified instance works after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review. Automated Test Framework was enhanced and updated in the Washington DC release.

Automated Test Framework highlights for the Washington DC release

- Reduce upgrade and development time by replacing manual testing with automated testing.
- Design tests once and reuse them in different contexts and with different test data sets.
- Keep test instances clean by rolling back test data and changes made after each test run.
- Create and schedule test suites to organize and run tests in batches.
- Reduce test design time by copying quick start tests and test suites. You can also create custom test steps to expand test coverage.

See Test your apps with the ATF for more information.

Important:
ATF Test Generator and Cloud Runner is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Automated Test Framework to Washington DC

Copy and customize quick start tests provided by the ServiceNow AI Platform® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application.

The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.

New in the Washington DC release

Performance profiling

Performance profiling is a data-driven approach to analyzing runtime behavior by identifying bottlenecks faster. Use performance profiling to detect performance degradation when you upgrade your instance. You can then investigate and fix any issues.

Configurable workspace support

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ATF now supports testing the Next Experience UI (limited to forms and UI actions) to reduce regression risks by providing wider test coverage.

Declarative Action Visibility test step

Use the Declarative Action Visibility test step in the Form test step category to verify if a declarative action is visible on the current form.

Click a Declarative Action test step

Use the Click a Declarative Action test step in the Form test category to click a declarative action on the current form.

Activation information

Automated Test Framework is a ServiceNow AI Platform feature that is active by default.

Note:
By default, the system property that is used to run automated tests is turned off to prevent you from accidentally running these tests on a production system. To avoid data corruption or an outage, run tests only on development, test, and other non-production instances. For more information, see Enable or disable executing Automated Test Framework tests.

To use the quick start tests for an application, activate the plugin that is associated with the application. For more information, see Available quick start tests by application or feature.

Set the *sn_atf.runner.enabled* property to **True** to activate the content pack for the ATF Test Generator and Cloud Runner store application.

Browser requirement

Automated Test Framework supports running tests only from desktop browsers. You can't run tests or test suites from tablets, mobile browsers, or the mobile UI. Some desktop browsers require additional configuration. For more information, see Browser recommendations for Automated Test Framework.

Automated Test Framework offers limited support for test design on tablets. You can't add new custom UI test steps from tablets because tablets can't retrieve components. Review any existing custom UI test steps that were added from a desktop browser instead.

Configuration Management Database (CMDB) release notes

The ServiceNow® CMDB application stores data about the infrastructure of your organization. CMDB was enhanced and updated in the Washington DC release.

CMDB highlights for the Washington DC release

- Access reduced for the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles in CMDB Workspace. Starting with Washington DC Patch 10, the sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.
- Use CMDB Data Manager in CMDB Workspace to administer and manage policies and tasks, and manage retirement definitions and exclusion lists. You can also view analytics about ongoing CMDB Data Manager processes to detect any potential problems that require your attention.
- Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace.

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- Focus on CMDB classes by limiting the scope of data in the Coverage tile in the CMDB 360 dashboard in CMDB Workspace.
- Identify fields that aren't populated in reference tables by designating them as recommended so they are tracked by the recommended metric in the completeness CMDB Health KPI.

See Configuration Management for more information.

Important information for upgrading CMDB to Washington DC

- The column *product_instance_id* has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article.
- If you enable CMDB 360 for the first time after upgrading to the Washington DC release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true.
- If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the Washington DC release and to CMDB Workspace version 6.0, you can convert definitions created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see .

New in the Washington DC release

CMDB Workspace store app

- Access CMDB Data Manager from CMDB Workspace where it's built using UI Builder (UIB) components. CMDB Data Manager is now fully integrated into the CMDB Workspace.
- Use Data Certification in CMDB Workspace where it's built using UI Builder (UIB). Data Certification is now fully available by using the Certification policy type in CMDB Data Manager in CMDB Workspace.
- Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace. De-duplication functionality is now built using UI Builder (UIB) components and is fully integrated into the CMDB Workspace.

Quick start tests for CMDB

After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB works as expected. If you customized CMDB, copy the quick start tests and configure them for your customizations.

UI changes

Governance view in CMDB Workspace changed to My Work view

The Governance view in CMDB Workspace has been renamed My Work.

New toolbar in Unified Map in CMDB Workspace

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A new toolbar at the top of the map provides some functionality that was provided previously elsewhere:

- Search: Search for CIs
- Filter: Open the filter panel
- Toggle appearance of filtered items
- Levels: Set the level of relationships to show
- Toggle appearance of the timeline

Changed in this release

CMDB Workspace store app

- Unified Map:
  - Configure the CIs that appear on maps by filtering CIs according to their life-cycle stage. For example, you can filter all end-of-life CIs so that only operational CIs appear on maps. For more information, see Configure operational states of CIs.
  - Limit the number of hierarchy levels shown for application service CIs by setting the map level. You can, for example, set the map level to a smaller number to reduce the overall size of a map to help improve performance.
  - View both the source CI and the target CI on the detail cards when you select a group member connection element on a map.
  - View all attributes for all Service Mapping endpoints, including the type of an endpoint.
  - Highlight all the nodes associated with a card by selecting an application service or a related items card.
  - Show the details card for each CI associated with a dynamic CI group in the Attributes pane.
  - Configure the maximum number of levels from the home node to show on a map, by setting the system property *sn_cmdb_ws.unifiedmap.map_search_filter.max_levels* without having to add the property first. For more information, see Components installed with CMDB Workspace.
- CMDB Data Manager integration into CMDB Workspace
  - All of the features of CMDB Data Manager are now available in CMDB Workspace. Administer policies and manage tasks, manage retirement definitions and exclusion lists, and review and approve or reject assigned tasks.
  - View analytics in various charts and counts for ongoing CMDB Data Manager processes.
- Data Certification integration into CMDB Workspace

  Data Certification features are now fully supported in CMDB Workspace by using the Certification policy type in CMDB Data Manager. Review, certify, or edit field values for records in selected tables to ensure that those values are exactly as needed to support organizational tasks.

  View analytics in various charts and counts that also account for ongoing Data Certification processes.
- De-duplication integration into CMDB Workspace

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- Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates.
- Remediate de-duplication tasks in a central location, the De-duplication dashboard. Remediate multiple de-duplication tasks in a single operation by running one or more templates. Track progress as templates run and review the remediation results.
- See statistics and potential problem areas related to duplicate CIs in your CMDB by examining the De-duplication insights pane.

- CMDB 360 experience in CMDB Workspace: Limit the scope of data in the Coverage tile in the CMDB 360 dashboard to only CMDB classes by using the *sn_cmdb_ws.ms.calculate_cmdb_only* system property. For more information, see Components related to CMDB 360.

CMDB Health support of dot-walking when selecting a recommended field

Identify recommended fields that aren't populated in reference tables by selecting a field from a referenced table for the CMDB Health recommended metric by using dot-walking and directly interacting with the CMDB Recommended Fields [cmdb_recommended_fields] table.

Capturing CMDB 360 data for non-CMDB classes

Enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) by setting the value of the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true.

CMDB support for Product Instance

Prevent duplication when managing operational assets in your organization throughout their life cycles in the Hardware Asset Management application and workflows by using unique product instance identifiers (PID).

Access reduced for the sn_cmdb_editor user role

Starting with Washington DC Patch 10, the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.

Deprecations

- Starting with the Washington DC release, CMDB Data Manager that is built on Core UI (UI 16) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. CMDB Workspace provides the latest experience for this functionality.

Activation information

CMDB is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Common Service Data Model (CSDM)

Common Service Data Model (CSDM) provides prescriptive guidelines for service modeling within CMDB and is the standard for all ServiceNow products that use the CMDB. CSDM provides a framework for mapping data from your IT services and other products to the CMDB. Following the CSDM framework ensures that the

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required data for your ServiceNow application maps correctly to the appropriate CMDB tables.

Service Graph Connectors

Use predefined ServiceNow® Service Graph connectors to import data from third-party applications, such as Microsoft SCCM, into your CMDB. In addition, you can use the IntegrationHub ETL store app to create and manage custom ETL transform maps so that you can integrate third-party data into the CMDB without compromising its integrity.

CMDB Workspace

Use CMDB Workspace to search, explore, and gain insights into the CMDB. The CMDB Workspace is a store app that provides a central place for working with the CMDB. In the CMDB Workspace, you can examine health and recent activity related to CMDB, and access various CMDB dashboards and tools to support tasks in your organization.

Decision Builder release notes

The ServiceNow® Decision Builder application provides an intuitive interface that you can use to create and manage decision tables. By changing the rules and conditions in a decision table, you can more efficiently meet changing business requirements. Decision Builder was enhanced and updated in the Washington DC release.

Decision Builder highlights for the Washington DC release

- Decision Builder is now integrated into Workflow Studio. Access Decision Builder alongside other powerful tools such as Flow Designer and Playbooks to seamlessly integrate decision tables with workflows.
- Duplicate full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables.
- Execute the decision table from any script and make it easier to replace hard-coded logic with decisions by inserting decision table code snippets copied from Decision Builder.
- Save time and effort writing decision rules by strategically duplicating rows of your decision table.
- View and access related objects that your decision tables are used in.

See Decision Builder for more information.

New in the Washington DC release

Decision Builder integrated into Workflow Studio

Access and build decision tables in one streamlined environment alongside other powerful tools that help you build workflows for your applications.

Decision table code snippets

Insert a decision table into any script you write on the ServiceNow AI Platform by copying a code snippet of the table from Decision Builder.

Duplicate a decision table

Save time creating decision tables by duplicating full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables.

Duplicate rows in a decision table

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Save time and effort creating decision rules by strategically duplicating rows in your decision tables.

View related objects in a decision table

Easily view and access the related flows, subflows, or processes that your decision table is used in from an open decision table.

UI changes

Decision Builder module

The Decision Builder module in the main **All** navigation used to open the standalone Decision Builder application. Now it opens Decision Builder in the new Workflow Studio application alongside other applications that help you build workflows.

Activation information

Decision Builder is available with activation of the Decision Builder plugin (sn_decision_design). For details, see Update to the latest version of Decision Builder.

Localization information

The Localization Framework is integrated in Decision Builder. However, because the Edit in Excel feature doesn't support localization, you cannot use this feature in any instance that doesn't use English.

Related ServiceNow applications and features

Workflow Studio

Integrate workflow authoring, configuring, and monitoring into a single page experience.

Flow Designer

Flow Designer is a ServiceNow AI Platform® feature that enables process owners to automate work. Build multi-step flows from reusable components without having to code.

Playbooks

Workflow Studio Playbooks enable process owners to author cross-enterprise workflows and create a single, unified process. Build the underlying processes for playbooks that Playbook Experience agents and fulfillers use.

Document Services release notes

The ServiceNow® Document Services application provides a broad range of services related to document management, such as creation, maintenance, conversion, and integration with third parties like Microsoft SharePoint. Document Services was enhanced and updated in the Washington DC release.

Document Services highlights for the Washington DC release

- Elevate signing experience by eliminating the manual process to sign complex documents.
- Ability to collaborate on documents and manage attachments hosted within Microsoft SharePoint.
- Improved experience for external users to add and manage documents within your Service Portal.

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See Document Services for more information.

Important:
Multi Provider Document Services Framework is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Digital signing for documents

Define document templates and signing workflows for digital signing using smart cards. Generate and send auto-filled documents to be signed by different participants.

Changed in this release

Service Portal experience for external users

Extend document management experience to external users to create and manage documents in Service Portal.

Microsoft SharePoint integration with Document Services

Integrate with Microsoft SharePoint to create, update, and collaborate on documents within the platform.

Activation information

Document Services is a ServiceNow AI Platform feature that is active by default.

Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For details, see Activate Document Management.

Multi Provider Document Services Framework. Install Multi Provider Document Services Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

- Updated Document Viewer to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers).
- Updated to programmatically inform Assistive Technology users when an invalid page number is entered in the Page Number input field.
- Added a tooltip for the Page Number input field in Document Viewer. Both a visual label and programmatic label are provided to users.

Related ServiceNow applications and features

Document Templates

To provide a seamless experience digital signing for documents is configured with a document template.

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Hermes Messaging Service release notes

Hermes Messaging Service enables you to integrate your Apache Kafka environment with your ServiceNow® instance. Hermes Messaging Service was enhanced and updated in the Washington DC release.

Hermes Messaging Service highlights for the Washington DC release

- Publish events from your ServiceNow instance to your Apache Kafka environment and consume high volumes of Apache Kafka events from your external systems with low latency.
- Effectively process spikes and bursts in message volume from external systems to minimize performance impacts on your instance.
- Manage the health and performance of message delivery using Hermes diagnostic tools.

See Hermes Messaging Service for more information.

New in the Washington DC release

Improved security setup

Generate certificates for secure connections to Hermes Messaging Service, revoke certificates, and apply ACLs to certificates using the Hermes Messaging Service certificate generator.

Manage topic namespaces

Create, update, and delete topic namespaces in the Hermes Kafka cluster using Hermes Messaging Service.

Manage topics

Create, update, and delete topics in the Hermes Kafka cluster using Hermes Messaging Service.

Rescan topics

Synchronize topic records in your instance with the topics that belong to you in the Hermes Kafka cluster.

Activation information

Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect plugins (com.glide.hub.flow_trigger.kafka or com.glide.hub.action_step.kafka) or installation of the Log Export Service application. For details, seeHermes Messaging Service activation.

Related ServiceNow applications and features

Using Stream Connect for Apache Kafka

Produce Apache Kafka messages from your ServiceNow instance using Flow Designer, and then consume the messages in an external application. You can also produce Apache Kafka messages from an external application and then consume the messages in your ServiceNow instance using a variety of consumers with Stream Connect.

Log Export Service (LES)

Export log data securely to your external data lake for reporting, auditing, or regulatory purposes using Hermes Messaging Service with Log Export Service.

Instance Data Replication

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Improve the performance and processing efficiency of Instance Data Replication by upgrading replication sets that you created prior to the Washington DC release to use Hermes Messaging Service.

Instance Data Replication release notes

The ServiceNow® Instance Data Replication (IDR) application simplifies the data replication process between instances. Instance Data Replication was enhanced and updated in the Washington DC release.

Instance Data Replication highlights for the Washington DC release

- Keep data synchronized by replicating data from your producer instance to one or more consumer instances across different departments and business units.
- Maintain consistent data across different organizations in your company.
- Easily update records that have different sys_ids on the producer and consumer instances.

See Instance Data Replication for more information.

Important information for upgrading Instance Data Replication to Washington DC

Improve the performance and processing efficiency of Instance Data Replication (IDR) by upgrading your replication sets to V2, which uses the Hermes Messaging Service. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication.

Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.

Changed in this release

Hermes-only replication

Newly-created replication sets now use Hermes Messaging Service. You can no longer create legacy replication sets.

Comparing replicated data between instances

Compare data in replication sets with data transformations, bidirectional replication, and discrete replication.

Activation information

Instance Data Replication is a ServiceNow AI Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.

Additional requirements

The consumer and producer must both be running at least the San Diego release to support the custom coalesce feature.

This release requirement also applies to support for concurrent job execution.

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Related ServiceNow applications and features

Hermes Messaging Service

The Hermes Messaging Service is a multi-tenant, multi-cluster data transport and queuing service built on Apache Kafka that enables your instance to reliably produce and consume large volumes of Kafka events.

Knowledge Management release notes

The ServiceNow® Knowledge Management application enables you to share Knowledge articles that provide users with information for self-help, troubleshooting, and task resolution. Knowledge Management was enhanced and updated in the Washington DC release.

Knowledge Management highlights for the Washington DC release

- Next Experience for Dark Theme is available on Now Mobile app and Agent Mobile applications.
- Knowledge Management components within Configurable Workspace support reflow for greater accessibility.
- Now Assist in Knowledge Management Knowledge generation skill now available.

See Knowledge Management for more information.

New in the Washington DC release

Now Assist in Knowledge Management

You can quickly write drafts of knowledge articles based on cases, HR cases, or incidents with Now Assist. Generating article content with artificial intelligence (AI) enables agents to write efficiently as they address common user concerns. Articles can be created in CSM Configurable Workspace, Service Operations Workspace for ITSM, Agent Workspace for HR Case Management, Core UI, or in the Now Assist panel.

UI changes

Knowledge management Service Portal

The Knowledge Management v3 homepage has been replaced with the advanced Knowledge Management Service Portal homepage. See the "Deprecation" section for more information.

Dark Theme

The Next Experience Dark Theme is available on Now Mobile app and Agent Mobile applications.

Deprecations

- Starting with the Washington DC release, the Knowledge Management v3 homepage (com.snc.knowledge3) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but it will continue to be supported. The Knowledge Management Service Portal provides the latest experience for this functionality.
- For more information, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

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Activation information

Knowledge Management is a ServiceNow AI Platform feature that is active by default. The Knowledge Management Service Portal is available with its plugin (com.snc.knowledge_serviceportal) that is active by default.

Activate the Knowledge Management Advanced plugin (com.snc.knowledge_advanced) to enable advanced features for Knowledge Management. For more information, see Activate the Knowledge Management Advanced plugin.

Additional plugins that enable various Knowledge Management features are available. For more information, see Additional plugins for Knowledge Management.

Activate the Sitemap Generator plugin (sn_ux_seo_sitemap) to define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages. You must also activate the Sitemap configuration record (sitemap_config_KB) and the sitemap configuration definition. For more information, see Configure Sitemap Generator record.

Accessibility information

Dark Theme

Enable the Next Experience Dark Theme in the Now Mobile app and Agent Mobile applications. This option is commonly used to alleviate eye strain and improve readability.

Support for Reflow

The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels.

- sn-knowledge-content
- sn-related-content
- sn-star-rating
- sn-comparator
- sn-attach-article-guidance
- sn-nested-comments
- sn-knowledge-detail
- sn-knowledge-socialqa-answer
- sn-knowledge-socialqa-detail
- sn-knowledge-discussion-wrapper
- sn-timeago

In addition, the following pages were updated to support reflow:

- Knowledge View (kb_view)
- Knowledge Article Template Selector Modal
- Knowledge Category Picker (kb_category_picker)
- Translation compare

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- Request translation
- Version compare

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Related ServiceNow applications and features

CSM Configurable Workspace

ServiceNow® Workspace is a graphical user interface that collects the tools that agents must find, research, and resolve issues on a single page. ServiceNow® CSM Configurable Workspace and ServiceNow® CSM Agent Workspace are customer service-specific implementations that provide tier 1 agents with the tools they require to respond to customers and to resolve cases. This interface enables customer service agents to read Knowledge articles attached to their cases to gain additional information that helps them more efficiently resolve cases.

Field Service Management

Enable field service agents to read Knowledge articles that are attached to their work order tasks while they're offline through the Now Mobile Agent app. For more information, see Access the information you need using the Now Mobile Agent application.

Communities

Harvest Knowledge information from posts on a community. Create structured Knowledge articles from unstructured discussions around a question.

Problem Management

Create structured Knowledge articles from information generated from a Problem form that could be useful to solve similar issues.

Incident Management

Resolve issues by searching for Knowledge articles from an incident. Flag issues with articles, edit articles from incidents, and report knowledge gaps while resolving an incident. Formalize tacit knowledge by creating articles from an incident using article templates.

Employee Service Management

Use knowledge blocks with HR Knowledge Management to simplify both HR knowledge authoring for writers and knowledge consumption for readers. Enable an HR agent to identify cases that have insufficient knowledge coverage and to report knowledge gaps using the Demand Insights for HR Cases dashboard. For more information, see Demand Insights for HR Cases dashboard.

MID Server release notes

The ServiceNow® MID Server application enables communication and data transfers between a ServiceNow® instance and external applications, data sources, and services. MID Server was enhanced and updated in the Washington DC release.

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MID Server highlights for the Washington DC release

- Use OpenShift on Linux for containerized MID Servers.
- Prevent unauthorized access with the new "Reject" default behavior of the module access policies (MAPs).
- Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the configuration with upgrade-wrapper-override.conf.

See MID Server for more information.

Important information for upgrading MID Server to Washington DC

For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1.

If you have installed your own JRE, the upgrade process takes the following actions to ensure that the MID Server uses a supported JRE:

- If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.
- If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

All MID Server host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.

Only one Windows MID Server service is permitted per executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information.

For more information about MID Server upgrades, see the following topics:

- MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.
- Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.

New in the Washington DC release

Containerized MID Server support for OpenShift

Use OpenShift on Linux for containerized MID Servers. The corresponding Linux docker recipe has been updated. The containerized MID Server can run rootless by using existing auto-scaling capabilities with persistent storage.

Changed in this release

MID Server Password2 global policy change

Use the new "Reject" default behavior of the module access policies (MAPs) to help prevent any unauthorized access, unless explicitly declared in MAP records. All required MAPs for internal access are provided. Auto-generated MAPs are provided for external access.

MID Server unique logged-in users

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Use unique logged in users for each MID Server. See (KB1552863) MID Server Unique Logged In User for more information.

Improved wrapper configuration override

Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the configuration with **upgrade-wrapper-override.conf**. For example, the default timeout may not be long enough for certain JVM level commands. You can increase the timeout with **upgrade-wrapper-override.conf** for the dist-upgrade wrapper configuration.

Deprecations

- Containerized Windows MID Servers are no longer supported. The download link for the Windows MID Server docker recipe is removed. You can still use the old Windows MID Server docker recipe, but there's no official support. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information.

- Auto-deployment and auto-deletion through a dedicated deployment MID Server are no longer supported. Deployment templates are no longer supported and new deployment templates can't be used or created. However, existing deployment requests with existing templates still work. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information.

Activation information

MID Server is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Discovery

Discovery uses the MID Server to launch probes and patterns that return information to the CMDB about devices and applications running in your environment. Discovery schedules select appropriate MID Servers based on their configured capabilities and assigned IP ranges.

Orchestration

Orchestration uses the MID Server to do work on internal and external systems. Orchestration selects MID Servers based on their capabilities and the applications that they're allowed to use.

Service Mapping

Service Mapping uses the MID Server to launch patterns that return information about business services running in your environment.

Event Management

Event Management uses the MID Server to receive and process events, collect data for root cause analysis (RCA), and collect SNMP traps.

Cloud Management

Cloud Management uses the MID Server to collect and process VMware events.

Operational Intelligence

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Operational Intelligence uses MID Server clusters to capture operational metrics data from external data sources and analyze them for anomalies.

Health Log Analytics

Health Log Analytics uses the MID Server to collect log data streaming into your instance and helps you identify the root cause of issues.

Notify release notes

The ServiceNow® Notify application provides support for SMS and voice channels on the ServiceNow AI Platform to communicate with customers. Notify was enhanced and updated in the Washington DC release.

Notify highlights for the Washington DC release

Control who can start a conference call or send an SMS on a task record using Notify.

See Notify for more information.

Changed in this release

Enhanced security to access Notify

Control who can view and select the **Start conference call** and **Send SMS** UI actions for a **Task** record through assigning the notify_view role. The notify_view is the minimum required role for accessing Notify.

Activation information

Notify is a ServiceNow AI Platform feature that is available with activation of the Notify (com.snc.notify) plugin. For details, see Notify.

Related ServiceNow applications and features

Notify connector for Microsoft Teams

The Notify connector for Microsoft Teams enables you to manage and initiate a Microsoft Teams meeting directly from any record such as an incident or a task.

Password Reset release notes

The ServiceNow® Password Reset application helps your end users reset and change their passwords either using self-service or with the help of a service desk agent. Password Reset was enhanced and updated in the Washington DC release.

Password Reset highlights for the Washington DC release

- Let your users experience the improved security of Soft PIN conforming to its expiration. As a Password Reset administrator, configure the Soft PIN expiration settings for an assured and secured Soft PIN enrollment.
- View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes.
- Use the *password_reset.request.max_email* property to set the maximum number of times a user can receive the "Reset Password" link through email, in a span of 24 hours.

See Password Reset for more information.

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New in the Washington DC release

Experience improved expiration settings of Soft PIN

Give your users the experience of secured Soft PIN enrollment. While enrolling for the Soft PIN verification, they can view the number of days in which the Soft PIN expires. While resetting the Soft PIN, users view the rules that their Soft PIN must comply with. Also, users get email and ServiceNow® Virtual Agent notifications when their passwords are about to expire.

As a Password Reset administrator, you can configure the Soft PIN expiration settings such as setting the number of days when the passwords expire, the frequency of sending password expiration reminder emails, and history policies on Soft PIN.

These settings are enabled by default even if you've upgraded Password Reset from the previous version.

View the security score for your Password Reset processes

View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes.

While creating the Password Reset process, view security scores for the process. If you see any deviations between the maximum attainable and current scores, you get an email with an actionable list of recommendations to improve the configuration. You get informative messages indicating whether the process configuration is ideal.

Evaluate configurations for identification and verification steps. If your configurations are less secure, get process-wise actionable suggestions on how to improve the strength.

Note:
Starting Washington DC, the Self-Service or the Service Desk Password Reset Experience is restricted for security_admin users. Only a user with the `security_admin` role can set the password of another `security_admin` user using the sys_user record to further enhance the security.

Deprecations

The 3DES encryption and decryption have been deprecated in the Password Reset flows and workflows.

Activation information

Password Reset is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Virtual Agent

Learn more about Virtual Agent support for Password Reset. For more information, see Password Reset for Virtual Agent.

Password Reset Windows Application

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The ServiceNow® Password Reset Windows Application enables a user who forgets their password or is locked out of a Windows computer to reset the password directly from the Windows login screen.

Service Catalog release notes

The ServiceNow® Service Catalog application provides a requester view of the available services and products offered by the departments within your organization. Service Catalog was enhanced and updated in the Washington DC release.

Service Catalog highlights for the Washington DC release

- Let your catalog item requesters save drafts of catalog item forms so that requesters can edit the drafts later.
- Set values for questions in a catalog item without the need to script in the ServiceNow AI Platform® and Catalog Builder.
- Set field messages for the questions in a catalog item without the need to script in the ServiceNow AI Platform and Catalog Builder.
- Experience the support for single check box in Virtual Agent for catalog conversations.

See Service Catalog for more information.

New in the Washington DC release

Save catalog item forms as drafts

Enable catalog item requesters to save the drafts of the catalog item forms on the portals, such as the ServiceNow® Employee Center and ServiceNow® Service Portal, and on the Now® Mobile app.

Requesters can save the drafts when they come across situations, such as lengthy forms and requesters that don't have enough information to submit the record but don't want to discard the forms. They can save the draft and start editing from wherever they left off. Requesters can access the saved drafts from the My Request widget in a new **Drafts** tab.

Set values for questions in catalog items

Set values in Catalog UI Policy Actions for questions in a catalog item without the need to script. The value that you set for the question is displayed when the specified condition is met. You can set the values using Catalog UI Policy Actions in the ServiceNow AI Platform and using dynamic behavior in Catalog Builder.

For example, on a catalog item to order a company phone, you might want to automatically set the color to black if the storage size selected is 1 TB because that's the only option available. You can now configure this behavior without the need to write any scripts.

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Note:

After upgrading from any previous release to Washington DC release, the **Clear the variable value** check box will not be displayed. If you've already selected the **Clear the variable value** check box in any previous release, then in the Washington DC release, this option is automatically set as **Clear value** in the Value action drop-down list.

For the attachment and masked variables, you will still view the Clear the variable value option to clear the value in the Washington DC release.

Set field message for questions in catalog items

Set field messages for the questions in a catalog item without the need to script. Field messages appear below the question as helpful text when a specified condition is met. You can set the field messages using the Catalog UI Policy Actions in the ServiceNow AI Platform and using the dynamic behavior in Catalog Builder.

For example, you can set a warning message to be displayed on the type of laptop question to read `Advanced laptop would need department head approval` when the type that you chose is **Advanced**.

UI changes

Updates to the check box used for clearing values

Updated the following fields for clearing a variable or question value in the ServiceNow AI Platform and Catalog Builder:

- ServiceNow AI Platform: The Catalog UI Policy Actions form previously displayed the **Clear the variable value** check box. It's now updated to show as **Clear value** and is added as a value to select from the Value action drop-down list.
- Catalog Builder: For defining the dynamic behavior of a question, the **Actions** tab previously displayed the **Clear value** check box. It's now updated to use as a value to select from the Do this action drop-down list.

These UI changes are not applicable for the attachment, masked, custom, UI Page, and non-input variable types (labels and containers).

Activation information

Service Catalog is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Service Portal

Customize Service Portal to configure a Service Catalog that your customers can request catalog items from such as a service and product offering. Use Service Catalog widgets to build a catalog for your portal.

Employee Center

The Employee Center portal is a standard multi-department, dynamic portal for service delivery and employee engagement.

Now Mobile app

The Now Mobile app enables users to request an item or service and track or approve requests on a mobile device.

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Next Experience UI

The Next Experience UI delivers a next generation, intuitive, personalized experience to drive productivity, improve engagement, and surface insights across the ServiceNow AI Platform.

Sidebar release notes

The ServiceNow® Sidebar application enables agents and subject matter experts to collaborate when addressing user issues. Sidebar was enhanced and updated in the Washington DC release.

Sidebar highlights for the Washington DC release

When you select participants to join an existing conversation, Sidebar displays a list of participants who may be helpful in solving a customer's issue.

See Sidebar for more information.

Important:
Sidebar is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Participant suggestions

Sidebar displays a list of participants who may be helpful in solving a customer's issue in the existing conversation.

Activation information

Install Sidebar by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Virtual Agent release notes

The ServiceNow® Virtual Agent application provides user assistance through a conversational messaging interface so that you can design and build automated conversations that help users to quickly obtain information and to perform common work tasks. Virtual Agent was enhanced and updated in the Washington DC release.

Virtual Agent highlights for the Washington DC release

- Create and test Virtual Agent topics that use large language models (LLMs) instead of Natural Language Understanding (NLU).
- Test LLM-enabled topics using the additional **Prompt discovery** and **Edit variables** tabs.
- Implement Now Assist in Virtual Agent conversations in Microsoft Teams and mobile.
- For LLM topics, use the Input Collector input control in Virtual Agent Designer to gather data using generative AI prompts.
- For LLM topics, use the Secure Text input control in Virtual Agent Designer to gather and encrypt sensitive text, email, and other types of input from users.

See Virtual Agent for more information.

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Note:
Performance and the user experience are improved by tracking aggregate in-app activity, including interaction with the app. This tracking is focused on aggregated technical information rather than personal information.

New in the Washington DC release

Now Assist in Virtual Agent

- Implement Now Assist in Virtual Agent conversations in Microsoft Teams and mobile channels.
- Test and preview topics in either the mweb or nowassistpanel channel.
- Added enhancements to Now Assist in Virtual Agent.
- Create or manage LLM virtual agents using a new option on the Conversational Interfaces admin console or the new Assistants tab.
- Filter analytics indicators in Now Assist in Virtual Agent Analytics using the new Assistant multi-select filter.
- Enable Genius Results generated by Now Assist in portal search from a link within the Review section of .
- When a user types an irrelevant utterance in the middle of a topic, unified search sees whether there are any results found.

LLM topic discovery in Virtual Agent

- Create topics that use LLM instead of Natural Language Understanding (NLU).
- Analyze Now LLM responses to utterances while testing LLM topics.
- Get in-depth testing details for LLM topics using the new **Topic discovery** and **Edit variables** tabs.

LLM support in Virtual Agent Designer controls

- Input Collector user input control :
  - Use the new Input Collector control in LLM topics to gather data from users and create instructions with generative AI.
  - Drag nodes in and out of the Input Collector instead of deleting and adding new ones.
  - Drag nodes from one Input Collector to another if you have multiple Input Collectors on your canvas.
  - Use the **From** and **To** drop-down lists to reorder inputs from the node on the table view.
  - Activate the **Confirmation message** option in the Input Collector to summarize your inputs. Submit the inputs or restart the input collection process, by selecting **Yes** or **No** options, or entering a reply in plain language.
- Secure Text user input control : Use the Secure Text control in LLM topics to gather and encrypt sensitive text, email, and other types of input from users.
- Date Time user input control : Input DD-MM-YYYY format to the Date Time user input for regions using that format.

Dynamically pick Virtual Agent notification actions

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When authoring a Virtual Agent topic, you can pass one or more notification actions as parameters instead of a single, static action. All actions must be predefined for the notification.

Hide or reveal the Show me everything button

Set the *glide.cs.disable_show_me_everything* system property for NLU/Keyword topic discovery. Alternatively, update values found in the default Script Action Utility control in Virtual Agent greeting topics that use LLM topic discovery.

System properties

The following new system properties affect AI Search results in mid-topic discovery:

- *com.glide.cs.gen_ai.enable_mid_topic_ai_search*
- *sn_nowassist_va.enable_mid_topic_ai_search_catalog_result*

Washington DC patch 1

Beginning with Washington DC patch 1, the following features are available:

- Carousel user input control: Use the Carousel user input control in a LLM-enabled Virtual Agent topic to present a prompt and a horizontal series of labeled images.
- Dynamic choice user input control property sheet: Use the **Allow the user to select more than one choice** field to allow users to choose multiple choices from the list display.
- Latency feedback system property: The *com.glide.cs.message.processing.enabled* system property notifies requesters with a temporary latency message whenever the LLM is processing their request in the Virtual Agent web client and Now Assist panel. This system property is off by default and the latency message varies depending on the LLM call.
- Use Virtual Agent API to support Now Assist experience across multiple provider channels. See Enable Now Assist experience in Virtual Agent API for more information.
- Use Bot Interconnect to support Now Assist enabled primary and secondary bot use cases.

Washington DC patch 3

Beginning with Washington DC patch 3, the following features are available:

- LLM topic migration: The topic migration workflow in Virtual Agent Designer allows you to convert your existing NLU/Keyword topics into new large language-model (LLM) topics. The topic migration workflow is available to admin and topic_migration_admin roles.
- Dynamic Choice user input control: Using a script, requesters can view their previously selected choice values and also view and search through secondary field data.
- LLM assistant associations: Any topic type can be associated with an LLM assistant. LLM topic blocks and custom controls that are not associated with an assistant, but are used within a topic that is associated with an LLM assistant, now display in the Topics page when filtering by the LLM assistant.

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- Now Assist in Virtual Agent guided setup entry point from Virtual Agent Designer: Selecting either **Settings** or **Manage** on the Virtual Agent Designer Topics page opens the Conversational Interfaces Guided Setup workflow.
- Assistant drop-down list: The **Assistant** drop-down list appears in the chat test window when testing from a single topic when the **Include topic discovery** option is selected or when testing active LLM assistant topics from the Virtual Agent Topics page. When a topic is associated with just one LLM assistant, the **Assistant** drop-down list defaults to that assistant name. If you have multiple assistants, select which assistant you want to work with using the **Assistant** drop-down list.
- New Virtual Agent translation table: The Text Translations for Dynamic Translation [sys_cs_dynamic_translation_text] table stores copies of the translations found in the Message [sys_ui_message] table and previously dynamically translated messages.
- Promote or demote Virtual Agent LLM topics: Organize promoted LLM topics by assigning relative order values in the Promoted Skills [sys_cs_context_profile_promoted_skill] table.
- Topic Properties tab: Setup Topics will remain associated with an Assistant in the topic Properties tab.
- Topic creation form: Configure channels in LLM topics under Who can access this topic in the Advanced section of the Properties tab.

New system property

The *com.glide.cs.field.boolean.show.choice_picker* system property determines whether a Boolean node or a Dynamic Choice node with a single value displays to users whenever the Dynamic Choice node only has one single value associated.

Conversational Analytics dashboard in Platform Analytics experience

The Conversational Analytics dashboard in Platform Analytics experience now meets the compliance requirements of data regulated market environments, for example, Government Community Cloud (GCC). Platform Analytics provides a unified interface for visualizing multiple data sources. The dashboard contains indicators and breakdowns for rich visualizations and detailed analysis.

Washington DC patch 4

Beginning with Washington DC patch 4, the following features are available:

- Create a topic form: Associate LLM-enabled Topics, Setup topics, Topic blocks, Small talk topics, and Custom controls with the Now Assist in Virtual Agent LLM assistant.
- LLM topic testing: Provide feedback to the Now LLM using thumbs-up and thumbs-down controls when testing Text, Static choice list, Dynamic choice list, Boolean, Date time, and Carousel user inputs.
- Insert a header card in a Static Choice or Dynamic Choice control: Toggle the Header card switch in the Advanced properties section of the LLM-enabled Static choice list and Dynamic choice list user inputs, to add photos or YouTube videos.
- Genius Results in chat preview window: Genius Results for LLM topics show skill (topic) discovery, knowledge base (KB) articles, and catalog items in the **Analyze test phrases** tab of the chat preview window.

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- Topic migration updates: On the topic migration workflow's **Publish (optional) page**, select the LLM topic link to be redirected to that topic in Virtual Agent Designer through a new browser tab or window. Any edits that you make in Virtual Agent Designer are reflected in the topic migration's Publish (optional) page after refreshing.
- Topic migration error log updates: New error messages were added to the topic migration workflow in Virtual Agent Designer and existing error messages were updated.
- NDS cards in Virtual Agent: Next Experience Design System (NDS) cards carousel now appears to requesters in the Virtual Agent whenever multiple results are found from a Genius Result. Feedback with thumbs up or thumbs down is possible on each NDS card.
- Proactive Triggers work with LLM topics: Proactive Triggers can be used with LLM topics if Now Assist in Virtual Agent is set up.

UI changes

Virtual Agent Designer UI changes

- Various Virtual Agent Designer changes to support LLM topic discovery and Now Assist components.
- Differentiate user inputs versus bot response controls on the canvas with updates to their icons.
- Set up the ability to skip an input using the advanced option found under Hide or skip this node in user input controls. Select **Skip** in an NLU or LLM conversation, or input an utterance such as `Skip this question` in an LLM conversation.
- Conversationally filter a choice or choices from a Dynamic Choice list node in an LLM conversation by entering an utterance in the chat window instead of the search bar.
- Test LLM topics on the flow designer and main Virtual Agent Designer topics page using the new drop-down menu options, including testing in Now Assist panel and Microsoft Teams.
- Use the **Components** and **Variables** tabs on the **Flow** tab palette to view conversational controls and variables.
- Use the new **Helpful resources** tab on the **Flow** tab property sidebar to access Virtual Agent Designer product documentation, and get a guided tour and video links for LLM-enabled inputs.
- Use the new **Promoted** option in the Sort by drop-down list on the Topic page to sort LLM topics that have been promoted.
- Take a guided tour of LLM-enabled components offered by a dialog box that appears on the **Flow** tab canvas when you create or edit an LLM topic. Control settings for this dialog box using the *LLM_INTRO_MODAL_ENABLED* option in the Designer User Preferences [sys_cb_user_preference] table.
- Use the Topic actions icon ⋮ on each card in the topic page to promote topics associated with an LLM assistant, demote a promoted topic, or delete a topic.
- Hover on the upper half of a card on the Topic page to read the description found in the topic's Properties tab, or hover on category tags on a card on the Topic page to see the full list of categories associated with that topic.

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- Various controls: Advanced optional toggles on control property sheets show an enabled icon () when activated.
- Update labels in the Virtual Agent Designer **Properties** tab so that both LLM and NLU topics have the same **Topic description** field label.
- Use the **Internal name** and **Display name** fields while creating or editing a topic since the **Name** field was removed. Internal name for topics, small talk topics, and setup topics reflects its business purpose. The value entered in the **Internal name** field displays on the Virtual Agent Designer Topics page and must be unique across the platform. The value entered in the **Display name** field displays to requesters when they interact with Virtual Agent. The display name must be unique for either NLU/Keywords or LLM model type.

Changed in this release

Now Assist in Virtual Agent changes

Improved flow and enhancements for the Now Assist in Virtual Agent guided setup:

- Assistants tab contains a list of each Virtual Agent and the ability to create new ones.
- Skills for each Virtual Agent can be activated or deactivated.
- A skill can be deactivated across the entire instance.
- Each Virtual Agent can be associated with a search profile other than the default Virtual Agent search profile.
- The chat experience has advanced configurations that can replace the default setting.
- Promoted topics can be defined in Virtual Agent Designer (VAD) and reordered within the setup.

Fallback options are used to route the user to a live agent, restart a conversation, or create an incident.

AI search is triggered for knowledge base articles or catalog items when skills are not configured for the user.

Web client public page default change

Changed the public page defaults for new customers from **Active** is **True** to **Active** is **False** for the following pages:

- $sn-va-web-client-app
- sn_va_web_client_app_embed

If desired, enable **Public access** in **Conversational Interfaces** > **Settings** > **General** for web client on portals only.

System property changes

The following changes were made to improve the conversational catalog experience:

- *glide.cs.runtime.max_silent_fields*: The default value was changed from 150 to 600.
- *glide.cs.runtime.user_input_max_length*: The default value was changed from 10240 to 409600.

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Virtual Agent Designer user input controls

The **Additional instructions for LLM** field was removed from all LLM-enabled user input controls in Virtual Agent Designer in Washington DC patch 1 and added back in Washington DC patch 3.

Removed in this release

- The **What is the reason AI is collecting inputs from the user?** field was removed from the **Input Collector** control in Virtual Agent Designer.
- The Topics category with the topic description was removed from the **Prompt discovery** tab in the Virtual Agent Designer chat preview window.

Activation information

Virtual Agent is a ServiceNow AI Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent.

Note:
The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics apps. Subsequent updates to these apps must be installed from the ServiceNow Store.

ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers.

Additional requirements

Now Assist in Virtual Agent requires a license for at least one Now Assist product:

- Now Assist for Customer Service Management (CSM)
- Now Assist for HR Service Delivery (HRSD)
- Now Assist for IT Service Management (ITSM)

Browser requirements

Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.

Localization information

The ServiceNow® Localization Framework is integrated in Virtual Agent.

Related ServiceNow applications and features

Now Assist

Now Assist uses generative AI that is designed to enhance user productivity and efficiency through conversation and proactive experiences.

Conversational Interfaces Console

The ServiceNow® Conversational Interfaces Console enables you to install, manage, and monitor your virtual and live agents to support your users through chat.

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Natural Language Understanding

Virtual Agent integrates with the Natural Language Understanding (NLU) application, which provides the NLU Workbench for creating NLU models. Virtual Agent uses these models to recognize and process user utterances, intents, and entities in bot conversations.

Prebuilt Virtual Agent topics, topic blocks, and ServiceNow NLU models

The following ServiceNow business applications provide prebuilt Virtual Agent conversation topics, NLU models, and, in some cases, topic blocks as reusable components:

- ServiceNow® Customer Service Management
- ServiceNow® Field Service Management
- ServiceNow® HR Service Delivery
- ServiceNow® Instance Security Center
- ServiceNow® IT Service Management
- ServiceNow® Project Portfolio Management
- ServiceNow® Universal Request

ServiceNow AI Platform security release notes

ServiceNow AI Platform® security product enhancements and updates in the Washington DC release.

Use the ServiceNow AI Platform® security to secure the instance, encrypt your data, authenticate users, and view your current compliance levels based on application security standards.

Identity and Authentication release notes

The ServiceNow® Authentication application supports many authentication mechanisms that enable you to validate the identity of users. Authentication was enhanced and updated in the Washington DC release.

Identity and Authentication highlights for the Washington DC release

- Use the ServiceNow® Access Analyzer V2 tool to compare the access of users and determine the right level of access controls is provided for the users.
- Use the Identity and Access Audit to understand the changes made for a user, group, role, and Access Control list (ACL).
- Configure Session Validation Context into the adaptive authentication policy framework to evaluate authentication requests and provide an additional layer of protection against session or cookie hijacking.
- Support API key and HMAC token for inbound REST APIs to securely authenticate the inbound webhook URLs.
- Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations.
- Support OAuth Client Credentials grant type for Inbound Integrations to the ServiceNow® platform.
- Configure the session access policy to reduce the roles or privileges of the particular session based on the risk related with the session using filter criteria like on the IP, Location, Identity attribute with the zero trust access policy in mobile.

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See Identity and Authentication for more information.

New in the Washington DC release

Access Analyzer

Use the ServiceNow® Access Analyzer V2, a self-service tool designed for admins, developers, and support agents to compare user access and determine the right level of access for the users on the ServiceNow AI Platform.

> **Important:**
> Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store.

Identity and Access Audit

Use the Identity and Access Audit to understand the changes made for a user, group, role, and ACL and understand the critical information about who has modified what, where and when in user accounts, groups, and roles.

Session Validation Context

Configure the session validation context into the adaptive authentication policy framework to evaluate authentication requests and then either deny or allow access based on IP address within a valid range as policy conditions. Session validation context provides an additional layer of protection against session or cookie hijacking.

Zero Trust Access - Mobile

Use the Zero Trust access - Session Access policy within the Adaptive Authentication policy to reduce the roles or privileges of the particular session in mobile.

API Key and HMAC token

Support API key and HMAC token for inbound REST APIs to securely authenticate inbound webhook URLs.

JWT Support for OAuth

Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations.

OAuth Client Credentials grant type for Inbound Integrations

Support OAuth Client Credentials grant type for Inbound Integrations from a third party OAuth client to the ServiceNow® platform.

Deprecations

- The MultiSSO v1 is deprecated. Upgrade to MutliSSO v2 from MultiSSO v1.

  For more information, refer to the knowledge article MultiSSO v2 upgrade instructions [KB9756504] in the Now Support Knowledge Base.

- The SAML 1.1 and SAML 1.1 Single Sign-On - Update 1 plugin is deprecated. The SAML-based identity providers (IdP) have already migrated to SAML 2.0. To use SAML 2.0, you must install the MultiSSO and configure your identity provider.
- The OpenID SSO plugin is deprecated. To use OpenID Connect (OIDC), you must install the MultiSSO and configure your OIDC-based identity provider.

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Activation information

Authentication is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Platform Security

Platform Security is built into all levels of the ServiceNow AI Platform. Implement the security features that are appropriate for your organization. Manage failed logins and encrypted password protection, access control rules, and audit logs.

Encryption Key Management release notes

The ServiceNow® Encryption Key Management application protects your data by using encryption, tightly controlled key-access, National Institute of Standards and Technology (NIST) 800-57-based key life-cycle management, and FIPS 140-2-L3 key protection. Encryption Key Management was enhanced and updated in the release.

Encryption Key Management highlights for the release

- Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database.
- View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records.
- Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES.

See Encryption and Key Management for more information.

Important information for upgrading Encryption Key Management to Washington DC

If you upgrade your instance to Washington DC but don't upgrade your MID Server, Secrets Management authentication fails. Avoid authentication failures by upgrading your MID Server to Washington DC. If you can't upgrade, you must turn off authentication until MID Server is upgraded to Washington DC to avoid authentication failures.

For details on MID Server upgrades, see MID Server upgrades.

New in the release

PostgreSQL database support

Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database.

Trusted timestamps within the Code Signing framework

View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records.

Reusable key for agent-to-agent credential sharing

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Configure client-side asymmetric key pairs for API authentication. With the reusable key feature, every conceptual cryptographic module has only one active conceptual key at any point, generated on the client side and wrapped with its respective public key.

Simplified process for 3DES deprecation

Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES.

Property-driven multi-layer caller inspection for Code Signing

Increase the number of caller layers to be validated during the ECC queue notarization to improve security. Starting in Washington DC, the number of validated caller layers is driven by a system property.

Switch between ServiceNow Root of Trust (ROT) and your own ROT

Switch between ServiceNow Root of Trust (ROT) and your own ROT.

Changed in this release

Web Service Consumer plugin tables reject access by default

To improve security, default access to tables in the Web Service Consumer (com.glide.web_service_consumer) plugin are set to **Reject**. The following tables are affected.

- sys_rest_message
- sys_rest_message_fn
- sys_auth_profile_basic
- sys_auth_profile_oauth2
- sys_soap_message
- sys_soap_message_function
- ws_security_x509_profile_outbound
- ws_security_username_profile_outbound

Default access to tables in the External App Authentication (com.glide.external.app) plugin are also set to **Reject**. The following tables are affected.

- token_verification
- hash_message_verification

Deprecations

Starting with the Washington DC release, Database Encryption is being prepared for future deprecation. Cloud Encryption is the replacement solution for data at rest encryption. For details, see Encryption and Key Management.

Activation information

The Platform Encryption subscription bundle is a group commercial entitlement that includes Column Level Encryption Enterprise, Cloud Encryption, and Database Encryption.

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Column Level Encryption Enterprise is the unlimited license of Column Level Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.

Related applications and features

Encryption and Key Management

Encryption is a cryptographic procedure that converts plain text into cipher text, which helps prevent anyone but the intended recipient from reading that data.

Key Management Framework

The Key Management Framework lets you fully customize and manage how cryptographic operations are performed on your instance.

Code Signing

Code Signing creates digital signatures for the data, which are later checked to confirm the authenticity and integrity of the data. Code Signing is a module licensed as a component of Vault.

Edge Encryption

Edge Encryption encrypts sensitive data on your company premises before sending it over the internet to your instance (encrypted in flight), where it remains encrypted at rest.

Cloud Encryption with Key Management

Cloud Encryption offers encrypted storage for the database using block encryption, along with enhanced key management. Cloud Encryption is available with the Platform Encryption subscription bundle.

Security Center release notes

The ServiceNow® Security Center application is composed of multiple distinct tools designed to help you improve your security posture and strengthen your compliance levels seamlessly. Security Center was enhanced and updated in the Washington DC release.

Security Center highlights for the Washington DC release

- Use Security Best Practices to identify and implement security best practices available in the feature.
- Use the new Critical Updates tool to implement system suggested updates.
- Use the enhanced Security Hardening tool, which implements the new Instance Security Hardening Setting Baseline version 2.0 (Security Center 1.3) and version 4.0 (Security Center 1.5).

See Security Best Practices, Customer Actions, and Hardening settings baseline for more information.

Important:
ServiceNow® Security Center is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Security Best Practices (new in v1.5)

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Manage your security best practices from the security best practices home page. You can also view the history of data related to security best practices and apply filters to the Security Best Practices table.

Customer Actions

View timelines for when your Critical Updates are due so that you can plan and prioritize them. Get clear step-by-step guidance on how to implement Critical Updates within your instance. View logs related to your updates, including comments, instructions, and work notes for each step or update.

Changed in this release

Hardening settings baseline

Baseline v2.0 is new in the Washington DC (v1.3). Baseline v4.0 is new in the May Store release (v1.5). New baselines include new, updated, and removed hardening settings.

Activation information

Security Center is a store release and must be installed from the ServiceNow store.

Data Discovery Release Notes

The ServiceNow® Data Discovery application enables you to identify sensitive data within an instance, such as credit card information, emails, or social security numbers. Data Discovery was enhanced and updated in the Washington DC release.

Data Discovery highlights for the Washington DC release

- Better integration of Data Discovery using partial anonymization
- Improved experience with new default patterns

See Data Discovery for more information.

New in the Washington DC release

Create anonymization techniques **Data Discovery support for partial anonymization**

You can now make discovered data partially anonymous.

Configure a Data Discovery job **Data pattern supports include keywords and keyword proximity**

You may now use keywords and keyword proximity for data patterns.

Changed in this release

Default data patterns support modification and keywords

You're able to modify default data patterns and add keywords.

Edit active data patterns and target tables

You may now edit active data patterns and target tables for a job.

Data Privacy Release Notes

The ServiceNow® Data Privacy application enables you to classify sensitive data and to remove personally identifiable information (PII) from user data and clone environment. Data Privacy was enhanced and updated in the Washington DC release.

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Data Privacy highlights for the Washington DC release

- Faster workflows by creating tests straight from the Anonymization page
- Get more insight from an enhanced Data Privacy UI experience

See Data Privacy for more information.

New in the Washington DC release

Create tests from the anonymization page

You can now create tests directly from the anonymization page.

Create pattern technique mappings from the Policy page

You can now create data patterns for anonymization techniques for partial anonymization directly from the Policy page.

Support for pattern ordering

You can see the ordering of the patterns during partial data anonymization job execution.

UI changes

Enhanced Data Privacy UI

User-friendly explanations for data patterns order.

Related ServiceNow applications and features

Data Discovery

Data Discovery now supports partial anonymization.

ServiceNow AI Platform user interface release notes

ServiceNow AI Platform® user interface product enhancements and updates in the Washington DC release.

These release notes describe product enhancements for core platform functionality in user interfaces, such as lists and forms.

Adoption Services release notes

The ServiceNow® Adoption Services application is a suite of solutions, both products and features, that provide user support and critical information at the anticipated time of need. These services include guides and embedded help that teach users how to interact with the UI pages that they're looking at in their instance. Adoption Services was enhanced and updated in the Washington DC release.

Adoption Services highlights for the Washington DC release

- See the new feature content for the products and the user roles that are needed for these products.
- See the **What's New** tab that is displayed in the Help Center to learn about new features.

See Adoption services for more information.

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New in the Washington DC release

What's New

Use the **What's New** tab in the Help Center to see the new feature content for the products and the user roles needed for these products.

UI changes

Configuration setup type

The **Configuration setup type** functionality has been removed from the Guided Setup player.

Get Started

The **Continue** button is changed to **Get Started** on the Guided Setup player configuration page.

Category drop-down

A category drop-down list is added to the header in the Guided Setup player.

Mark as complete

The **Continue** button is changed to **Mark as complete** on the Setup department web client branding and the theme engine pages in the Guided Setup player.

Skip button

The **Skip** button is only enabled in the Guided Setup player for tasks that aren't required.

Changed in this release

Guided setup

Use the new Guided setup player process backend powered by the Playbooks. App development team admins that create Guided Setups for their products now have all capabilities that are part of the Playbooks. This change creates a similar Guided setup player experience with new visual enhancements.

Create a guided setup

Use the new capabilities offered with the Playbooks backend to define the activities that Playbooks can support in addition to the existing activities of the Guided Setup builder. For example, you could use Conditional Flow, which would be introduced in the Guided Setup flow.

Activation information

Adoption Services is a ServiceNow AI Platform feature that is active by default.

Next Experience release notes

The ServiceNow® Next Experience application delivers an intuitive, personalized experience that enables your organization to drive productivity, improve engagement, and inspire learning with the ServiceNow AI Platform. Next Experience was enhanced and updated in the Washington DC release.

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Next Experience highlights for the Washington DC release

- A new "Language & Region" user preference group has been added for Language, Date and time format, and Timezone preferences.
- Accessibility improvements for the unified navigation area.
- New keyboard shortcuts to perform common actions in the user interface.
- Enhancements to the Impersonate user UI.

See Next Experience UI for more information.

New in the Washington DC release

Keyboard shortcuts

Use new keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows.

"No records to display" graphic can be suppressed

A new system property called *glide.ui.polaris.style.hide_empty_list_image* enables the administrator to suppress the graphic that is displayed when no records are found. This feature applies to the Core UI only.

What's New content added to Help Center

The Help Center now includes two tabs: **Get help** and **What's new**. The **What's new** tab displays features that have been added or updated since the last release. The Help Center icon displays a blue dot when **What's new** content is available.

Changed in this release

Impersonate user feature improved

The **Impersonate user** option on the User menu now expands as you impersonate the user multiple times. Up to six impersonations are shown before a scroll bar appears.

Activation information

Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Washington DC release. An opt-out system property can be created prior to upgrade if there are known problems with turning on Next Experience on an instance.

Browser requirements

The Washington DC release no longer supports Internet Explorer 11. You can’t log in through that browser. The iOS version of Firefox is also not supported.

Accessibility information

The following features have been added to improve overall accessibility in the Next Experience.

Next Experience keyboard shortcuts

Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse.

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Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS).

This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks.

Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Reflow

The Next Experience supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%.

This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

Service Portal release notes

The ServiceNow® Service Portal application enables you to build mobile-friendly self-service experiences for your customers and employees with an easy-to-use, modular portal framework. Service Portal was enhanced and updated in the Washington DC release.

Service Portal highlights for the Washington DC release

- Secure public widgets that accept the table input parameter.
- Show critical notifications until you dismiss them.
- Opt in to or out of user experience analytics tracking once for all platform interfaces.
- Clear all portal notifications at once.

See Service Portal for more information.

Important information for upgrading Service Portal to Washington DC

After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Washington DC release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the *glide.service_portal.widget.table_allow_list* or *glide.service_portal.widget.allow_list* system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security.

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Additionally, field-level read ACLs are enforced for filter conditions in Simple List widget instances by default. A new system property, *glide.service_portal.enable_acls_for_encoded_query_in_list*, enforces these ACLs regardless of whether the **Enforce field-level Read ACLs on Filter query terms** option is selected for Simple List widget instances. To use the **Enforce field-level Read ACLs on Filter query terms** option, change the value of *glide.service_portal.enable_acls_for_encoded_query_in_list* to false. For more information, see Simple List widget.

If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the Washington DC release. For example, if users opted out of tracking for portals but opted in to tracking for the rest of the platform in the Vancouver release, user experience analytics for portals are tracked for them in the Washington DC release. Users can update their selection from the user profile page in portals at any time.

New in the Washington DC release

Secure public widgets accessed by guest users

Secure public widgets that accept the table input parameter by specifying the tables from which the widget can access and return data for guest users.

Close all portal notifications at once

Close all notifications at once instead of having to close them individually by selecting **Clear All**. Portal administrators can use the *glide.service-portal.notification.threshold* system property to configure the number of notifications that must appear before displaying the **Clear All** option. The default value is five.

Changed in this release

Critical notifications aren't automatically dismissed

Show critical notifications tagged with the `sn-sticky-notification` HTML class attribute until you specifically dismiss them even when automatic dismissal is enabled for non-critical notifications with the *glide.service-portal.notification_timeout.seconds* system property.

Unified user consent for tracking user experience analytics

Opt in to or out of tracking user experience analytics once for all platform interfaces. Previously, changes to your user consent selection to track user experience analytics in other platform interfaces weren’t honored in portals and vice versa. This choice is now stored centrally with the user consent management (UCM) capability used by the rest of the platform so a change for one interface is honored for all interfaces. For more information about user consent management, see User privacy, tracking, and user consent management in Usage Insights in the Usage Insights documentation.

Activation information

Service Portal is a ServiceNow AI Platform feature that is active by default.

Browser requirements

The Washington DC release doesn't support Internet Explorer 11. The iOS version of Firefox doesn’t support Service Portal pages.

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Related ServiceNow applications and features

Sitemap Generator

Define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages.

AI Search

The ServiceNow AI Search application provides modern search capabilities for Service Portal, Now Mobile, and Virtual Agent.

Usage Insights

After you enable Usage Insights for Service Portal, you can view detailed key performance indicator (KPI) data on a dashboard and on list views.

Authentication

Validate the identity of users who access an instance and allow them to use features that match their role or job function. You can allow portal users to log in without a password by enabling PIV/CAC card authentication.

Theme Builder release notes

The ServiceNow® Theme Builder application enables you to tailor the visual experience for your users, helping to update the look and feel to be more like your brand. Theme Builder was enhanced and updated in the Washington DC release.

Theme Builder highlights for the Washington DC release

- Edit individual components to better suit your brand and to meet accessibility compliance standards.
- Work with component-specific theme hooks to create a theme tailored to your needs.

See Working with themes in Next Experience for more information.

Important:
Theme Builder is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Component editing

Edit individual components to better suit your brand and to meet accessibility compliance standards. The theme hooks you can edit are specific to each type of component. For more information, see the **Accessibility Information** section that follows.

New feature messaging

Learn about new features via a what's new modal when you first launch the updated version of Theme Builder.

Open in Theme Builder button

As of version 3.1, while customizing a UX theme record, an **Open in Theme Builder** button displays redirecting you to the editor page in a new tab.

Validation of JSON code for the theme records you create

As of version 3.1, Theme Builder logs errors and displays an alert for any invalid manual theming updates, helping to prevent saving an incorrect theme record.

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Customize shape and topography values

As of version 3.1, view your customizations in the Global and Component style tabs.

Activation information

Install Theme Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility Information

Adjust components to meet accessibility standards

Use new Accessibility checker capabilities to ensure you're meeting conformant color contrast levels as you apply your own brand and colors to your web or mobile instance. See Adjust components to meet accessibility standards for details.

Related ServiceNow applications and features

App Engine Studio

Use ServiceNow® App Engine Studio for developing rich web applications to store information, automate business processes, and solve business problems.

ServiceNow® UI Builder

Use UI Builder to build pages for workspaces generated with App Engine Studio or custom web experiences using Next Experience Components and custom web components.

Workspace release notes

The ServiceNow Workspace application provides agents, case manager, help desk professionals, and managers with tools to answer customer questions and resolve customer problems. Workspace was enhanced and updated in the Washington DC release.

Workspace highlights for the Washington DC release

- Manage file sizing for documents and attachments.
- Organize access to attachments by role with module encryption.
- Streamline workspace navigation with consolidated actions in the navigator, collapsed Activity stream entries with tiles, and updated navigation messages.
- Get more versatility while working in your workspace with more supported field types, unified actions, and auto-save functionality for emails.

See Configurable Workspace UI for more information.

New in the Washington DC release

Maximum file size allowed for attachments

Setting the maximum file size provides storage space for attachments and documents in the workspace.

UI changes

AI field recommendations

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AI field recommendations appear in a field with a sparkle icon (✨).

Hide email header

Use the **Hide email header** button in the email client to collapse recipient fields.

Add attachments to an email

Add attachments to an email by selecting the attachment icon (📎).

Expand attachments in an email draft or hide attachments to compress them in the email draft.

Tile entries in the Activity stream

Entries listed in the Activity stream display as tiles and can collapse to show more entries without scrolling. Expand entries to view contents.

Navigation message with links to switch scopes

A navigation message supplies a link to the correct scope when you open an out-of-scope application.

New events in UIB enable navigation messages with links.

Changed in this release

Record preview in Configurable Workspace

Select the information icon (ⓘ) within a field to preview a record before opening it.

Record preview available by using the Form bundle component within the Form component or using the standard record page template.

Encrypt attachments added to a form

Select module encryption when adding attachments within a form to maintain which roles have access to view the attachments.

Save email drafts

The manual **Save** button is no longer available on the email client.

Email drafts save automatically after a number of seconds.

Create a new email draft and view email drafts while saving the current email draft automatically.

System admins disable auto-save or change the time between auto-save refreshes with property `glide.email_client.auto_save_enable`.

Add email addresses into recipient fields

Copy and paste email addresses into the recipient fields in the email client.

Insert link to knowledge article in email

Use Agent Assist to add a link to a knowledge article in an email to requesters.

Pop-up dialog for Compose panel

Interact with the Compose panel from a pop-up dialog to work with other areas of your workspace form simultaneously.

Email composer in UIB

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Properties added in UIB for Email Composer to configure the **Send Email** button, insert links in emails, control the **Create New Email**, **Discard**, and **View drafts** buttons, and adjust the column layout.

Event added in UIB for Email Composer to maintain the email subject after it's changed.

Supported field types for forms

Workspace supports the following field types in forms: Integer_date, XML, Script, Script_plain, Condition_string, Slushbucket.

Declarative actions configuration improvements

Collection of improvements to address declarative actions configuration experience including automatic creation of UXF Form Action and UX Form Action Layout Item records to reduce the number of manual disparate steps required to set up declarative actions, updates to navigation access to declarative actions, and support for icons and more button colors.

Translations via payload for UXF Client Actions

Translate text defined in your declarative actions payload by wrapping the value in a translate() call with single or double quotes.

Unify actions in form layout

Any existing layout displays an alert message with a button to unify actions which consolidates form actions into a single list for simplified display adjustments. New layouts are consolidated automatically.

Activation information

Workspace is a ServiceNow AI Platform® feature that is active by default.

Accessibility information

Keyboard shortcuts

Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse device.

Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS).

This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks.

Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Source-to-Pay Operations release notes

Source-to-Pay Operations has new and updated features in the Washington DC release.

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Accounts Payable Operations release notes

The ServiceNow® Accounts Payable Operations application enables you to manage invoices, invoice exceptions, invoice approvals, and supplier inquiries. Accounts Payable Operations was enhanced and updated in the Washington DC release.

Accounts Payable Operations highlights for the Washington DC release

- Take advantage of automated purchase order matching through invoice processing workflows.
- Integrate third-party applications with Accounts Payable Operations to process inbound invoices, outbound invoices and approve invoice payment using the integration framework.
- Support processing of credit notes sent by suppliers using Accounts Payable Operations.
- Visualize the workflow of invoice processing cases using Playbooks.

See Landing page for Accounts Payable Operations in Source-to-Pay Workspace for more information.

Important:
Accounts Payable Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Help Center

Introduced in-product assistance, also known as Help Center, for the landing, list, and analytics pages of Source-to-Pay Workspace. Select the Help Center icon  on these pages to view the content. This feature enables you to access the information directly from within your workspace.

Using invoice integration

- The Accounts Payable Operations application facilitates invoice ingestion, invoice posting, and invoice payment with third-party applications using an integration framework.
- The Accounts Payable Operations application facilitates invoice ingestion, invoice posting, and invoice payment with third-party applications using an integration framework.
- Work on integration error tasks through the Accounts Payable Operations integration framework. You can access these tasks from the home page.
- Perform bulk imports of invoice and invoice line data through scheduled jobs.

Integration errors

Work on system-generated integration error tasks through the ERP integration framework.

Invoice data transformation logic

- Currency groupings on invoice and invoice lines are transformed based on the user system locale settings.
- Send notifications to suppliers of duplicate invoices by matching the supplier name in an invoice with the supplier table.

Credit memo

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- Process credit notes issued by suppliers using the Credit memo invoice type for a PO invoice or Non-PO invoice.
- Credit memo invoices can be created from the supplier collaboration portal.
- The pre-trained model framework is used Document Intelligence is enhanced to improve invoice extraction accuracy.

Playbooks

Visualize invoice processing workflows in a simplified, task-oriented, actionable view through Accounts Payable Operations playbooks.

Changed in this release

Invoice data transformation logic experience

- Supplier detail lookup logic is enhanced to use tax registration number.
- Efficiently handle invoices from multiple locales with different currencies and number formats. Accounts Payable Operations groups invoices based on the user's system locale.

Invoice exceptions

Invoice exceptions supporting credit memo have been enhanced.

Activation information

Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Sourcing and Procurement Operations release notes

The ServiceNow® Sourcing and Procurement Operations application provides your employees with a simple automated tool that they can use to shop for goods and services that they need at work. Sourcing and Procurement Operations was enhanced and updated in the Washington DC release.

Sourcing and Procurement Operations highlights for the Washington DC release

- Manage a catalog of goods and services that your employees can use to order items that they need for their jobs.
- Simplify and streamline the way employees request help in sourcing or procuring goods and services.
- Provide transparency into the procurement process with regular updates.
- Automate the end-to-end procurement process workflows, from sourcing through requisitioning, to order fulfillment, receipt, and payment.
- Enable Procurement Specialists to source, negotiate, procure goods and services for an organization, and work on procurement tasks.

See Sourcing and Procurement Operations for more information.

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Important:
Sourcing and Procurement Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Help Center

Introduced in-product assistance, also known as Help Center, for the landing, list, and analytics pages of Source-to-Pay Workspace. Select the Help Center icon  on these pages to view the content. This feature enables you to access the information directly from within your workspace.

Introduced a new application that provides integration experience between two ServiceNow products, Source-to-Pay Operations and Contract Management Pro, to support adhoc contract request initiation within the sourcing and purchasing workflows. Once a contract request is initiated, the contract workflows are kicked off, leveraging Contract Management Pro's capabilities. Customers entitled to both Source-to-Pay Operations (or Sourcing and Procurement Operations) and Contract Management Pro will get the option to install this integration application.

Changed in this release

Sourcing and Procurement Operations integration with Project Management

Implemented content changes to the intake form that an employee or requester fills in with project details to be captured in the integration experience with the Strategic Portfolio Management (SPM) product.

Note:
These project questions are only available on the intake form if the employee or requester has access to SPM. There’s no impact on existing customers.

Complete sourcing checkout

Implemented content changes within the sourcing checkout form for items without pricing in the Shopping Hub product catalog to align with the same intake questions in the off-catalog experience in Employee Center. Existing customers using both Shopping Hub and Employee Center see an alignment of questions in both experiences.

As a requester, provide the contact details of a supplier that you’re interested in working with during intake of catalog items where pricing is needed. A supplier contact record is stored and created for procurement fulfillers to use when reviewing sourcing or purchasing details. Both existing and new customers see these changes.

Requesting for products or services that you don't see on ShoppingHub

Modified the intake form experience for requesters or employees requesting for multiple goods or services, or both, from Employee Center. These include the "I need a good" and "I need a service" intake forms or record producers.

Additionally, there’s a new summary page within Employee Center to confirm the submission and item details. If existing customers take this new feature, they must apply the modified record producer payload to capture multiple goods or services, or both.

Changes were made to the default intake form to enable each good or service, or both, to have the same or different delivery or service address, and dates. Existing

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customers can apply this experience to their own intake forms with their own questions.

Sourcing and Procurement Operations integration with third-party sourcing solutions

Implemented an additional ability within the integration framework for third-party sourcing tools to know when to close bids now, before the bids end date. In addition, if a supplier award has been made in a third-party sourcing tool, the award response would return to ServiceNow.

> **Note:**
> Currently, only a single supplier response can be returned to ServiceNow.

Default email content and in-product alert messages are implemented to inform the employee or requester and the sourcing manager or fulfiller when a Request for Quote (RFQ) has been created in the third-party sourcing tool, and when a supplier award can be made in ServiceNow.

Existing customers are additionally impacted by a consolidation of decision tables used to trigger the third-party sourcing tool integration. While one is deprecated, another is active and in use. Existing customers must ensure that they use the active decision table only.

Customers with the entire Source-to-Pay (S2P) product suite, or any of the individual products within the S2P suite, now share the same workspace, where content within the workspace is role-based. Fulfillers see multiple or single landing pages, and have access to different lists based on their roles. Existing customers who built their own workspace landing pages for SPO, SLO, or APO will see their landing pages within the single workspace.

A new related list tab for emails is now available to capture all business correspondence done over emails. This tab will display both sent and draft emails.

Simplified the purchase line form for fulfillers to view contextual details within the sourcing and negotiation workflows, and the purchasing workflows. Existing customers will see a change in their form layout in both workspace and Platform views.

Simplified the sourcing request form for fulfillers to easily navigate and discover fields that matter, to make sourcing decisions. Existing customers will see a change in their form layout in both workspace and Platform views.

Enhanced the usability such that a fulfiller can now create a case with just one click from the Source-to-Pay Workspace.

Simplified the case form for fulfillers to view only relevant fields. These will be rendered automatically depending on the type of the record. For example, if a related purchase requisition is populated, then the fulfiller will see the **Order dependent on case** field, and not the **Sourcing decision dependent on case** and **Qualification dependent on case** fields. Similarly, fields like **Created date** will no longer be visible because they are not adding any value to the case form and are just making it crowded.

Create a procurement task

As fulfillers, you can create procurement tasks with specific actions types from the Source-to-Pay Workspace pages, and assign them to employees or shoppers. The supported action types are Submit a form, Sign a document, and Upload a document. This helps shoppers understand what is expected of them to complete the tasks. There's no impact on existing customers for tasks that are already created, and these new changes are effected with the upgrade.

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Shopper to-dos

As shoppers, you can see tasks such as Submit a form, Sign a document, and Upload a document in your to-do list in Shopping Hub.

Sourcing and Procurement Operations integration with Employee Center

As employees, you can see tasks such as Submit a form, Sign a document, and Upload a document in your task page in Employee Center. You can also view the completed tasks in the **Completed** tab in your task page in Employee Center.

Order a product with quick checkout

As requesters or employees, you can submit a request to purchase a good or service with a past date within the intake form experience. These requests continue to be marked as after-the-fact purchases. Existing customers see the past date validation removed from the intake forms, so past dates are captured and passed to the database as valid responses.

Shoppers can now navigate to punchout supplier sites from Shopping Hub or Employee Center and make purchases from external sites. Level 1 cXML-based punchout is now supported. A separate link is available for navigating to third-party supplier sites. A new widget page that lists out all third-party punchout supplier sites is also available.

Introduced back-end workflows, interface tables, and logic to support Level 1 cXML protocol based punchout to third-party supplier sites.

Shoppers can now view and make single supplier internal bundle purchases from Shopping Hub. Introduced back-end workflows and logic to support these single supplier internal bundle purchases.

Using ShoppingHub

Implemented additional user experience analytics for Shopping Hub to track user sessions, page activity, and navigation within My Purchases, to better understand product usage and user experience. Existing and new customers with the user experience application can see this event tracking to understand their users' Shopping Hub usage.

Sourcing and Purchasing Automation

Addressed a workflow compliance issue where the state within the sourcing and purchasing workflows could be changed manually, bypassing automation, thus causing downstream workflow and usability issues. The **State** field is made read-only, so that the state flow can adhere to the designed workflow and automation. Existing customers can no longer change the state manually for sourcing request, purchase lines, negotiation event, negotiation, and purchase requisition tables.

Spendint API

Enhanced the common integration framework to include:

- Inbound tables for purchase order, receipt, and cost allocations, which when populated create purchase orders, receipts, and cost allocations in the Sourcing and Procurement Operations tables.
- Scheduled jobs primary flow, which can be used by partners to develop jobs to fetch the data from ERP systems.
- Common error handling framework, which can be used as a standard framework for integrating with any ERPs.

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Note:
There's no impact on existing customers and these changes come in effect only with this upgrade.

As fulfillers, view the integration error tasks that are being generated as part of the new integration framework structure.

Components installed with Sourcing and Procurement Operations

Provide alignment between all Source-to-Pay (S2P) products and expose more commonly used data points to the end user by rescoping the **Supplier** field to the Service Task (sn_spend_sdc_service_task) table. With this, all tables extending the Service Task table can pull in the **Supplier** field for a better task experience. If you're an existing customer, you can see the **Supplier** field deprecated from the Supplier Task table and made available in the Service Task table through a fixed script.

Common Service Delivery

Introduced new actions and user pages to support Supplier Lifecycle Operations task management features.

Deprecations

Starting with the Washington DC release, classic ShoppingHub [com.snc.sn_shop] is being prepared for future deprecation. If you're an existing customer who has upgraded, you may choose to continue with the existing ShoppingHub plugin and skip Shopping Hub [com.snc.sn_spend_uib]. However, for the UI Builder (UIB) experience, you must install the Shopping Hub plugin. Remember that you can't go back to the existing ShoppingHub plugin after you've installed this Shopping Hub plugin.

Supplier risk assessment and supplier tiering assessment cases have been retired and replaced by the due diligence case, to follow the new Third-Party Risk Management (TPRM) data model changes.

Activation information

Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Supplier Lifecycle Operations release notes

The ServiceNow® Supplier Lifecycle Operations application enables you to quickly onboard and collaborate with suppliers, manage supplier relationships, monitor risk, compliance, and performance across the supplier life cycle. Supplier Lifecycle Operations was enhanced and updated in the Washington DC release.

Supplier Lifecycle Operations highlights for the Washington DC release

- Supplier Lifecycle Operations uses the Source-to-Pay Workspace instead of the Supplier Manager Workspace.
- Complete the Case playbook and Review supplier primary data playbook without requiring to approve activities to complete the supplier cases.
- Onboard suppliers using the enhanced Supplier onboarding playbook that provides integration with Third-party Risk Management (TPRM) to conduct risk assessments when onboarding new suppliers.

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See Supplier Lifecycle Operations for more information.

Important:
Supplier Lifecycle Operations is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Supplier Lifecycle Operations to Washington DC

After upgrading from the Vancouver release to the Washington DC release, you will see only the Source-to-Pay Workspace on the **All** navigation tab. You don't have to do anything if you choose to continue to use the Source-to-Pay Workspace.

However, you will see both the Source-to-Pay Workspace and Supplier Manager Workspace on the **Workspaces** tab. If you want to use the Supplier Manager Workspace instead of the default Source-to-Pay Workspace, ensure that you run the `fixscript_migrate_workspace_to_smw.xml` fix script after upgrading to the Washington DC release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store.

If you want to revert to using the Source-to-Pay Workspace, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store. For more information about how to run a fix script, see Run fix scripts.

After you upgrade to Washington DC, you must review all the post-upgrade tasks and complete them as needed. For more information, see Post-upgrade tasks for Supplier Lifecycle Operations.

New in the Washington DC release

Help Center

Introduced in-product assistance, also known as Help Center, for the landing, list, and analytics pages of Source-to-Pay Workspace. Select the Help Center icon  to access the help information directly from within your workspace.

Offboard a supplier from the Source-to-Pay Workspace

The supplier offboarding playbook has been introduced that enables you to do the following:

- Create a supplier offboarding case to offboard a supplier.
- Create a Due Diligence request if the GRC: Third-party Risk Due Diligence Request [com.sn_tprm_onboarding] plugin is installed.
- Displays a list of pending supplier cases and tasks.
- Ability to check contract and invoices.
- Maintain communication with the internal stakeholders and the supplier throughout the offboarding process.

Supplier Lifecycle Operations integration framework

The Supplier Lifecycle Operations (SLO) integration framework enables you to exchange supplier data with any third-party ERP system. The SLO integration framework facilitates inbound and outbound integration with third-party applications and ERP systems.

Configure due dates for tasks

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Configure due dates for different task types so that the **Due date** field is auto-populated when you create tasks.

Complete a risk assessment from the Supplier Collaboration Portal

View supplier risk assessment details from the My active items widget in the Supplier Collaboration Portal. In the My active items widget, the Risk Assessments tile shows assessments only if you've installed the Third-party Risk Management [com.sn_vdr_risk_asmt] plugin. Select the **Risk Assessments** tile to open the Assessment Summary page, which displays a list of risk assessments for a supplier and for an engagement.

View risk assessment details in Source-to-Pay Workspace

A new **Risk** tab has been added on the Supplier record page in the Source-to-Pay Workspace. The Risk tab displays supplier risk assessment details, such as third-party name and process information, summary reports, risk intelligence scores, and tracking data for issues and tasks. The **Risk** tab is displayed only if you have installed the Third-party Risk Management [com.sn_vdr_risk_asmt] and GRC: Vendor Risk Management Workspace (com.sn_vdr_risk_asmt_workspace) plugins.

Assign tasks to internal users

Previously, tasks were only assigned to external users (supplier contacts). You can now assign tasks also to internal users. A new field **Task audience** has been added on the **Details** tab of the task to identify tasks as internal or external.

Organization Tax Details table

A new table, Organization Tax Details (sn_fin_org_tax_detail) has been added that enables you to store multiple tax registration details for each individual supplier. This table has been added in the Finance Common Architecture (com.sn_fin) plugin.

Restructured Supplier Task table

The Supplier Task table architecture has been restructured. Starting with the Washington DC release, the Supplier Task [sn_slm_task] table extends the Service Task [sn_spend_sdc_service_task] table.

Note:

You can experience a longer upgrade time if you’re upgrading from Vancouver or an older release to Washington DC or any latest release. This delay is due to a mandatory script that runs for restructuring the Supplier Task [sn_slm_task] table and the duration of upgrade depends on the number of records in this table.

Risk Assessments for Supplier Lifecycle Operations plugin introduced

A new plugin, Risk Assessments for Supplier Lifecycle Operations (com.snc.sn_supplier_tprm) has been added that provides an integration with third-party risk assessment application to conduct risk assessments when onboarding new suppliers using the Supplier onboarding playbook.

Using the supplier onboarding playbook to onboard suppliers

The Supplier onboarding playbook now includes a new Perform risk assessment playbook that triggers two different flows to conduct supplier risk assessments, depending on the plugins that you have installed:

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- If you have installed only the Risk Assessments Integration for Supplier Lifecycle Operations [com.snc.sn_supplier_tprm] plugin, the Perform risk assessment playbook triggers the flow that includes activities to verify the eligibility of the supplier by creating risk assessments.
- If you have installed both the Risk Assessments for Supplier Lifecycle Operations [com.snc.sn_supplier_tprm] and GRC: Third-party Risk Due Diligence Request [com.sn_tprm_onboarding] plugins, the Perform risk assessment playbook triggers the flow that includes activities to create a due diligence request, complete Inherent Risk Questionnaire (IRQ) assessments, and conduct risk assessments for a third-party or an engagement.

Create a case on behalf of a supplier from the Source-to-Pay Workspace

The supplier manager can create cases on behalf of suppliers in the Source-to-Pay Workspace.

Changed in this release

Case playbook for specific supplier case types

The Case playbook has been updated to no longer include approval activities for completing the following supplier case types:

- Supplier support request
- General inquiry

Playbook for updating the supplier primary data

The Review supplier primary data playbook has been updated to no longer include approval activities for completing the following supplier case types:

- Banking information change request
- Supplier information change request
- Supplier location change request

Deprecations

Source-to-Pay Workspace

Starting with the Washington DC release, Supplier Manager Workspace is being prepared for future deprecation. It will be hidden and no longer be activated on new instances but will continue to be supported. Source-to-Pay Workspace provides the latest experience for this functionality.

Enable deprecated case types after upgrade

The **Conduct a risk assessment** and **Conduct a tiering risk assessment** case types have been deprecated. However, you can enable both the case types for use after you upgrade to Washington DC. A new case type, Due diligence has been added that provides the functionality for conducting risk assessments.

Activation information

Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Strategic Portfolio Management release notes

Strategic Portfolio Management (formerly IT Business Management) has new and updated features in the Washington DC release.

Collaborative Work Management release notes

ServiceNow® Collaborative Work Management is an industry agnostic application that provides a central hub to plan, visualize, and collaborate on work with team members across the organization. Collaborative Work Management is a new application in the Washington DC release.

Collaborative Work Management highlights for the Washington DC release

- Bring cross-functional teams together using shared Spaces, flexible task Boards, and rich-text Docs to collaborate on work.
- Customize the workspace based on the team's requirements without any admin support.
- Boost efficiency and save time by automating monotonous actions such as sending notifications or reassigning tasks.
- Enhance visibility by aligning work to strategic goals or portfolio.
- Connect work to any ServiceNow AI Platform record such as Cases, Incidents, or Risks.

See Collaborative Work Management for more information.

Important:
Collaborative Work Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Collaborative Work Management features

Shared Spaces for collaboration

Shared Spaces enable teams across the organization to work on common objectives using a single workspace.

- Create a space for your team to manage any kind of work such as projects, campaigns, or surveys.
- Create unlimited Boards to plan tasks and Docs to manage meeting notes and related documentation within Spaces.
- Organize Boards and Docs of a Space into folders.
- Associate Boards and tasks to organizational goals so that team members have direct visibility into the alignment of their work with overall strategy.

Flexible Boards for task management

Configure a flexible task Board without the involvement of a system admin. Organize work in a way that works best for your team.

- Track work in the form of Tasks, Defects, or custom work item types. Some examples of custom work item types are Milestone, Meeting, and Activity.
- Visualize work in customizable List, Gantt, and Kanban views.
- Create custom fields for task records such as Dropdown, Date, Text, Label, URL, Reference and others.

Automations for tasks in Boards

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Using predefined templates, add conditions to automate various actions for your tasks. Examples of automated actions include sending an email when a task assignment is changed, updating task priority when the due date is moved, or reassigning tasks when the priority is changed. You can edit these conditions anytime to verify that your task automations reflect the changes made to your team's workflow.

Collaborative documentation

Manage different types of documentation such as meeting notes, project requirements, or event details from a single location and avoid using multiple disconnected tools. Within a Doc, you can:

- Create unlimited pages with rich-text formatting.
- Tag users to their action items by @-mentioning them.
- Insert media and URLs.
- Add reference to CWM tasks or other ServiceNow AI Platform records such as Issues, Incidents, or Risks.
- Collaborate with other users with the feature of live user presence.

Connecting to Planning portfolios

Configure lenses of Strategic Planning or Portfolio Planning workspaces to include CWM Boards as a planning item so that you can plan and roadmap Boards in a portfolio plan.

Activation information

Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Browser requirements

Live user presence in Docs is not supported in the Safari browser.

Related ServiceNow applications and features

Strategic Planning

Prioritize, roadmap, and track work when using traditional, agile, or hybrid methodologies with ServiceNow® Strategic Planning. Align strategy to execution by defining and tracking goals across your organization. Strategic Planning is available with an SPM Professional license.

Portfolio Planning

Enhance management of your traditional project and product delivery approach with ServiceNow® Portfolio Planning. Effectively plan, track, and manage work for projects and demands using a centralized workspace. Portfolio Planning is available with an SPM Standard license.

Goal Framework release notes

The ServiceNow® Goal Framework application enables your business to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes. Goal Framework was enhanced and updated in the Washington DC release.

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Goal Framework highlights for the Washington DC release

Create a primary or non-primary goal relationship with work items effortlessly.

See Goal Framework for more information.

Important:
Goal Framework is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Goal Relationship

When you create a primary goal relationship with an item that already has a primary relationship, the existing association becomes non-primary and a new primary relationship is created.

UI changes

Goal Relationship

The **Primary goal** field on the form has been renamed to **Primary**.

Activation information

Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Goal management in Strategic Planning

Use the Goal Framework application in the ServiceNow® Strategic Planning application to create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

Goal Framework for SPM

Use the ServiceNow® Goal Framework for Strategic Portfolio Management (SPM) application to automate the actual value of your targets for the goals that are defined using Goal Framework. The Goal Framework for SPM application is an extension to the Goal Framework application.

Project Portfolio Management

ServiceNow® Project Portfolio Management provides a simplified, team-oriented approach to managing project portfolios and IT development by combining several individual applications. In combination with the Goal Framework application, you can create a goal relationship with the Project and Demand work items and the Program strategic item.

Agile Development 2.0

ServiceNow® Agile Development 2.0 provides an Agile software development environment for product-based or project-based efforts using the Scrum framework.

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In combination with the Goal Framework application, you can create a goal relationship with the Scrum Feature and Scrum Epic work items.

Scaled Agile Framework (SAFe)

The ServiceNow® Scaled Agile Framework (SAFe) application enables you to apply lean and agile principles to your large enterprise so that you can develop and deliver software products with fewer defects in the shortest viable lead time. In combination with the Goal Framework application, you can create a goal relationship with the SAFe Epic and SAFe Feature work items.

Goal Framework for SPM release notes

The ServiceNow® Goal Framework for Strategic Portfolio Management (SPM) application enables you to automate the actual value of your targets for the goals that are defined using the ServiceNow® Goal Framework application. Goal Framework for SPM was enhanced and updated in the Washington DC release.

Goal Framework for SPM highlights for the Washington DC release

- Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items.
- Use the enhanced Target form to automate the progress of your targets.

See Goal Framework for SPM for more information.

Important:
Goal Framework for SPM is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Goal/Target Relationship

Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items. When you create a primary goal or target relationship with an item that already has a primary relationship, the existing association becomes a non-primary and a new primary relationship is created.

Enhancements to Target breakdowns

For cumulative targets with the breakdown interval set to Quarterly and Yearly, the Target values are populated automatically for each quarterly and yearly breakdown respectively. For example, for a cumulative target created to achieve $10M in the year 2024, the target breakdowns Q1-24, Q2-24, Q3-24, and Q4-24 are created with the Target values $2.5M, $5M, $7.5M, and $10M respectively.

UI changes

Target form

- The Actual Value Source Configuration section has been renamed to Target Automation. Also, the **Automate actual value** option has been moved to the Target Automation section.
- The default value for the **Cumulative target** field has been changed to true.

Goal/Target Relationship

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The Goal Relationship [sn_gf_goal_m2m_relationship] table has been renamed to Goal/Target Relationship.

Primary target in execution tables

Added the **Primary target** field to all execution tables to support the association of work items to targets.

Activation information

Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Strategic Planning

Use the Goal Framework for SPM application in the ServiceNow® Strategic Planning application to automate the progress of your targets.

> **Important:**
> You can install Goal Framework for SPM only when you own the ServiceNow® Strategic Portfolio Management (SPM) Pro license. When you own the SPM Pro license and install Strategic Planning, the Goal Framework for SPM application is installed automatically.

Goal Framework

The ServiceNow® Goal Framework application helps you create goals, set targets for them, and evaluate the progress of the goals and targets to accomplish your organizational plans and drive business outcomes.

The Goal Framework for SPM application is an extension to the Goal Framework application. When you install Goal Framework for SPM, you get all the features of Goal Framework along with the target automation feature.

Investment Funding release notes

The ServiceNow® Investment Funding application enables you to plan and manage investments by allocating funds to investment entities, such as business units, products, teams, and so on. Investment Funding was enhanced and updated in the Washington DC release.

Investment Funding highlights for the Washington DC release

Thee **View Past Funding Details** option is deprecated.

See Investment Funding for more information.

> **Important:**
> Investment Funding is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

UI changes

View past funding details

The **View Past Funding Details** option is inactive for new customers.

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Deprecations

The View Past Funding Details dashboard view is deprecated.

Activation information

Investment Funding is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Project Portfolio Management

ServiceNow® Project Portfolio Management provides a simplified, team-oriented approach to Project Portfolio Management and IT development by combining several individual applications.

Now Assist for Strategic Portfolio Management (SPM) release notes

The ServiceNow® Now Assist for Strategic Portfolio Management (SPM) application introduces generative AI skills into Strategic Portfolio Management. Generate concise summaries from feedback and save the time that you previously spent on manual feedback analysis. Use generative AI skills and Virtual Agent to create and edit a demand request and enable requesters to quickly submit requests and prioritize core tasks. Now Assist for Strategic Portfolio Management (SPM) is a new application in the Washington DC.

Now Assist for SPM highlights for the Washington DC release

- Save time on manual feedback analysis by summarizing your feedback with the feedback summarization skill.
- Streamline and increase self-service by leveraging a conversational experience for demand creation that is based on generative AI.

See Now Assist for Strategic Portfolio Management (SPM) for more information.

Important:
Now Assist for SPM is available in the ServiceNow® Store. For details, see the "Activation information" section of these release notes.

Now Assist for SPM skills

Feedback summarization

Summarize your feedback through generative AI and save time on manual feedback analysis. You can generate a short summary for your feedback and use it to make informed decisions on your product.

Conversational experiences for demand creation

Use the conversational interface of Virtual Agent to create and edit a demand request through generative AI and reduce your operating costs. Answer the contextual question prompts in the chat from users to populate the relevant fields of the Demand form.

Activation information

Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins.

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Additional requirements

The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. Now Assist for SPM is supported from Washington DC patch 3 release.

Related ServiceNow applications and features

Now Assist

Improve the productivity and efficiency in your organization, deliver better self-service, recommend actions, provide answers, and empower your users to search more effectively.

Now Assist Admin console

The Now Assist Admin console provides you with quick and easy access to the important information that you need to set up, configure, and monitor Now Assist applications and features.

Now Assist skills

Now Assist products provide generative AI skills that are tailored to meet the needs of users in different workflows, including case or incident summarization, chat summarization, resolution notes generation, and code generation.

Portfolio Planning release notes

The ServiceNow® Portfolio Planning application helps you enhance traditional product and portfolio management by visualizing how to align work with organizational objectives. Portfolio Planning was enhanced and updated in the Washington DC release.

Portfolio Planning highlights for the Washington DC release

- Use the new customizable widgets to view financial information.
- Export and share the financial information of your planning items in an Microsoft Excel or CSV format with your business stakeholders.
- Create expense lines to record and manage unplanned expenses to meet your work requirements that aren't related to any planned costs.
- Collaborate with your business stakeholders by exporting data of your portfolio plan items from the List view of the **Prioritization** tab to a Microsoft Excel or CSV file.
- Align with the business strategy by using the Project Program lens to plan and prioritize work.
- Categorize your planning items based on your requirement by adding tags.
- View operational resource assignments on the Capacity Planning screen.

See Portfolio Planning for more information.

Important:
Portfolio Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Portfolio Planning to Washington DC

Starting with v8.0.0, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you have been using Portfolio Planning Workspace to access SPM Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install Strategic Planning to access these features. For more

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information on the features that can be accessed only in Strategic Planning Workspace, see Comparing Portfolio Planning with Strategic Planning.

New in the Washington DC release

Financial planning for Projects and Demands

- Customize widgets to view the financial details, such as allocated budget, EAC, Variance, a breakdown of planned costs, and actuals to date by cost type.
- Export your Costs and Baseline comparison information as Microsoft Excel or CSV formats. Use these files to share the financial performance of your planning items to relevant business stakeholders, even if they don't have access to your ServiceNow instance.
- Create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs.
- Delete descoped cost plans using the row context menu icon (⋮) to manage your financials efficiently.
- Save your preferences to retain the customizations you have made, such as viewing or hiding columns and viewing time scope.

Export data of portfolio plan items from the List view of the Prioritization tab

Export data of your portfolio plan items from the List view of the **Prioritization** tab into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported.

Prioritization enhancements

- Assign the highest and lowest ranks to the planning items using the **Move to top** and **Move to bottom** options respectively from the row context menu icon (⋮).
- Delete planning items using the **Delete** option from the row context menu icon (⋮).
- View and manage the item details quickly from the side panel using the Preview record icon (ⓘ) in the List view of the **Prioritization** tab.

Plan efficiently with additional pre-defined lens

Using the Project Program lens, program managers and portfolio managers can plan, prioritize, and roadmap work in programs.

Tagging planning items

- Add tags to your planning items to categorize them based on your requirement. Any tagging additions or removals made to a record are automatically synced across all views in the Planning page.
- Filter the planning items by the assigned tags.
- Use inline editing in the List view of the **Prioritization** tab for adding and removing the tags to your planning items.

Planning enhancements

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- The type of the planning item is displayed on the item's details page so that you can identify what the item is, such as a demand or a project.
- When creating a planning item, the Planned start date field and the Planned end date field are populated automatically with the Approved start date value and the Approved end date value respectively.

Portfolio Planning with PPM

- Enable the **Sync tags** option on the Table Map form for each planning item table to synchronize the tags from alignment to the execution tables and vice versa. By default, the value is set to true. If there are any existing tags, the tags are automatically synced from alignment to the execution tables and vice versa.
- The Flow type mapping for planned dates of the Demand [dmn_demand] table is updated to both alignment to execution and execution to alignment.

Operation work in Capacity Planning

Create operation resource assignments for your group and view the updated capacity in Capacity Planning view.

UI changes

Financial UI changes

- New widgets to display financial information, such as costs and variance.
- New **Export** button ( ) to access the export options for financials.
- Wider side panels to help manage your cost plans and expense lines by accessing more customizable form fields.
- New **New expense line** button to record unplanned expenses.
- The Cost duration option is renamed to Cost distribution in the New cost plan form.

Prioritization UI changes

- Added labels and colors to the Must have, Should have, Could have, and Won't have (MoSCoW) values to quickly identify and sort the planning items.
- The existing MoSCoW values **Must have**, **Should have**, **Could have**, **Won't have** have been renamed to **1 - Must have**, **2 - Should have**, **3 - Could have**, **4 - Won't have** respectively to sort based on importance.
- Reorder the columns in the List view by dragging them horizontally.
- In the Personalization side panel of the List view, the selected columns are stacked on the top and the unselected columns are displayed in an alphabetical order below the selected columns.

Activation information

Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Accessibility information

Support for truncation

The following views of the Portfolio Planning Workspace were updated to show the truncated text for non-interactive elements when the “Enable keyboard focus on truncated text” accessibility user preference is turned on:

- List view of the **Prioritization** tab
- Hierarchy view of the **Prioritization** tab
- Timeline view of portfolio plan and free-form roadmaps
- Capacity Planning

This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Invisible Controls

The following views of the Portfolio Planning Workspace were updated to automatically display controls that aren’t normally visible when the *`Show all buttons without the need to hover`* accessibility user preference is turned on:

- List view of the **Prioritization** tab
- Hierarchy view of the **Prioritization** tab
- Timeline view of portfolio plan and free-form roadmaps
- Capacity Planning

This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Project Portfolio Management release notes

The ServiceNow® Project Portfolio Management application enables you to create and manage a wide range of projects ranging from a few small tasks to large portfolios of projects. Project Portfolio Management was enhanced and updated in the Washington DC release.

Project Portfolio Management highlights for the Washington DC release

- Migrate resource plans to resource assignments of projects and demands and work on resource allocation using ServiceNow® Project Workspace.
- Migrate cost plans to attribute-based labor costs for your projects and demands.
- Generate labor costs for Agile epics.
- Migrate baselines for your projects and demands to Next Experience.
- Migrate the Idea Manager dashboard to Next Experience.
- Migrate the PMO dashboard to Next Experience.
- Migrate the Strategic Spend Tracking for PPM dashboard to Next Experience.

See Explore Project Portfolio Management for more information.

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New in the Washington DC release

Enhanced project planning and management

Create and manage cost plans by using the new Project Workspace. For more information, see the Project Workspace release notes.

New experience to view and manage resource allocations

Experience the next level of Resource Management in the ServiceNow® Resource Management Workspace application, which provides resource managers with an exclusive, centralized workspace to quickly view the allocated, approved, or pending work of your resources and manage resource allocation requests. Filter the work requests to identify a priority.

Migrate resource plans and operational resource plans to attribute-based resource assignments

Migrate the resource plans of your projects and demands to attribute-based resource assignments and work on resource allocations using Project Workspace.

Migrate cost plans to attribute-based costs plans

Migrate cost plans to attribute-based costs plans for your projects and demands while migrating resource plans to attribute-based resource assignments to manage your projects and demands in Next Experience using Project Workspace.

Generate labor costs for epics

Generate labor costs based on the resource assignments for epics.

Migrate financial baselines to Next Experience

Migrate the financial baselines of your projects or demands to Next Experience and capture the actual expenses recorded using the Classic UI.

Next Experience support for Strategic Spend Tracking for PPM dashboard

Visualize the costs and analyze the total expenses for your organization's strategies and goals using the Next Experience user interface in the Strategic Spend Tracking for PPM dashboard.

When you upgrade Strategic Spend Tracking for PPM to v1.1.0, the dashboard is automatically migrated to the Next Experience UI. You can access the new dashboard by navigating to **All** > **Strategic Spend Tracking for PPM** > **Analytics**. For more information on the Next Experience user interface, see Next Experience UI.

Migrate Idea Manager dashboard to Next Experience

Generate a report on idea metrics, trends, and categories using the Next Experience user interface in the Idea Manager dashboard.

Migrate PMO dashboard to Next Experience

Track project budgets, expenses, and status using the Next Experience user interface in the PMO dashboard.

Activation information

Project Portfolio Management is available with activation of the PPM Standard (com.snc.financial_planning_pmo) plugin. For more information on activation, see Activate PPM Standard (Project Portfolio Management).

Install Strategic Spend Tracking for PPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting

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requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Project Workspace

The Project Workspace application provides an interactive UI to enable project managers to define, plan, track, and monitor projects from a single location. Create and manage risks, issues, decisions, actions, and request changes (RIDAC) in one central location (RIDAC page) in Project Workspace.

Project Workspace release notes

The ServiceNow® Project Workspace application provides an intuitive user experience with interactive UI elements that enables project managers to plan and manage their projects. Project Workspace was enhanced and updated in the Washington DC release.

Project Workspace highlights for the Washington DC release

- View financial details such as allocated budget, Estimate at Completion (EAC), Variance, and breakdowns of planned costs and actuals through customizable widgets.
- Share financial costs or baseline comparison information with your business stakeholders by exporting it as an Excel or CSV file.
- Prepare to meet unplanned expenses that aren't related to any projected planned costs by creating expense lines.
- Capture financial information by linking your purchase request expenses with projects using an integrated solution between Financials and Advanced Work Assignment for Source-to-Pay Operations.

See Project Workspace for more information.

Important:
Project Workspace is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Update the project details from Project Workspace

- Access and modify project details directly from the Details page without having to navigate through multiple views.
- View all the details related to a project in the Next Experience by enhancing the Details page.

Update a resource assignment from Project Workspace

Optimize your resource assignments workflow by aligning state changes between group and child resource assignments using the roll-up and roll-down process.

Optimize navigation experience

Access and manage Planning, Details, Financials, RIDAC, Analytics, and Docs using the list that appears when you select the Home icon in a single location. This list is also called as Level two (L2) menu.

Analyze project analytics from Project Workspace

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Monitor project metrics, tasks and milestones by viewing the project summary on the Analytics page.

Collaborative project planning with Docs

Collaborate with team members, add notes, generate project charters, and create project briefs using the Docs feature.

Financial planning for projects

- View financial details such as allocated budget, total latest costs (EAC), Variance (the difference between budget and EAC), breakdown of planned costs, and actuals to-date by cost type through customizable widgets.
- Share the financial performance of projects with relevant business stakeholders who might not have access to your ServiceNow instance by exporting project cost or baseline comparison information as Excel or CSV formats.
- Capture unplanned expenses that aren't related to any projected planned costs by creating expense lines.
- Efficiently manage your financials by deleting any de-scoped cost plans.
- View, track, and link the purchase requests and their expenses for your projects with an integration solution of Financials with Advanced Work Assignment for Source-to-Pay Operations.
- Save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on.

UI changes

Project Workspace UI changes

The following items were added to the Project Workspace:

- List or Level two (L2) menu to provide access to Planning, Details, Financials, RIDAC, Analytics, and Docs.
- Details page to manage project details in a single view.
- An Analytics page to view and track the progress of your projects.
- **Create Purchase Requests** option for Project Managers to directly navigate to the shopping hub.
- Purchase Line related list to view and track purchase requests.
- Purchase Order Line related list to view the purchase orders of requests.
- Docs page to manage documentation of the projects.

Financial planning for projects

The following items have been added to the Financials view of Project Workspace:

- Widgets to display financial information such as costs and variance.
- **Export** button ( ) to access the export options for financials.
- **New expense line** button to record unplanned expenses.

Changed in this release

The Cost duration option in the New cost plan form has been renamed Cost distribution.

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Activation information

Install Project Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Portfolio Management

Portfolio Management provides a simplified, team-oriented approach to Project Portfolio Management and IT development by combining several individual applications.

Resource Management Workspace release notes

The ServiceNow® Resource Management Workspace application provides resource managers with a more efficient way to work with a dedicated workspace to view and manage resource assignments. Resource Management Workspace was enhanced and updated in the Washington DC release.

Resource Management Workspace highlights for the Washington DC release

- Create custom resource cards to build a resource board and view all resource work and unassigned tasks.
- Filter unassigned work using the filters by creating a custom query.
- Collaborate with the task owner using the Microsoft Teams integration.
- Identify the resource allocation health using iconography.
- Reassign or unassign the assigned work of your resources. Edit resource allocations of resource assignments in the top tray using the inline editing feature.
- Export the resource card view as CSV or Microsoft Excel.

See Resource Management Workspace for more information.

Important:
Resource Management is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Create resource card

Create, navigate, and work on resource assignments among your custom persistent portfolios by creating resource cards.

Filter unassigned tasks

Efficiently work on resource assignments for priority items by filtering unassigned tasks.

New iconography to view resource allocations and heatmap modals

Get a high-level view of over-allocated resources using the resource allocation imbalance icon (⚠).

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Identify the resources allocated within the available bandwidth with the resource allocations icon ().

View the list of assigned tasks and allocations details for a resource using the heatmap modal.

Reassign or unassign the assigned work

- Reassign or unassign resource allocations using the row context menu.
- Drag and drop the work assignments among the users with same planning attributes to reassign work.

Export the resource portfolio view

Export the resource card view as a CSV or Microsoft Excel and share them with relevant stakeholders, even if they don't have access to your instance.

Edit resource assignments using the inline editing feature

Edit resource allocations using the inline editing feature in the top tray for the resource assignments which do not have actuals captured.

UI changes

Resource Management Workspace

- New **New Resource Card** button to create custom boards.
- Introduced quick search to filter and locate resource cards.
- New filter option to create a custom query for filtering unassigned tasks.
- New row context option to Unassign work.
- New row context option to Reassign work.
- Added Export option in More Actions menu.
- New iconography to view operational work assignments.

Activation information

Resource Management Workspace is a ServiceNow AI Platform feature that is active by default.

Related ServiceNow applications and features

Project Workspace

The ServiceNow® Project Workspace project details such as duration and tasks help to provide resource managers with a better perspective while working on resource assignments.

Strategic Planning release notes

The ServiceNow® Strategic Planning application helps you accomplish end-to-end planning using a single workspace. Strategic Planning was enhanced and updated in the Washington DC release.

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Strategic Planning highlights for the Washington DC release

- Scale your organization's Agile planning with real-time visibility into work progress, streamlined communication, and progress tracking dashboards.
- Customize widgets to view financial information.
- Create expense lines to record and manage unplanned expenses to meet your work requirements that aren't related to any planned costs.
- Align with the business strategy by using the Business Capability lens and the Project Program lens to plan and prioritize work.
- Export and share the financial information of your planning items in a Microsoft Excel or CSV format with your business stakeholders.
- Export data of your portfolio plan items from the Scoring page and the List view of the **Prioritization** tab to a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders.
- Categorize your planning items based on your requirement by adding tags.
- Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items.
- View operational resource assignments on the Capacity Planning screen.

See Strategic Planning for more information.

Important:
Strategic Planning is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Strategic Planning to Washington DC

Starting with v4.0.2, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you have been using Portfolio Planning Workspace to access SPM Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install Strategic Planning to access these features. For more information on the features that can be accessed only in Strategic Planning Workspace, see Exploring Portfolio Planning in Strategic Planning.

If you're upgrading to Strategic Planning v4.1.2 and previously had customized the List view or the Hierarchy view of the Goals page using the Personalization side panel, the user interface enhancements done in v4.1.2 may not appear. In this case, you must delete your user preference records. For more information on how to delete user preferences made using the Personalization side panel, see KB1642037.

New in the Washington DC release

Enterprise Agile Planning in Strategic Planning

- Support multiple agile teams and their scaling needs within a single instance using flexible work and team hierarchies.
- Plan, visualize, and track work across teams with insights into dependencies using the Planning Board tab for each team.
- Prioritize work items and schedule them into iterations such as Planning Intervals or Sprints using the Backlog tab for each team.

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- Upgrade your Agile configuration to align with the evolving needs of your organization.
- Get insights into team progress, velocity trends, and alignment of work to overall organizational goals using configurable dashboards.

Feedback or Product idea list view enhancements

- Use inline editing to allow real-time updates and modify feedback or product idea details.
- Edit multiple rows at once and eliminate the need to modify each record individually.

Product feedback enhancements

- Understand the popularity of feedback using **Votes** field and prioritize the feedback to make informed decisions. These votes are directly received from the idea portal.
- Identify and prioritize feedback with the **Importance** field on feedback records and make informed decisions based on the feedback.

Create feedback filters in Strategic Planning

- Group and sort feedback with feedback filters.
- As a product manager, create and organize product feedback based on filter criteria, and focus on feedback that is important to you.

Plan efficiently with additional pre-defined lenses

- Using the Business Capability lens, enterprise architects can plan, prioritize, and roadmap the work in the Strategic Planning Workspace based on the business capabilities and business applications by aligning with the strategy.
- Using the Project Program lens, program managers and portfolio managers can plan, prioritize, and roadmap work in programs.

Tagging planning items

- Add tags to your planning items to categorize them based on your requirement. Any tagging additions or removals made to a record are automatically synced across all views in the Planning page and the Scoring page.
- Filter the planning items by the assigned tags.
- Use inline editing in the List view of the **Prioritization** tab when adding and removing the tags to your planning items.

Planning enhancements

- Quickly view and manage the item details from the side panel using the Preview record icon (ⓘ) in the List view of the **Prioritization** tab and the Scoring page.
- The type of planning item is displayed on the item's details page so that you can identify what the item is, such as a demand or a project.
- When creating a planning item, the Planned start date field and the Planned end date field are populated automatically with the Approved start date value and the Approved end date value respectively.

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Prioritization enhancements

- Assign the highest and lowest ranks to the planning items using the **Move to top** option and the **Move to bottom** option respectively from the row context menu icon (⋮).
- Delete planning items using the **Delete** option from the row context menu icon (⋮).

Goal management enhancements

- Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items. When you create a primary goal or target relationship with an item that already has a primary relationship, the existing association becomes a non-primary and a new primary relationship is created.
- Associate multiple planning items at a time to a goal or target from the enhanced Align work model, the item's side panel, or the item's full details page. You can also remove the existing association with the goal or target from the side panel or full details page of the goal or target.
- View and manage an association between a planning item and a goal or target using the **View aligned work** option in the row context menu icon (⋮). The Aligned work tab introduced in an item's side panel helps you add or remove an association between work items and a goal or target
- Search the aligned work items of the goal or target from the item's side panel by the name, owner, or type of the work items.
- The list of goals and targets appear in the expanded mode by default in both the List view and the Hierarchy view so you can view all goals and targets in a hierarchical manner when accessing the page.
- The user preferences are saved automatically to retain the customizations, such as to view or hide columns and the width of the columns, so that you don't need to set your preferences the next time you access the Goals page.
- When creating a target, the **Contributors** field on the Target form is automatically populated with the contributors of its goal.
- Run the *`Create Goals Demo Data with Target Breakdowns`* scheduled job to create a target breakdowns demo data for the targets.
- For cumulative targets with the breakdown interval set to Quarterly and Yearly, the Target values are populated automatically for each quarterly and yearly breakdown respectively. For example, for a cumulative target created to achieve $10M in the year 2024, the target breakdowns Q1-24, Q2-24, Q3-24, and Q4-24 are created with the Target values $2.5M, $5M, $7.5M, and $10M respectively.

Financial planning for planning items

- Customize widgets to view the financial details, such as allocated budget, EAC, Variance, a breakdown of planned costs, and actuals to date by cost type.
- Export Costs or Baseline comparison information as Microsoft Excel or CSV formats. Use these files to share the financial performance of your planning items to relevant business stakeholders, even if they don't have access to your ServiceNow instance.

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- Create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs. For more information, see Add or edit expense lines.
- Delete any de-scoped cost plans using the row context menu icon (⋮) to manage your financials.
- Save your preferences to retain the customizations you have made, such as viewing or hiding columns and viewing time scope.

Scoring enhancements

- Apply filters on the Scoring page to view the required data set. These filters are saved as your preferences. This also helps you view the same data set and continue your planning when you log back in.
- When a demand is converted to a project, the score and rank of the item are automatically copied to the newly created project.

Export data of portfolio plan items from Scoring or Prioritization

Export data of your portfolio plan items from the Scoring page or the List view of the Prioritization tab into a Microsoft Excel or CSV file. Share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported.

For more information, see Export planning items data from Scoring to Excel or CSV and Export data of portfolio plan items from Prioritization to Excel or CSV.

Strategic Planning with PPM, Agile 2.0, and SAFe

- The **Program** field has been added to all planning item tables and the **Program** and **Portfolio** fields have been added to the Epic [rm_epic] table to support the Project Program lens.
- Enable the **Sync tags** option on the Table Map form for each planning item table to synchronize the tags from alignment to the execution tables and vice versa. By default, the value is set to true. If there are any existing tags, the tags are automatically synced from alignment to the execution tables and vice versa. For more information about the Table Map form, see Table map form.
- The Flow type mapping for planned dates of the Demand [dmn_demand] table is updated to both alignment to execution and execution to alignment.

Operation work in Capacity Planning

Create operation resource assignments for your group and view the updated capacity in Capacity Planning view.

UI changes

Product feedback UI changes

- Added the **Votes** field to view the number of votes received for feedback from the idea portal.
- Added the preview record icon to view feedback or product idea details within the List view.

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- Added the **Importance** field to view and prioritize the feedback.
- New presentation list format to support pagination on product feedback and product idea tables.

Financial UI changes

- Added widgets to display financial information, such as costs and variance.
- Added the **Export** button () to access the export options for financials.
- Wider side panels to manage your cost plans and expense lines by accessing more customizable form fields.
- New **New expense line** button to record unplanned expenses.
- The Cost duration option is renamed to Cost distribution in the New cost plan form.

Prioritization UI changes

- Added labels and colors to the Must have, Should have, Could have, and Won't have (MoSCoW) values to quickly identify and sort the planning items.
- The existing MoSCoW values **Must have**, **Should have**, **Could have**, **Won't have** have been renamed to **1 - Must have**, **2 - Should have**, **3 - Could have**, **4 - Won't have** respectively to sort based on importance.
- Reorder the columns in the List view by dragging them horizontally.
- In the Personalization side panel of the List view, any selected columns are stacked on the top and the unselected columns are displayed in alphabetical order below the selected columns.
- In the Personalization side panel of the Kanban view, Swimlane has been renamed to Horizontal lane.

Scoring UI changes

- Added colors to the Confidence and Effort attributes of the RICE framework. View the planning items quickly based on high confidence and low effort and prioritize the items accordingly.
- Search and select your scoring framework from the Scoring framework window while creating or editing a portfolio plan. For more information, see Create a portfolio plan in Strategic Planning.
- The Advanced view of the Scoring Framework Attribute form is accessible by default. For more information, see Create a final score attribute.
- Reorder the columns by dragging them horizontally.
- In the Personalization side panel, any selected columns are stacked on the top and the unselected columns are displayed in alphabetical order below the selected columns.

Goals UI changes

- The symbols for unit of measure for targets have been added in the List tab of Goals to identify the unit of measure of a target. The values and unit of measure symbols for the **Base value**, **Target value**, and **Actual value** fields appear on the List tab of Goals.

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- In the Personalization side panel of the List tab and the Hierarchy tabs, any selected columns are stacked on the top and the unselected columns are displayed in alphabetical order below the selected columns.
- The **Set target** option on the row context menu (⋮) has been renamed to **Add target**.
- The Goal column and Target column have been merged into one column called Goals and targets. This column has been frozen for a seamless experience when scrolling the page horizontally in the List view or the Hierarchy view.
- The Goal Relationship [sn_gf_goal_m2m_relationship] table has been renamed to the Goal/Target Relationship table. Also, the **Primary goal** field on that form has been renamed to **Primary**. For more information, see Goal/Target Relationship form.
- Added the **Primary target** field to all planning item tables and execution tables to support the target relationship.
- Added colors to the Target value and Actual value fields on the List view and the Hierarchy view.
- The Actual Value Source Configuration section has been renamed to the Target Automation section.
- On the Target form, the **Automate actual value** option has been moved to the Target Automation section, and the default value for the **Cumulative target** field has been changed to true. For more information on the Target form, see Target form.

Changed in this release

Enable or disable scoring frameworks

Enable or disable the base system scoring frameworks as needed. Enabling or disabling the scoring frameworks can be done only by administrators.

Deprecations

Product idea deprecations

The product idea overview page has been deprecated in the Washington DC release.

Activation information

Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Accessibility information

Support for truncation

The following views of the Strategic Planning Workspace were updated to show the truncated text for non-interactive elements when the *`Enable keyboard focus on truncated text`* accessibility user preference is turned on.

- List view of the **Prioritization** tab and the Goals page
- Hierarchy views of the **Prioritization** tab and the Goals page

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- Timeline view of portfolio plan and free-form roadmaps
- Scoring
- Capacity Planning

This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Invisible Controls

The following views of the Strategic Planning Workspace were updated to automatically display controls that aren't normally visible when the *Show all buttons without the need to hover* accessibility user preference is turned on.

- List view of the **Prioritization** tab and the Goals page
- Hierarchy view of the **Prioritization** tab and the Goals page
- Timeline view of portfolio plan and free-form roadmaps
- Scoring
- Capacity Planning

This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.

Related ServiceNow applications and features

Enterprise Architecture Workspace for Application Portfolio Management

The Strategic Planning Workspace application helps enterprise architects in ServiceNow® Enterprise Architecture Workspace to plan, prioritize, and roadmap their work based on their business capabilities and business applications.

Telecommunications, Media, and Technology release notes

ServiceNow® Telecommunications, Media, and Technology has new and updated applications and features in the Washington DC release.

Telecommunications products and applications

The Telecommunications industry solution includes the following applications:

- Telecommunications Service Management connects your entire telecommunications operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Proactive Service Experience Workflows
  - Account Lifecycle Events
- Order Management for Telecommunications, Media, and Technology. See Sales and Order Management release notes.
- Telecommunications Network Inventory

The Technology industry solution includes the following applications:

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- Technology Service Management connects your entire technology operations, from network to customer, with one platform to deliver proactive care and maximize the availability and quality of service. It includes the following applications:
  - Service Exchange
  - Proactive Service Experience Workflows
  - Account Lifecycle Events
- Order Management for Telecommunications, Media, and Technology. See Sales and Order Management release notes.

Telecommunications Network Inventory release notes

The ServiceNow® Telecommunications Network Inventory application enables a network planner to model the physical, logical, or virtual network and perform design and assign services based on those network models. Telecommunications Network Inventory was enhanced and updated in the Washington DC release.

Telecommunications Network Inventory highlights for the Washington DC release

- Visualise the front and rear view of a rack with occupied equipment and shelf along with rack unit utilization KPI.
- Use Revision to modify, operationalize, and decommission a connection. Use the TNI design assign to modify connections, such as adding or removing endpoints with or without revisions.
- View a visual representation of your network topologies, including equipment, connections, and interfaces, to understand how everything is organized and connected.
- Calculate the capacity of physical entities in your network by using the capacity management feature. Check the Inventory management view to get the network inventory details such as equipment information and availability of racks, ports, and slots at a network site.
- Define your cables, strands, channels to track and manage the configuration items (CI).

See Telecommunications Network Inventory for more information.

Important:
Telecommunications Network Inventory is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Visualization of rack

Visualize your rack details such as placement of equipment at the front or rear, available and occupied rack slots, occupied equipment or shelf details.

Revision, operationalization, and decommission of a Configuration Item

Revise a CI to make changes, including modifications to related tables like attributes, connections, and relations. Operationalization enables you to merge these changes with the original CI, while decommissioning lets you retire or remove the CI from operation.

Visualization of network topology

Use the network topology view to see nodes (equipment), edges (connections), and termination points (interfaces) in your network to understand how they are

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organized and connected. You can visualize multiple topologies simultaneously using the search option.

Capacity management

Use capacity management to calculate and report the capacity of your network assets. This involves calculating the maximum, occupied, and available resources like ports, slots, or racks in your telecommunication network using functions and metrics.

Inventory management view

Check the Inventory Management view to understand inventory details, including the total count of equipment grouped by model, manufacturer, and life cycle state. Additionally, you can see the availability of racks, ports, and slots within a network site.

Define the cable details

Define the following network inventory instances.

- Cable - Optical fiber cables link sites with open endpoints, indicating that they don't terminate directly to equipment.
- Strand - Strands are the individual wires within the cables.
- Channel - Channelization involves sub-rating the available bandwidth into smaller bandwidths.

Create a change request from Network Inventory Workspace

Use Telecommunications Network Inventory (TNI) design assign to modify physical and logical connection endpoints details, as well as add or remove members of a Link Aggregation Group (LAG).

Activation information

The Telecommunications Network Inventory application is a ServiceNow AI Platform feature that is available with activation of the Network Inventory Advanced plugin (sn_ni_adv). For details, see Install Telecommunications Network Inventory.

Related ServiceNow applications and features

Configuration Management Database (CMDB)

With the Configuration Management Database (CMDB) application, build logical representations of assets, services, and the relationships between them that comprises the infrastructure of your organization. Details about these components are stored in the CMDB, which you can use to monitor the following infrastructure, helping ensure integrity, stability, and continuous service operation.

Service Exchange release notes

The ServiceNow® Service Exchange application enables providers and consumers to connect and track services directly between instances without having to configure and maintain custom integrations. Service Exchange was enhanced and updated in the Washington DC release.

Service Exchange highlights for the Washington DC release

- Improve error handling and tracking with the centralized error reporting table.
- Receive email notifications for tracked issues that can't be automatically resolved.
- Use variable sets and multi-row variable sets with remote record producers.

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See Service Exchange for more information.

Important:
Service Exchange is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

New in the Washington DC release

Error handling through Transport Diagnostics

Track errors on recent transactions, provide the connection status, run the health checks, and provide recommendations.

Support for variable sets for remote record producers

Use variable sets and multi-row variable sets with remote record producers to create a collection of variables that can be reused across multiple catalog items.

Activation information

Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Proactive Service Experience Workflows release notes

The ServiceNow® Proactive Service Experience Workflows application empowers your technical support teams with the insights and tools to provide fast, transparent, and proactive service to customers. Proactive Service Experience Workflows was enhanced and updated in the Washington DC release.

Proactive Service Experience Workflows highlights for the Washington DC release

Inform customers about the status of trouble ticket incidents or cases that are created using the Telecommunications trouble ticket notification feature.

See Proactive Service Experience Workflows for more information.

Important:
Proactive Service Experience Workflows is available in the ServiceNow Store. For details, see the "Activation information" section of these release notes.

Important information for upgrading Proactive Service Experience Workflows to Washington DC

Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification.

New in the Washington DC release

Handling trouble ticket notifications

A trouble ticket in the TMF ecosystem is an incident or case to track and resolve customer-reported issues, network outages, or other problems. A trouble ticket can be created either reactive or proactive way. You can inform the status of these incidents to the external systems through event-driven architectures such

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as Hermes Kafka or open message bus, depending on the messaging system preferred by the customers.

Activation information

The telecommunications trouble ticket notification feature is available in the Proactive Service Experience Workflows with activation of the API Notification Management (sn_notif_api_mgmt) plugin. Install Proactive Service Experience Workflows by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

Related ServiceNow applications and features

Field Service Management

The ServiceNow® Field Service Management application helps organizations manage work tasks performed on location. Match tasks to agents based on skills, geographic territory assignments, and available inventory. Agents can record details on assigned tasks like completion status, travel time to jobs, and time spent.

Incident Management

ServiceNow® Incident Management restores normal service operation while minimizing impact to business operations and maintaining quality. Any user can record an incident and track it through the entire incident life cycle until service is restored and the issue is resolved.

Change Management

The ServiceNow® Change Management application provides a systematic approach to control the life cycle of all changes, facilitating beneficial changes to be made with minimum disruption to the business operations.

Process Mining

ServiceNow® Process Mining helps analysts and process owners quickly analyze and optimize their business processes. Create automated business process flows from your data that enable you to monitor and more quickly discover inefficiencies in your processes.

ServiceNow® Telecommunications Service Operations Management (TSOM) integrates with monitoring tools such as Event Management to simplify operations and provides an end-to-end service view across telecommunications technology domains. The TSOM uses the TM Forum Alarm Management API to automate the collection, correlation, and analysis of vast network event data across disparate domains. It provides front and back-office teams with a single end-to-end service health view.

Release notes summaries for Washington DC features

Consolidated release notes information for new and updated Washington DC features.

Learn about specific themes for multiple Washington DC products

In the Washington DC family, ServiceNow® features and products were introduced or updated. Every new or updated feature and product has its own individual release notes topic, which includes information such as upgrade tasks, new features, changed features, browser requirements, and other specifications. These product-specific release notes are listed in Features and changes by product.

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To help users look over different classes of information at a glance, each release notes section has its own summary topic. For example, the aggregates all browser requirements for features that were introduced or updated in Washington DC.

Highlights for all Washington DC features and products

Cumulative release notes summary on highlights of Washington DC features and products.

Review the product highlights to learn what's new in Washington DC.

Application or feature	Details
AI Search	Washington DC Patch 9: • Expand search recall by indexing content from knowledge blocks. Washington DC: • Display concise, actionable answers for plain language searches using Natural Language Query Genius Results. • Increase search performance by skipping automatic query resubmission for searches with two search terms. • Improve recall and consistency for synonym searches by retaining search terms defined as stop words. See AI Search for more information.
API	• Use server-side JavaScript APIs in scripts to change the application functionality. • Run client APIs whenever a client-based event occurs, such as when a form loads, a form is submitted, or a field value changes. • Use inbound REST APIs to interact with various ServiceNow functionalities within your application. See API implementation and reference for more information.
Accounts Payable Operations	• Take advantage of automated purchase order matching through invoice processing workflows. • Integrate third-party applications with Accounts Payable Operations to process inbound invoices, outbound invoices and approve invoice payment using the integration framework. • Support processing of credit notes sent by suppliers using Accounts Payable Operations. • Visualize the workflow of invoice processing cases using Playbooks. See Landing page for Accounts Payable Operations in Source-to-Pay Workspace for more information.

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Application or feature	Details
Adoption Services	• See the new feature content for the products and the user roles that are needed for these products. • See the **What's New** tab that is displayed in the Help Center to learn about new features. See Adoption services for more information.
Advanced AI Search Management Tools	• Analyze search trends from the preceding six months using the AI Search Analytics dashboard's **Date range** interactive filter. • Understand your mobile search traffic with support for the Mobile Platform search application in the AI Search Analytics dashboard's **Search application** interactive filter. See Platform Analytics Solution for Advanced AI Search Management Tools for more information.
Advanced Risk	• Implement a parallel review and feedback workflow where second and third-line risk users can review records, provide feedback, and monitor closures. • Create management reports directly in Microsoft Word by using the information that is available in the records through the Management reporting of Risk application. • Use auto-save to reduce the number of clicks that a user has to make. • Improve the maintenance and flexibility for object-based risk assessment methodologies. You can enable one methodology to assess multiple record types or multiple methodologies to assess the same record type. • Approve and reassign multiple risk assessments in bulk. See Advanced Risk Assessment for more information.
Advanced Work Assignment	Added a system property to keep pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met. See Advanced Work Assignment for more information.
Agent Chat	Automatically generate chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents. See Exploring Agent Chat for more information.

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Application or feature	Details
Agent Client Collector	• Use the enhanced system properties for agent Discovery, automatic MID Server selection, and error message logging to monitor the Agent Client Collector policies and framework configuration. • Use the configuration data files to provide the data from an instance directly to an agent. • Retrieve the metrics for Azure policies in the cloud. See Agent Client Collector for more information.
Agent Workspace for HR Case Management	• Enhance the security of documents that are attached to a case by adding permission requirements on who should read or edit the documents. • Use personal notes to add sensitive or rapidly changing information that you don't want to include in the case history or work notes of a case. See Agent Workspace for HR Case Management (Configurable) for more information.
Agent experience for CSM	• Simplify your CSM Configurable Workspace configuration by using record pages that leverage logic such as presets, controllers, and extension points. • Perform common actions in the user interface using keyboard shortcuts. • Benefit from accessibility improvements to create a configurable workspace that supports Web Content Accessibility Guidelines (WCAG) 2.1 Level AA conformance. See Agent experience for more information.
App Engine Studio	• As of AES version 25.2, use generative AI to create apps from text prompts. • Add missing roles for workspaces with a new modal in Workspace Builder. • Take advantage of a standardized builder theme for AES and Workspace Builder. • Use the added support for Creator Studio roles, collaboration requests, and app creation requests in App Engine Management Center (AEMC). See Build apps using App Engine Studio for more information.

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Application or feature	Details
Application Manager	• Learn about the dependency needs of your applications with Application indicators. • Filter options based on progress state in the Activity Log. • Learn about an application before installation with the pre-installation modal pop-up. • Discover if an Installation is blocked if the dependency is in a **Must Be Licensed** state. • Locate an application that may meet the criteria you're searching for with partial search. See Application Manager for more information.
Application Portfolio Management	• Find the digital integration and API connection details and view the APIs that are created from the design specs of the digital interface. Also, view the environments where the APIs are deployed, and group them as required. • [store-future: BEGIN review]From EA Workspace version 3.0.3, you require the Technology Portfolio Management (sn_apm_tpm), Application Portfolio Management - TRM plugins (snc.apm_trm), and Total Cost of Ownership (sn_apm_tco) plugins to view TPM, TRM, and TCO-related features in the EA Workspace. To activate the plugins, see Activate the Technology Portfolio Management (TPM) plugin, and Install the Application Total Cost of Ownership (TCO) plugin.[End] • View Application Portfolio Management (TRM) and Technology Reference Model (TRM) life-cycle information in a Gantt chart format within the Business Application view in the ServiceNow® Enterprise Architecture Workspace. • View a roadmap for your business capabilities and business applications in the Strategic Portfolio Workspace from the Enterprise Architecture Workspace. • Add or request a TRM hardware product and product life cycle. ServiceNow® Technology Portfolio Management (TPM) extends support for setting technology standards for hardware. See Application Portfolio Management for more information.
Application Vulnerability Response	• Import application information from your GitHub repositories with the GitHub Repos Integration. • The Software Bill of Materials applications support SBOM files in CycloneDX and SPDX standards. • Get the overall summary of active application vulnerabilities with visualizations of all or prefiltered active application vulnerabilities in

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Application or feature	Details
	the Application vulnerabilities tab on the new Vulnerability Manager Workspace landing page. • Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration. See Application Vulnerability Response for more information. for more information.
Audit Management	• Manage your documents and work papers with Audit Management as cloud files. • Link the cloud files to any GRC record and share a single cloud file with multiple records. • Manage access permissions on the cloud files. See Audit Management for more information.
Automated Test Framework	• Reduce upgrade and development time by replacing manual testing with automated testing. • Design tests once and reuse them in different contexts and with different test data sets. • Keep test instances clean by rolling back test data and changes made after each test run. • Create and schedule test suites to organize and run tests in batches. • Reduce test design time by copying quick start tests and test suites. You can also create custom test steps to expand test coverage. See Test your apps with the ATF for more information.
Benchmarks	Experience the new Benchmarks dashboard with an enhanced user experience that provides you with KPI data, performance trends, and indicator scorecards. See Benchmarks for more information.
Business Continuity Management	• Configure new fields in the dependency assessment and mark them as required or optional by configuring the UI policy with the admin role. • Automate the recovery tasks for faster disaster recovery (DR). • Schedule an auto-update of the dependencies in the business impact analysis (BIA) based on the source data and relationships in the Configuration Management Database (CMDB). Get email notifications with the details of the BIA dependency updates from the application. • Schedule an auto-update of the related assets in the plans based on the source data and relationships in the CMDB and BIA. Get email

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Application or feature	Details
	notifications with the details of the planning dependency updates from the application. • Add the dependencies of the impacted assets manually in the events and exercises from the CMDB, BIA, and plans. See Business Continuity Management for more information.
Clone Admin Console	• Experience a simplified clone request experience. • Help prevent timing conflicts with a new scheduling tool. • Use the dashboard to view current clone activity with enhanced visibility. • View additional personalization options on the homepage list view. • Internationalization provides Clone Admin Console in multiple languages. See Clone Admin Console for more information.
Cloud Cost Management	• Gain insights into the spend breakdown for Kubernetes clusters by using the Spend Analytics view in Cloud Cost Management Workspace. • Manage the cost of shared cloud services including Kubernetes clusters across various business domains by allocating shared cloud costs. See Cloud Cost Management for more information.
Coaching	• Analyze Coaching using the Coaching dashboard in the Next Experience UI. • Enable your users to gain ServiceNow skills by integrating with ServiceNow University. See Coaching for more information.
Collaborative Work Management	• Bring cross-functional teams together using shared Spaces, flexible task Boards, and rich-text Docs to collaborate on work. • Customize the workspace based on the team's requirements without any admin support. • Boost efficiency and save time by automating monotonous actions such as sending notifications or reassigning tasks. • Enhance visibility by aligning work to strategic goals or portfolio. • Connect work to any ServiceNow AI Platform record such as Cases, Incidents, or Risks. See Collaborative Work Management for more information.

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Application or feature	Details
Common Governance, Risk, and Compliance feature	• Assign remediation tasks using system-provided suggestions for remediation and potential assignees in the **Assigned to** field. • Update an issue if you have either the Issue manager role, the Issue manager group role, the Assigned to role, or the Assignment group role. See Governance, Risk, and Compliance for more information.
Compliance Case Management	• Seamlessly create Portable Document Format (PDF) reports that use the data from compliance cases or requests. • Communicate with multiple stakeholders with the compose email functionality on the compliance case and request record pages. • Enable case managers to manage the scope of one or multiple impacted and related areas. See Compliance Case Management for more information.
Configuration Compliance	• Address security gaps in your enterprise environments detected through the Security Posture Control application by automatically prioritizing, assigning, and resolving them with the Configuration Compliance application workflow. The Security Posture Control application requires a separate subscription. • Analyze the overall impact of test results with summary visualizations of all or prefiltered active test results on the new Vulnerability Manager Workspace landing page. See Configuration Compliance for more information.
Configuration Management Database (CMDB)	• Access reduced for the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles in CMDB Workspace. Starting with Washington DC Patch 10, the sn_cmdb_editor and sn_cmdb_admin user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class. • Use CMDB Data Manager in CMDB Workspace to administer and manage policies and tasks, and manage retirement definitions and exclusion lists. You can also view analytics about ongoing CMDB Data Manager processes to detect any potential problems that require your attention. • Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace. • Focus on CMDB classes by limiting the scope of data in the Coverage tile in the CMDB 360 dashboard in CMDB Workspace. • Identify fields that aren't populated in reference tables by designating them as recommended so they are tracked by the recommended metric in the completeness CMDB Health KPI.

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Application or feature	Details
	See Configuration Management for more information.
Continuous Authorization and Monitoring	• Enable management of controls at a granular level that is at the control requirements level, which are shipped by the base system for controls belonging to NIST 800-53 revision 5. • Define requirements at a control objective level that enables the breakdown of the control and create control requirements automatically, which can also be attested individually. • Create hybrid controls by inheriting control requirements partially and self-implementing the rest of the requirements. • Enable testing of the control based on the assessment procedures as defined by NIST 800-53A. See Understanding Continuous Authorization and Monitoring for more information.
Core ServiceNow AI Platform	• Create a flow and set the triggers and actions for a remote table to retrieve data from external sources. If the retrieved data is large, use the Enhanced Capacity feature in the remote tables. • Test GraphQL APIs with the GraphQL Explorer. • Reduce the chances of missing audits being recorded when a transaction is canceled by creating the audits immediately after the record is modified. • Manage cascading when archiving multiple levels of related records. See Administer the ServiceNow AI Platform for more information.
Creator Studio	• Enable guided, end-to-end development for the most common types of applications: request and fulfill apps. • Offload app development to citizen developers, reducing the strain on IT resourcing. • Shorten development time by using streamlined app creation. • Enable citizen developers to work on apps while restricting the ability to create them through the restricted user role. • Create apps that are natively compliant with the ServiceNow AI Platform without the risks associated with traditional development. See Creator Studio: Creating applications without writing code for more information.
Customer Contracts and Entitlements	• Develop an end-to-end flexible data model to capture contract and entitlement details. • Establish relationships with existing customer data, such as sold products and install base items, by adding the contract and entitlement data to the common data model.

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Application or feature	Details
	• Support customer needs by implementing capabilities ranging from account-based support entitlements to contracts that include service plans with complex entitlement coverage. • Enable the end-to-end order management process for contracts and entitlement. • Manage and modify contracts, contract lines, and entitlements. See Customer Contracts and Entitlements for more information.
Customer Service Management (CSM)	• Streamline customer interactions by creating routing rules for all customer engagement channels, including voice, and automatically assigning work to the best available agent with the right skills, expertise, and capacity. • Improve the customer experience with guided processes on the Customer and Consumer Service Portals that lead customers through the case lifecycle, from creation to completion. • Optimize customer service delivery with a comprehensive view of business locations. Provide agents with the location context they need to create cases and resolve issues quickly and accurately. • Support internal and external personas for the same user and eliminate the need to create and manage multiple user accounts for a single individual. • Increase agent efficiency with an improved and flexible activity stream layout that optimizes screen real estate through collapsible panels and minimized scrolling. See Exploring Customer Service Management for more information.
Data Discovery	• Better integration of Data Discovery using partial anonymization • Improved experience with new default patterns See Data Discovery for more information.
Data Privacy	• Faster workflows by creating tests straight from the Anonymization page • Get more insight from an enhanced Data Privacy UI experience See Data Privacy for more information.
Data management for CSM	• Support workflows with the enhanced data model changes in the sold product table. • Use contracts and entitlements that are also modeled as sold products and are part of the hierarchy so that you can have complete information about the sold product and its services.

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Application or feature	Details
	• Identify and track the new and existing install base items by using the product instance identifier. • Unify a user's identity personas so that you don't need to create and manage multiple user accounts for a single user. With this feature, you can seamlessly provision business-to-consumer (B2C) services. • Get a comprehensive, 360-degree view of the business location issues so that your agents get the required contextual data to effectively resolve the reported issues. See Data management for Customer Service Management for more information.
Decision Builder	• Decision Builder is now integrated into Workflow Studio. Access Decision Builder alongside other powerful tools such as Flow Designer and Playbooks to seamlessly integrate decision tables with workflows. • Duplicate full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables. • Execute the decision table from any script and make it easier to replace hard-coded logic with decisions by inserting decision table code snippets copied from Decision Builder. • Save time and effort writing decision rules by strategically duplicating rows of your decision table. • View and access related objects that your decision tables are used in. See Decision Builder for more information.
Delegated Development	• Simplify Delegated Development roles using the Delegated Admin capability. • Remove the need to add individual roles for users that have access to all Delegated Development capabilities. See Delegated development and deployment for more information.
DevOps Change Velocity	• Discover GitHub issues in GitHub repositories as part of the planning capability. • Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline. • Retrieve data associated with a change request using the DevOpsChangeRelationshipHelper script. See DevOps Change Velocity for more information.

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Application or feature	Details
Digital End-User Experience	• Monitor and analyze performance metrics seamlessly through comprehensive visibility of applications, networks, and end-user devices. • Take advantage of early issue detection and resolution through real-time insights, swiftly addressing potential problems before they affect end users. • Set thresholds for alerts to address issues before they affect employee productivity by optimizing the digital experience to ensure efficient operation of applications on various channels such as desktop and web/SaaS. See DEX Application and Device Health for more information.
Digital Portfolio Management	• Redesigned the Digital Portfolio Management (DPM) homepage to provide more flexibility so that you can load the pages faster, personalize solutions cards, and view solution Needs attention attributes and thresholds. • Updated the available item types. • Added the key performance indicator (KPI) group breakdown list to show all the application services for business applications. • Added the ability to copy a KPI group to create a new KPI group, including all its subordinate KPIs and mappings. • Added Process Mining for DPM to see KPI details and analyze anomalies. See Digital Portfolio Management for more information.
Dispute Rules Content Pack for Visa	• Update the dispute questionnaire data model by including questionnaire tables. This new structure more accurately reflects the structure and format of VROL (Visa Resolve Online). • Refine chargeback eligibility rules to apply to all regions in addition to the US. See Dispute Rules Content Pack for Visa for more information.
Document Intelligence	• Extract data from tables easily using the draw tool on an area of the document you want to extract. • Leverage DocIntel in your automations by creating integrations with Automation Center. See Document Intelligence for more information.

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Application or feature	Details
Document Services	• Elevate signing experience by eliminating the manual process to sign complex documents. • Ability to collaborate on documents and manage attachments hosted within Microsoft SharePoint. • Improved experience for external users to add and manage documents within your Service Portal. See Document Services for more information.
Document Templates	• Set a language for your template into which you want the dynamic tokens to be translated. • Set the date format in which you want dates to appear in the generated output of your template. See Document Templates for more information.
Dynamic Translation	• The IBM Watson Translator Service Spoke has announced a notice of deprecation for 2024. See the Dynamic Translation documentation for an overview of ServiceNow® Dynamic Translation. See IBM Watson Language Translator Service spoke documentation for information specific to the IBM Watson Translator Service spoke.
EMR Help	• nhance clinical efficiency, and improve patient outcomes by creating healthcare cases directly from the EMR to expedite resolution. • View contextual session information at a glance while fulfilling EMR Help requests in Workspace for a more efficient resolution process. • Review a summary of submitted request information without exiting the EMR Help portal. See EMR Help for more information.
ERP Canvas	• New model management UI for creating models. • Support for using BAPIs (Business Application Programming Interface) to read and update SAP data. • Ability to send updates to the ERP system from the ServiceNow AI Platform by specifying input and output parameters. • Support for earlier versions of ECC (ERP Central Component). • Removed the requirement to have ERP Customization Mining (ERP-CM) in order to run ERP Canvas. See ERP Canvas for more information.

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Application or feature	Details
ERP Customization Mining	Notifications for success and failure of customization mining processes. See ERP Customization Mining (ERP-CM) for more information.
Employee Center	• Use the Now Mobile® app to view news articles and access tasks that require your approval. • Build content using videos from video hosting services. • Edit the HTML and CSS source code for rich content or news articles. • Use the employee experience feedback feature to get relevant feedback from your users. See Employee Center for more information.
Encryption Key Management	• Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database. • View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records. • Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES. See Encryption and Key Management for more information.
Enterprise Asset Management	• Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate. Additionally, access a thorough overview of the breakdown of expenses. • View and manage work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application. • Gain more visibility into task details and hierarchy of an asset with a parent-child relationship using the improved asset form in the Enterprise Asset Workspace. • Use the Admin center as a central hub for all your configuration and administrative tasks in the Enterprise Asset Workspace. • Onboard multiple assets simultaneously for the same model via the multi-asset onboarding playbook. Use a single playbook to guide you through the onboarding process.

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Application or feature	Details
	See Enterprise Asset Management for more information.
Environmental, Social, and Governance Management	• Create comprehensive narrative disclosures by integrating with Microsoft 365 for ServiceNow Reporting. Upload your disclosures either on your local system or on remote storage for easy accessibility. • Use the IT footprint tab on the Sustainable IT dashboard to view a global map depicting the carbon footprint of your datacenters, office buildings, and so on, highlighting your most energy-efficient facilities. • Use the formula builder in a calculated metric definition to create your own formulas to perform calculations for any data that you may require. • Integrate with Advanced risk assessment to assess the risks to your material topics and your entities. • Effectively organize the arrangement of related lists and user interface pages on a record page within specified groups to enhance overall page readability. See ESG Management for more information.
Event Management	• Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams. • Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment enabling direct testing and evaluation of event rules, event field mappings, alert management rules, alert correlation, and so on, without having to change your production environment. • Use a free-text search to find alerts in the Express List. • Speed up your work in Express List by using keyboard shortcuts. • View the sequence of events of an alert group at a glance in the Timeline View. • View the connections between alerts in rules-based or CMDB-based alert groups in Link View. • View an alert group analysis created by Now Assist using generative AI. See Event Management for more information.
Field Service Management	• Identify and pinpoint the work order locations on your structured linear assets for accurate field service operations. • Streamline your inventory management and ensure that you have timely access to the right parts by viewing the descriptions, models, and related criteria in similar work orders.

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Application or feature	Details
	• Explore the Field Service marketplace to help you streamline the work for your contractors and make decisions based on time and costs regarding the task assignments for your contractors. • Enable dispatchers to run Schedule Optimization on demand throughout the day as scheduling conditions change. See Field Service Management for more information.
Financial Services Card Operations	• Implement a horizontal playbook that provides agents with a complete view of the entire process and their current position within it. Agents can utilize the playbook to monitor their overall progress while working on cases. • Record essential information, such as case details and transaction status, on the left side of the page to confirm constant accessibility. • Enhance the user experience by implementing a playbook activity that utilizes a list and form format. See Financial Services Card Operations for more information.
Financial Services Operations Core	• Utilize the updated data model with reparented tables to enhance data alignment. • Seamlessly transfer and update data to newer product model tables using efficient fix scripts. See Financial Services Operations Core for more information.
Financial Services Operations Integration with Visa	• Leverage the integration layer with subflows to seamlessly use the Visa spokes. • Minimize the workload for dispute agents and enhance overall efficiency. • Effectively manage the entire card dispute process from beginning to end. See Financial Services Operations Integration with Visa for more information.
Financial Services Operations Platform Analytics Solutions	Modernize the look and feel of the following dashboards. If you're upgrading from a previous release, you can view these upgraded dashboards with your existing Core UI dashboards: • Financial Services Business Deposit Operations • Financial Services Business Loan Operations • Dispute Management • Financial Services Complaint Management • Commercial Lines Servicing

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Application or feature	Details
	• Financial Services Client Lifecycle • Financial Services Business Lifecycle • Group Life Servicing • Individual Life Servicing • Financial Services Payment Operations • Financial Services Personal Deposit Operations • Personal Lines Servicing • Financial Services Personal Loan Operations • Financial Services Treasury Operations See Platform Analytics Solutions for Financial Services Operations for more information.
Flow Designer	• Create multi-step flows with generative AI. • Open Flow Designer from within Workflow Studio. • Preview and rebuild flow outlines with Now Assist • Save flows automatically as you work on them. • Start a flow when Performance Analytics conditions are met. • Undo changes that you've made while editing a flow. • Use the flow diagramming view to add annotations and Try flow logic. See Flow Designer for more information.
Generative AI Controller	• Integrate with custom LLMs in generative AI capabilities in Flow Designer and Virtual Agent Designer • Add semantic filters in Virtual Agent to detect and handle sensitive topics See Generative AI Controller for more information.
Goal Framework	Create a primary or non-primary goal relationship with work items effortlessly. See Goal Framework for more information.
Goal Framework for SPM	• Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items. • Use the enhanced Target form to automate the progress of your targets. See Goal Framework for SPM for more information.

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Application or feature	Details
Hardware Asset Management 10.0.0	• Gain insights into the total cost of assets and use the information for strategic planning and execution within the asset estate. • Assess and evaluate the maturity of your Hardware Asset Management application through the Success portal view in Hardware Asset Workspace. • Gain insights into hardware asset warranty details received directly from Lenovo. • Manage onboarding of hardware products with Technology Reference Model (TRM) of Application Portfolio Management. • Streamline the Hardware Asset Management (HAM) licensing method for custom model categories to access Hardware Asset Management features and workflows. See Hardware Asset Management for more information.
Health Log Analytics	• Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure. See Health Log Analytics for more information.
Healthcare and Life Sciences Service Management Core	• Utilize the enhanced EMR Help application capabilities for requesters to create HCLS (Healthcare and Life Sciences) cases. • Use improved data alignment within the Healthcare and Life Sciences data model. • Leverage automated case summarization using the generative AI capabilities of Now Assist. See Exploring Healthcare and Life Sciences Service Management Core for more information.
Hermes Messaging Service	• Publish events from your ServiceNow instance to your Apache Kafka environment and consume high volumes of Apache Kafka events from your external systems with low latency. • Effectively process spikes and bursts in message volume from external systems to minimize performance impacts on your instance. • Manage the health and performance of message delivery using Hermes diagnostic tools. See Hermes Messaging Service for more information.

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Application or feature	Details
ITOM Cloud Accelerate	• ITOM Cloud Governance has been rebranded as ITOM Cloud Accelerate to accommodate all of the ServiceNow cloud governance evaluation applications. • Access and manage your cloud resources and publish your cloud offerings to a catalog through the Cloud Services Catalog application. • Leverage additional Out Of Box catalog items with Google Cloud Platform • Utilize the multiple repositories structure with Terraform app and IaC Discovery. • Control the life cycle and usage of your resources through the improved Request console. See Cloud Governance for more information.
ITOM Health	Event Management highlights: • Investigate alerts more effectively in Service Operations Workspace and Express List with alert simplifications created by Now Assist using generative AI. Utilize brief alert descriptions and actionable alert data to enable quick alert triaging and effective analysis, which can lead to reduced resolution time. • Get started faster with alert clustering in Event Management by using predefined tags mapped from alerts and based on information contained in tag sources. • Configure an Express List view and assign it to users and user groups to ensure that they focus on specific services, priorities, or alerts. • Streamline the triage process and perform more effective root cause analysis by viewing data on repeated alerts, similar alerts, and incidents over the last 30 days in the Express List Alert Preview pane. These alert trends enable you to gain a deeper understanding of alert patterns and distinguish between noise and emerging issues. • Ensure that the connector's ownership and execution of rules is on a team level. This way, you can maintain consistency and hierarchy while offering flexibility and customization options for your teams. • Shorten your testing cycle by creating a stream of events from your production environment to your non-production environment where you can enable direct testing and evaluation of event rules, event field mappings, alert management rules, and alert correlation, without having to change your production environment. Agent Client Collector highlights:

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Application or feature	Details
	• Use your configuration data files to provide the instance data directly to an agent. • Continuously discover the resources in the Kubernetes clusters and ensure that changes in the resources are updated in the Configuration Management Database (CMDB). Health Log Analytics highlights: • Request Health Log Analytics scaling through the Now Support catalog. • Stream logs in a scalable, more stable way with Health Log Analytics by using the new ServiceNow infrastructure.
ITOM Optimization	• Use the Cloud Services Catalog with ITOM Cloud Accelerate. Cloud Services Catalog offers the enhanced but simplified capabilities of Cloud Provisioning and Governance (CPG). • Move your exchangeable ITOM Optimization licenses as you transition from Cloud Provisioning and Governance to ITOM Cloud Accelerate. • Access Employee Center from Cloud Admin portal with the Cloud Services Catalog plugin. You can also skip the legacy cloud User portal and visit Employee Center directly. See ITOM Optimization for more information.
ITOM Visibility	• Discover and add applications from suggestions based on Predictive Intelligence by using Discovery Admin Workspace. • Use new and enhanced Discovery and Service Mapping Patterns for horizontal and top-down discovery. • Better identify the resources required for application services with the network location and MID affinity using the top-down discovery feature. • View a centralized map that combines features from both the dependency view and service map. • Discover applications and devices not discovered using patterns by using the new Content Service framework. See IT Operations Management for more information.
ITSM Mobile Agent	Enable the Override Do Not Disturb feature so that On-call members can receive push notifications for critical alerts even when their phones are in Do Not Disturb mode. This feature helps shift managers reach On-call members and confirm that they're available to respond to any major incidents. See ITSM Mobile Agent for more information.

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Application or feature	Details
ITSM Success Dashboard	• Measure the efficiency and effectiveness of the day-to-day operations for your organization using the Operational Success dashboard. • Track the performance of Now Assist for IT Service Management within your organization's processes with dedicated key performance indicators (KPIs). • Guided and comprehensive Admin experience to get started with Success Dashboard. See ITSM Success Dashboard indicators for more information.
Identity and Authentication	• Use the ServiceNow® Access Analyzer V2 tool to compare the access of users and determine the right level of access controls is provided for the users. • Use the Identity and Access Audit to understand the changes made for a user, group, role, and Access Control list (ACL). • Configure Session Validation Context into the adaptive authentication policy framework to evaluate authentication requests and provide an additional layer of protection against session or cookie hijacking. • Support API key and HMAC token for inbound REST APIs to securely authenticate the inbound webhook URLs. • Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations. • Support OAuth Client Credentials grant type for Inbound Integrations to the ServiceNow® platform. • Configure the session access policy to reduce the roles or privileges of the particular session based on the risk related with the session using filter criteria like on the IP, Location, Identity attribute with the zero trust access policy in mobile. See Identity and Authentication for more information.
Incident Management	Manage the read and write access of agents using the sn_incident_task_assigned_user role. See Incident Management for more information.
Industrial Process Manager	• Add Operational Technology (OT) devices to an equipment model entity by using the IP address. • Change the **Entity name** and **Parent** fields of an equipment model entity to keep your equipment model entity information up to date after you create it. • Modify the parent of one or more equipment model entities after the equipment model entity record is created.

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Application or feature	Details
	• Use the new Automated Mapping Across Zone-based IP Network Groups (AMAZING) roles to control who has access to and can edit OT subnet-mapping records. • Control the view and edit the access to your sites and equipment model entities by using the new User Criteria security model. See Industrial Process Manager for more information.
Instance Data Replication	• Keep data synchronized by replicating data from your producer instance to one or more consumer instances across different departments and business units. • Maintain consistent data across different organizations in your company. • Easily update records that have different sys_ids on the producer and consumer instances. See Instance Data Replication for more information.
Integration Hub	• Simplify your Stream Connect integrations by using Stream Connect message replication to replicate data from your local Apache Kafka environment. • Use the improved OpenAPI step for integrating with third-party REST web services. • Authenticate the OAuth client credential grant type with the on-premise authorization server, and integrate with the corresponding resource server after successful authentication. • Use the code signing feature that has been enhanced with multi-layer caller inspection of records in the call stack to be signed before going to the ECC queue. See Integration Hub for more information.
Intelligence for CSM	• Increase efficiency and automation by using the document classifier feature to categorize incoming documents. • View prediction performance during model training to determine your preference for either an auto-fill or recommendation as the prediction method. • Render decision trees in a Service Portal for internal users. • Reduce the effort in decision tree re-creation by reusing an activated child tree in the current decision tree. See Intelligence for more information.
Investment Funding	Thee **View Past Funding Details** option is deprecated.

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Application or feature	Details
	See Investment Funding for more information.
Journey designer	Bulk updates for supported task types were added to Journey designer. Similar journey types with similar task types are identified and can be updated with a single action. See Journey designer for more information.
Knowledge Management	• Next Experience for Dark Theme is available on Now Mobile app and Agent Mobile applications. • Knowledge Management components within Configurable Workspace support reflow for greater accessibility. • Now Assist in Knowledge Management Knowledge generation skill now available. See Knowledge Management for more information.
Localization Framework	• Localize your instance more smoothly with a new hub-spoke model for translation requests and fulfillment. • Move translations between instances with update sets to standardize the localization experience for all users. • Create translations within scoped applications for finer control over localized content. See Localization Framework for more information.
MID Server	• Use OpenShift on Linux for containerized MID Servers. • Prevent unauthorized access with the new "Reject" default behavior of the module access policies (MAPs). • Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the configuration with upgrade-wrapper-override.conf. See MID Server for more information.
Manager Hub	Understand the current skills and the targeted skills of your team. Get an overview of the team's skills, proficiency levels, and skill gaps of your team members. See Manager Hub for more information.

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Application or feature	Details
Mentoring	• Create meaningful relationships within the organization and also foster a culture of knowledge sharing and collaboration. • Effortlessly register as either a mentee or a mentor and personalize your profile with relevant information, including your areas of expertise, skills, and interest. • Leverage the intelligent matching algorithm offered in Mentoring that pairs mentees with mentors based on their goals, interests, and expertise. • Use the Match Insights Card that serves as an important layer to send information to both mentor and mentee. • Drive Mentoring engagement by utilizing discussions (conversations). See Mentoring for more information.
Mobile Platform	• Generate work order task closure notes using Mobile Resolution Notes Generation. • Display configurable pop-ups based on real-time conditions. • Benefit from the enhanced data visualization user experience. • Send users notifications defined as critical, irrespective of their notification settings. • Mobile App Builder is now integrated with Mobile Publishing so that admins can manage custom branded app requests and configure mobile apps in one tool. See Mobile Platform for more information.
Natural Language Query	• Integrate Natural Language Query into global search for English-language searches. • Use the included Now LLM fallback for failed queries. • In the NLQ logs, track how the query results were generated. See Natural Language Query for more information.
Next Experience	• A new "Language & Region" user preference group has been added for Language, Date and time format, and Timezone preferences. • Accessibility improvements for the unified navigation area. • New keyboard shortcuts to perform common actions in the user interface. • Enhancements to the Impersonate user UI. See Next Experience UI for more information.

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Application or feature	Details
Next Experience Components	• Build rich UI experiences with prebuilt system or custom components. To view the Next Experience Components API reference, usage guidance, and ServiceNow® UI Builder setup documentation, visit the Developer site Next Experience Components doc. • Use common web component patterns and principles, such as a JavaScript framework, immutable data, and simple action handlers. • Reuse components across multiple user interfaces to create a cohesive experience for your end users. • Use preset property values to configure properties and event handlers automatically for a component so the component is ready to work when you add it to a page. Presets can connect to a controller that acts as a data resource for the component. For more information, see Automatically configure components using presets and Bind data to UI Builder pages using controllers (advanced feature). • Upgraded components for accessibility. For more information, see the Accessibility information section in these release notes.
Next Experience Developer Tools	Expand how you test and analyze your page's performance with an additional recording option, view in the events table, and perspective for viewing data. See Next Experience Developer Tools for more information.
Notifications	• Limit sending emails to IDs that are known to generate bounces according to RFC3463 and enable the admins to control blocked ids. • Configure SMTP (Simple Mail Transfer Protocol) email account for outbound emails using client credential flow. • Limit sending emails to IDs that are known to generate bounces according to RFC3463. See Notifications for more information.
Notify	Control who can start a conference call or send an SMS on a task record using Notify. See Notify for more information.
Now Assist	• Restrict Now Assist skills by user role in-product to organize who has access to generative AI capabilities. • Add conditions that are based on fields that control when a Now Assist skill is available.

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Application or feature	Details
	• Assign the data steward role to users to determine who can make decisions regarding data sharing and generative AI on your instance. • Consult the Now Assist journey checklist to guide you in your generative AI implementation on the instance. • LLM-based Virtual Agent topics to check IT ticket status and pending approvals. • New input and prompt configuration for record summarization skill • Automatically generate chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents • Enable Dynamic Translation for Now Assist applications and customize language support See Now Assist for more information.
Now Assist for Creator	• Generate applications using a conversational experience. • Generate playbook outlines from text directions. • Preview and rebuild a flow outline with Now Assist. • Generate a catalog item by describing the catalog item you want. See Now Assist for Creator for more information.
Now Assist for Customer Service Management (CSM)	• Determine when the skills for the case summarization and the resolution notes generation are available by adding conditions to the fields on the case record. • Restrict the availability of the skills for the case summarization and resolution notes generation by user role. • Attribute roles to the activities in the case summarization and resolution notes generation to reduce hallucinations and improve the summary quality. See Now Assist for Customer Service Management (CSM) for more information.
Now Assist for HR Service Delivery (HRSD)	Enable your agents to provide higher levels of service to their customers by using the generative AI skills and capabilities that are offered by Now Assist for HRSD. See Now Assist for HR Service Delivery (HRSD) for more information.

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Application or feature	Details
Now Assist for IT Operations Management (ITOM)	• Investigate and resolve alerts more effectively with alert simplifications created by Now Assist using generative AI. • Utilize brief, human-readable alert descriptions and actionable alert data. • Enable quick alert triage and effective analysis, which can lead to reduced resolution time. See for more information.
Now Assist for Strategic Portfolio Management (SPM)	• Save time on manual feedback analysis by summarizing your feedback with the feedback summarization skill. • Streamline and increase self-service by leveraging a conversational experience for demand creation that is based on generative AI. See Now Assist for Strategic Portfolio Management (SPM) for more information.
On-Call Scheduling	• Delegate On-call escalation notifications as configured in the escalation policy by assigning a delegate record to another user. • Select a preferred first day of the week for a group to accommodate global users. • Receive notifications about the upcoming on-call rotation by downloading or subscribing to a calendar with your SSO authentication. See On-Call Scheduling for more information.
Operational Resilience	• Track end-to-end business service resiliency from the continuity of operations perspective. • Track end-to-end business service resiliency from the operational risk and compliance perspective. • Display reports according to the persona in the Operational Resilience application Home page. • Auto-populate the dependency mappings for the business services based on the source-data relationships in the Configuration Management Database (CMDB). • Auto-populate the dependency mappings for the business services based on the source-data relationships in the business impact assessment (BIA). See Operational Resilience for more information.

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Application or feature	Details
Operational Technology Change Management	• Organize your OT change requests with the updated OT change record on the Industrial Workspace. • Enable email notifications for OT change requests and OT change tasks to stay updated on your OT change records. • Add multiple OT devices and equipment model entities to an OT change request so that you can group your work in a more logical manner. See Operational Technology Change Management for more information.
Operational Technology Incident Management	• Organize your OT incidents with the updated OT incident record on the Industrial Workspace. • Assign OT incident records to the right user or user group automatically by creating an assignment rule. • Save time by sending emails directly from an OT incident record with an auto-populated subject field that includes the incident number and short description. • Add multiple OT devices and equipment model entities to an OT incident so that you can group your work in a more logical manner. See Operational Technology Incident Management for more information.
Operational Technology Knowledge Management	• Track knowledge articles by configuring an OT knowledge base for knowledge managers and knowledge users. • When used with the Operational Technology Incident Management application, browse all knowledge base articles that are related to an OT incident. • Record your knowledge and solutions. You can create knowledge articles through the Industrial Workspace or from the OT incident record. • Monitor possible knowledge gaps. You can report a knowledge gap from an OT incident record and assign the related feedback task to a user. See Operational Technology Knowledge Management for more information.
Operational Technology Manager	• Compare sites by key metrics in the Industrial Workspace using the OT Progress Scorecard. • Track tasks related to your OT system on the OT Action-Oriented Landing Page in the Industrial Workspace. The OT Action-Oriented Landing Page has replaced the OT Manager dashboard as the home page of the#Industrial Workspace.

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Application or feature	Details
	• Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job. • Monitor your OT device data in a centralized location with the new OT Devices tab that is available in the Industrial Workspace. • Convert IT hardware into OT devices automatically with a scheduled job by using the Bulk Update Ruleset for Reassigning IT to OT feature. • Use the Configuration Management Database (CMDB) OT class model updates and UI enhancements. • Use the updates and UI enhancements for the Pre-import OT Worksheet Entry Review (POWER) tool to help import and classify your OT device data. See Operational Technology Manager for more information.
Operational Technology Request Management	• Manage multiple catalog requests efficiently with a single view in the Industrial Workspace. • Encourage transparency, expedite request processes, and minimize delays with automatic notifications and approvals. • Maintain the products and services menu that you can use to create and update catalog requests. See Operational Technology Request Management for more information.
Operational Technology Vulnerability Response	• Change the Operational Technology Vulnerability Response (OT VR) assignment group field for multiple site records at once. • Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers. • Manage remediation tasks more efficiently with the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role. • Mitigate controls using the Libraries module in the Industrial Workspace. • Use the enhanced OTVR (PA) dashboard. • Monitor your vulnerability data in a centralized location with the new **OT Vulnerabilities** tab that is available in the Industrial Workspace. • Track the volume, performance, and progress of OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, with the new Operational Technology Vulnerability Response (PA) dashboard in the Industrial Workspace. See Operational Technology Vulnerability Response for more information.

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Application or feature	Details
Opportunity Management	• Capture customer needs and requirements through needs analysis questionnaires to generate product recommendations. • Create opportunities on the ServiceNow platform or bring in opportunity data from other third-party systems. • Convert opportunities to sales quotes with ease. • Track opportunity progress with structured Sales Cycle types and Stages. • Engage customers through tasks, emails, and appointments for conversion. • View prices for a product offering from the catalog based on the selected price list. See Opportunity Management for more information.
Order Management	• Track the status of domain orders and order tasks from a central location by using the order timeline view. • Avoid order fallout by capturing and enriching orders with additional information before initiating fulfillment. Fallout trigger workflows that create enrichment tasks for applicable orders and order line items. • Create consumer orders using ServiceNow implementations of the Telemanagement Forum (TMF) APIs for telecommunications product and service orders and fulfill those orders using Order Management. • Update product specification versions when MACD specifications change in Order Management. Up-to-date specifications ensure that orders are processed without interruption. See Order Management for more information. • Track the status of domain orders and order tasks from a central location by using the order timeline view. • Avoid order fallout by capturing orders and enriching them with additional order information before initiating order fulfillment, and trigger workflows that create enrichment tasks for applicable orders and order line items. • Create consumer orders using product and service order APIs and fulfill them in Order Management for Telecommunications, Media, and Technology. See Order Management for more information.
Password Reset	• Let your users experience the improved security of Soft PIN conforming to its expiration. As a Password Reset administrator, configure the Soft PIN expiration settings for an assured and secured Soft PIN enrollment.

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Application or feature	Details
	• View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes. • Use the *password_reset.request.max_email* property to set the maximum number of times a user can receive the "Reset Password" link through email, in a span of 24 hours. See Password Reset for more information.
Performance Analytics	• Track critical process metrics and trends. • Measure process health and behavior against organizational targets. • Identify process patterns and potential bottlenecks before they occur. See Performance Analytics for more information.
Platform Analytics Experience	• Modernize and simplify the consumption of analytics by activating the Platform Analytics Experience. • Surface meaningful insights from your analytics data to empower the direct decision making of viewers. • Improve viewer interactivity with the ability to set date ranges on time series and customize behavior when a value is selected on a chart. See Platform Analytics experience for more information.
Playbooks in Workflow Studio	• Processes are now called Playbooks in both the builder and in Playbook Experience. • Open the Playbooks builder in Workflow Studio. Workflow Studio enables workflow owners to author, configure, and monitor playbooks, flows, subflows, actions, and decision tables in one place. • Restart your entire playbook, or restart from a specific activity or stage. • Use dynamic inputs to configure your activity to show a certain set of fields based on the value of another input, such as a selected catalog item, selected decision table, or a REST API response. • Trigger a playbook from any entitled table. For more information, see the Removed from this release section. • As of release 25.2, use generative AI to create playbook outlines. See Exploring Playbooks for more information.

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Application or feature	Details
Policy and Compliance Management	• Revise your policies and update the policy text periodically by integrating with Google Drive. Use policy authoring and the redlining feature to enable policy owners and reviewers to collaborate, review, and redline policies. • Set up the dynamic approval configuration on a policy record. Define the approval levels and rules based on different dynamic conditions, such as policy type, source table, state, and filter conditions. See Policy and Compliance Management for more information.
Portfolio Planning	• Use the new customizable widgets to view financial information. • Export and share the financial information of your planning items in an Microsoft Excel or CSV format with your business stakeholders. • Create expense lines to record and manage unplanned expenses to meet your work requirements that aren't related to any planned costs. • Collaborate with your business stakeholders by exporting data of your portfolio plan items from the List view of the **Prioritization** tab to a Microsoft Excel or CSV file. • Align with the business strategy by using the Project Program lens to plan and prioritize work. • Categorize your planning items based on your requirement by adding tags. • View operational resource assignments on the Capacity Planning screen. See Portfolio Planning for more information.
Predictive Intelligence	• Use pre-trained models for clustering and similarity solutions to make creating solutions more efficient without needing your own word corpus. • You can edit and train existing regression solutions, but starting with Washington DC you won't be able to create new regression solutions. See Predictive Intelligence for more information.
Privacy Management	• Use the Privacy Case Management application to report and manage privacy violations and complaints. • Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations. • Refer to the **Functional domain** field that is automatically set to **Privacy** when the users with privacy roles work on forms such as processing activities, controls, and so on.

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Application or feature	Details
	See Exploring Privacy Management for more information.
Proactive Service Experience Workflows	Inform customers about the status of trouble ticket incidents or cases that are created using the Telecommunications trouble ticket notification feature. See Proactive Service Experience Workflows for more information.
Process Mining	• Introduced Project builder • New automated finding detectors introduced • Summary and Insights page enhancements • Process Mining graph enhancements • Mining summary introduced See Process Mining for more information.
Product Catalog Management and Pricing Management	• Create commercial catalogs with product offerings that are sellable entities with associated pricing. • Provide agents with an interface that simplifies the configuration and pricing of sales quotes and product orders. • Support account-based pricing, which enables you to create price lists for selected customer accounts. • Control the pricing of complex product offerings, including product and non-product attribute-based pricing, by using price matrices. • Create cost books that define the unit cost of product offers, which enables sales agents to view product cost and cost margins when creating sales quotes. • Export multiple pricing entities from one ServiceNow instance and import them to another ServiceNow instance by using the export entities feature. See Product Catalog Management and Pricing Management for more information.
Project Portfolio Management	• Migrate resource plans to resource assignments of projects and demands and work on resource allocation using ServiceNow® Project Workspace. • Migrate cost plans to attribute-based labor costs for your projects and demands. • Generate labor costs for Agile epics. • Migrate baselines for your projects and demands to Next Experience. • Migrate the Idea Manager dashboard to Next Experience.

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Application or feature	Details
	• Migrate the PMO dashboard to Next Experience. • Migrate the Strategic Spend Tracking for PPM dashboard to Next Experience. See Explore Project Portfolio Management for more information.
Project Workspace	• View financial details such as allocated budget, Estimate at Completion (EAC), Variance, and breakdowns of planned costs and actuals through customizable widgets. • Share financial costs or baseline comparison information with your business stakeholders by exporting it as an Excel or CSV file. • Prepare to meet unplanned expenses that aren't related to any projected planned costs by creating expense lines. • Capture financial information by linking your purchase request expenses with projects using an integrated solution between Financials and Advanced Work Assignment for Source-to-Pay Operations. See Project Workspace for more information.
Public Sector Digital Services	• Enable constituents to submit requests for social benefits with the Social Benefits Playbook. • Provide auto-calculated eligibility for social benefits programs using the Social Benefits Eligibility Framework engine • Add additional beneficiaries to a Social Benefits application by adding additional contacts to a request. • Enable constituents to prepare public service applications on behalf of others by using an application proxy in the Government Service Portal and the License and Permit Playbook. • Request additional inspections directly from the playbook so that applicants can make the required changes to pass an inspection. See Public Sector Digital Services for more information.
Quote Management	• Create sales quotes by selecting and configuring product offerings from product catalogs with associated pricing. • Create multiple revisions of a quote to track changes from customers. • Adjust pricing within a quote to help drive sales. • Convert quotes to sales orders with ease. • View unit cost and cost margin for each product offering in a quote. • Quickly fetch prices for top line items and child line items in a quote. • Easily create quotes for Change orders using the reference to sold product.

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Application or feature	Details
	See Quote Management and Sales and Order Management for more information.
Regulatory Change Management	• Create regulatory alerts manually in the Workspace. • Use the Excel-based import template to import the alerts in bulk into the Regulatory Change Management application. See Regulatory Change Management for more information.
Resource Management Workspace	• Create custom resource cards to build a resource board and view all resource work and unassigned tasks. • Filter unassigned work using the filters by creating a custom query. • Collaborate with the task owner using the Microsoft Teams integration. • Identify the resource allocation health using iconography. • Reassign or unassign the assigned work of your resources. Edit resource allocations of resource assignments in the top tray using the inline editing feature. • Export the resource card view as CSV or Microsoft Excel. See Resource Management Workspace for more information.
Robotic Process Automation (RPA) Hub	• Use the Embedded Task Automation feature to trigger attended bot processes, also known as attended automations, from ServiceNow forms, playbooks, workspaces, and so on. • Retrieve sensitive information, such as usernames and passwords, securely from various external vaults by enabling the external credential vault feature in RPA Hub. • Store the logs of a process execution in a readable format through flat files. • New actions and subflow such as **Change Life Cycle Stage Status of a Bot Process** Action, **Stop Process** Action, and **Stop Process** Subflow are available in the Flow Designer that further refine RPA integration via flows, subflows, and APIs. • Enhanced Universal App Connector. See Robotic Process Automation (RPA) Hub for more information.

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Application or feature	Details
Security Center	• Use Security Best Practices to identify and implement security best practices available in the feature. • Use the new Critical Updates tool to implement system suggested updates. • Use the enhanced Security Hardening tool, which implements the new Instance Security Hardening Setting Baseline version 2.0 (Security Center 1.3) and version 4.0 (Security Center 1.5). See Security Best Practices, Customer Actions, and Hardening settings baseline for more information.
Security Incident Response	• Make conference calls including team members, customers, and other stakeholders to resolve customer issues. • Capture MTTR (Mean time to repair) information through usage and definition metrics for security incidents. • Monitor scan requests and report security incidents as a risk event to the Risk Management team from the Security Incident Response Workspace. • Create a customer service case for the security incident directly from the Security Incident Response Workspace, which will be tracked by the Customer Service Management (CSM) team. • VirusTotal integration is provided with an option to send URLs as hashes for threat lookup, to protect the users' privacy on the integration.
Security Posture Control	• Use the policies included with the application or create your own policies to audit and monitor assets for security tool coverage, compliance with internal configuration standards for security tools, critical combinations involving vulnerabilities, and possible internet exposure. • Search for assets in your CMDB based on queries for specific service graph connector and ServiceNow products or for assets that have specific data. You can save your search criteria as a policy. • Create custom insights on a dashboard and monitor important metrics for your asset security posture. • Identify priority vulnerabilities and drive resolution through insights from Security Posture Control in Vulnerability Response risk calculators and remediation target rules. • Automate remediation workflows for security gaps by publishing findings from Security Posture Control policies into Configuration Compliance. See Security Posture Control for more information.

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Application or feature	Details
Self-Service and Omnichannel engagement for CSM	• Monitor case-related activities more effectively using the improved activity stream UI on the case view. • Implement guided intake for case records that have a Playbooks (PAD) process associated with them. • Navigate through the playbook steps to complete the intake process. Additionally, your customers can view a case with an end-end visualization of the case life cycle. • Streamline the integration of voice calls from Amazon Connect with your ServiceNow® instance by using Advanced Work Assignment (AWA) as the routing engine. • Provide more support by integrating with Virtual Agent. See Omnichannels for communicating with customers, Self-service for Customer Service Management, and Playbooks for Portals for more information.
Service Bridge	• Improve error handling and tracking with the centralized error reporting table. • Receive email notifications for tracked issues that can't be automatically resolved. • Use variable sets and multi-row variable sets with remote record producers. See Service Exchange for more information.
Service Builder	• Added the Next Experience theme. • Added the ability to cancel out of creating a service and a service offering when using the approval workflow. See Service Builder for more information.
Service Catalog	• Let your catalog item requesters save drafts of catalog item forms so that requesters can edit the drafts later. • Set values for questions in a catalog item without the need to script in the ServiceNow AI Platform® and Catalog Builder. • Set field messages for the questions in a catalog item without the need to script in the ServiceNow AI Platform and Catalog Builder. • Experience the support for single check box in Virtual Agent for catalog conversations. See Service Catalog for more information.

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Application or feature	Details
Service Graph Connector Integration for Claroty CTD	• Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector Integration for Claroty CTD application. • Troubleshoot issues directly in the optional Guided Setup task. • Import specific records from Claroty CTD by filtering the data by class, type, or Purdue Level. See Service Graph Connector Integration for Claroty CTD for more information.
Service Graph Connector for Microsoft Defender for IoT (Azure)	• Ensure that your Operational Technology (OT) devices are categorized under the Industrial product model category with the enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) application. • Troubleshoot issues directly in the optional Guided Setup task. • Control which devices get imported by adding a filter during the import process. See Service Graph Connector for Microsoft Defender for IoT (Azure) for more information.
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	The Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) was renamed for Washington DC. See Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) for more information.
Service Operations Workspace for IT Service Management	• As an admin with the SOW admin user role (sn_sow_itsm_admin.sow_admin_user), you can view ServiceNow® Admin Center for access to ServiceNow® Incident Management configurations. For more information about the roles in the Admin Center, see Admin Center in Service Operations Workspace for ITSM. • Enable agents to effectively resolve a case or request through cross-departmental interactions rather than working in silos using Universal Request. • View multiple field recommendations in a drop-down list by selecting fields in the incident form. • Access your schedules from the schedules icon on the navigation menu to view and manage On-call schedules. • Access your teams from the teams icon on the navigation menu to view and manage your teams. • Starting in version 5.0, you can do the following:

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Application or feature	Details
	○ Configure the visibility of various sections of the landing page. ○ Configure if the list view should be collapsed by default for donut cards on the landing page. ○ Preview and update record information from the respective lists on the landing page. ○ Copy the record page URL to easily access the record. ○ Increase the productivity of the agents with various incident record page enhancements. ○ Resolve critical issues with high business impact using Major Incident Management. ○ Configure the required major incident features using Admin Center. ○ Easily manage major incidents with major incident playbooks. ○ Review the post incident report to identify major incident process gaps and analyze the incident that helps to avoid the issue in the future. ○ Manage problems and problem tasks through their life cycle. ○ Subscribe to an individual shift with the Share calendar drop-down list. See Service Operations Workspace for ITSM for more information.
Service Portal	• Secure public widgets that accept the table input parameter. • Show critical notifications until you dismiss them. • Opt in to or out of user experience analytics tracking once for all platform interfaces. • Clear all portal notifications at once. See Service Portal for more information.
Sidebar	When you select participants to join an existing conversation, Sidebar displays a list of participants who may be helpful in solving a customer's issue. See Sidebar for more information.
Skills Intelligence	• Update and maintain skills and role architecture data from a single place using the Skills Intelligence Workspace. • Import and review the skills in your organization into your ServiceNow instance using the custom skills onboarding flow. • Support lateral career progression using related role groups.

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Application or feature	Details
	• View, edit, or delete skills (including proficiencies) that are related to a given role level within a role group quickly using the Skill matrix. • Use skills recommendations based on HCM and ATS data to build and improve roles within the role architecture. See Skills Intelligence for more information.
Software Asset Management	• Assess and evaluate the maturity of your Software Asset Management program through the Success Portal dashboard in Software Asset Workspace. • Discover and manage all SaaS applications accessed via a browser and configured within the ServiceNow Digital End-User Experience (DEX) product. • Reduce clutter on the License usage view by streamlining the Software Asset Management implementation. • Determine and showcase license compliance for Microsoft Windows Server and SQL Server on Microsoft Azure and Google Cloud Platform (GCP) through enhanced Bring Your Own License (BYOL) support. • Get a detailed analysis of your software installation, uncovering the factors behind their unlicensed status and outlining the necessary steps for action. See Software Asset Management for more information.
Sourcing and Procurement Operations	• Manage a catalog of goods and services that your employees can use to order items that they need for their jobs. • Simplify and streamline the way employees request help in sourcing or procuring goods and services. • Provide transparency into the procurement process with regular updates. • Automate the end-to-end procurement process workflows, from sourcing through requisitioning, to order fulfillment, receipt, and payment. • Enable Procurement Specialists to source, negotiate, procure goods and services for an organization, and work on procurement tasks. See Sourcing and Procurement Operations for more information.
Strategic Planning	• Scale your organization's Agile planning with real-time visibility into work progress, streamlined communication, and progress tracking dashboards. • Customize widgets to view financial information. • Create expense lines to record and manage unplanned expenses to meet your work requirements that aren't related to any planned costs.

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Application or feature	Details
	• Align with the business strategy by using the Business Capability lens and the Project Program lens to plan and prioritize work. • Export and share the financial information of your planning items in a Microsoft Excel or CSV format with your business stakeholders. • Export data of your portfolio plan items from the Scoring page and the List view of the **Prioritization** tab to a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. • Categorize your planning items based on your requirement by adding tags. • Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items. • View operational resource assignments on the Capacity Planning screen. See Strategic Planning for more information.
Subscription Management	• Gain visibility and control of your product subscriptions. • Maximize subscription usage and make informed decisions about future purchases by monitoring your subscriptions. • Avoid unexpected costs by tracking subscription usage and allocations over time. See Subscription Management for more information.
Supplier Lifecycle Operations	• Supplier Lifecycle Operations uses the Source-to-Pay Workspace instead of the Supplier Manager Workspace. • Complete the Case playbook and Review supplier primary data playbook without requiring to approve activities to complete the supplier cases. • Onboard suppliers using the enhanced Supplier onboarding playbook that provides integration with Third-party Risk Management (TPRM) to conduct risk assessments when onboarding new suppliers. See Supplier Lifecycle Operations for more information.
System Clone	• Copy your production instance into a pre-production instance to test changes before going live with them. • Schedule clones to occur automatically at a set frequency to help keep instances stay synchronized. • Use exclude tables and data preservers to confirm that your clone contains only the tables and data that you want. See System clone for more information.

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Application or feature	Details
Table Builder	• Access Form Builder from the Additional actions menu on any form on the ServiceNow AI Platform, from the Related Links section of any table, and from UI Builder. • View preferred reference tables when creating a table from a spreadsheet in App Engine Studio. • Use features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available in Table Builder for App Engine. See Table Builder for more information.
Talent Development Core	• Use Opportunity Marketplace as a single, unified place where organizations can share opportunities that are discoverable by employees. • Leverage AI search to provide more sophisticated search results when employees and opportunity owners perform searches in the Opportunity Marketplace. • Use the Career Conversations application with Microsoft Outlook to conveniently schedule conversations with employees or managers using the Conversations module. • Use a streamlined process that simplifies the steps to create and schedule a conversation, which promotes adoption of the Conversations module across the organization. • Use Growth Plans to develop opportunities for mentoring, coaching, leadership development, team building, and education benefits. • Use Mentoring to create meaningful relationships within the organization and also foster a culture of knowledge, sharing, and collaboration. See Talent Development Core for more information.
Telecommunications Network Inventory	• Visualise the front and rear view of a rack with occupied equipment and shelf along with rack unit utilization KPI. • Use Revision to modify, operationalize, and decommission a connection. Use the TNI design assign to modify connections, such as adding or removing endpoints with or without revisions. • View a visual representation of your network topologies, including equipment, connections, and interfaces, to understand how everything is organized and connected. • Calculate the capacity of physical entities in your network by using the capacity management feature. Check the Inventory management view to get the network inventory details such as equipment information and availability of racks, ports, and slots at a network site. • Define your cables, strands, channels to track and manage the configuration items (CI).

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Application or feature	Details
	See Telecommunications Network Inventory for more information.
Theme Builder	• Edit individual components to better suit your brand and to meet accessibility compliance standards. • Work with component-specific theme hooks to create a theme tailored to your needs. See Working with themes in Next Experience for more information.
Third-party Risk Management	• Automate assessments with the event-driven management feature. • View new reports on the Due diligence management dashboard. • Track and verify a managed activity. • Use the new Standardized Information Gathering (SIG) questionnaire content available for 2024. • Add questionnaires to third-party risk assessments based on the final risk tiers that were calculated at the IRQ assessment or engagement level. See Third-party Risk Management for more information.
Threat Intelligence Security Center	• Threat data collection and curation by assisting the Cyber Threat Intelligence (CTI) teams in organizing and managing threat intelligence gathered from various sources through the collection, processing, and aggregation of data. • Threat hunting helps analysts in searching for threats using curated intelligence and the MITRE Kill Chain Framework. • Threat Analysts have the ability to conduct research on threats, supporting the reactive and proactive needs of security teams. • The Cyber Threat Intelligence teams can utilize the dashboards and assigned threat scores to prioritize the development of defenses against critical threats. • Threat investigation helps the teams to create and track threat investigations using the Case Management feature. See Threat Intelligence Security Center for more information.
UI Builder	• Receive more frequent updates to UI Builder now that it's available in the ServiceNow Store. • More easily link components to dynamic data through improved data binding and formula authoring. • Quickly find data resources through a new data drawer and an improved browsing experience. • Quickly edit column layouts and columns on a UI Builder page from the content tree or the stage.

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Application or feature	Details
	• Access Form Builder directly from within the form component on the UI Builder stage. • As of UI Builder version 25.2, use the new UI Builder home page to access recently opened experiences, obtain help for getting started using UI Builder, and create experiences or page collections. • As of UI Builder version 25.2, a new design-time experience provides a more WYSIWYG stage that helps improve page building efficiency. See UI Builder for more information.
Upgrade Center	• Explore the different release versions available to you in the Upgrade Preview module. • Gain insights about the upgrade experience without actually upgrading your instance. • Monitor the status of any ongoing upgrade and view the summary of your latest upgrade in the Upgrade Monitor module. • View all your past upgrades in the Upgrade History module. • Accelerate your upgrades using the Upgrade Plan feature. See Upgrade Center for more information.
User Experience Analytics	• Users can view funnels created in the Usage Insights dashboard • Integration with Platform Analytics See for more information.
Virtual Agent	• Create and test Virtual Agent topics that use large language models (LLMs) instead of Natural Language Understanding (NLU). • Test LLM-enabled topics using the additional **Prompt discovery** and **Edit variables** tabs. • Implement Now Assist in Virtual Agent conversations in Microsoft Teams and mobile. • For LLM topics, use the Input Collector input control in Virtual Agent Designer to gather data using generative AI prompts. • For LLM topics, use the Secure Text input control in Virtual Agent Designer to gather and encrypt sensitive text, email, and other types of input from users. See Virtual Agent for more information. **Note:** Performance and the user experience are improved by tracking aggregate in-app activity, including interaction with the app. This tracking is focused on aggregated technical information rather than personal information.

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Application or feature	Details
Visa Spoke	• Retrieve enriched transaction information. • Perform transaction searches. • Initiate the creation of dispute cases. • Submit a Visa questionnaire. • Initiate pre-arbitration and arbitration on existing dispute cases. See Visa Spoke for more information.
Vulnerability Response	• Handle vulnerability crisis events through the Vulnerability crisis management workflow. • Access key metrics on vulnerabilities, misconfigurations and security incidents with industry and global benchmarks through executive-level monitoring of cybersecurity risks and initiatives and set targets through a new Cybersecurity Executive dashboard. • Get the overall summary of vulnerabilities with visualizations of all or prefiltered active vulnerabilities on the new Vulnerability Manager Workspace landing page. • Customize questionnaires for exception requests for a specific set of vulnerabilities. • Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, and map the solutions with the related vulnerabilities. See Vulnerability Crisis Management for more information.
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	• Import CVEs associated with OT devices from Microsoft Defender for IoT (Azure) and create vulnerable items (VITs) to provide a single view of OT devices vulnerability data with production process context. • Run imports of vulnerabilities automatically on your own schedule. • Using assignment rules for VITs can be automatically routed for remediation to local site-based teams to take risk-based action. See Vulnerability Response Integration with Microsoft Defender for IoT (Azure) for more information.
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	The Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application, formerly known as Vulnerability Response Integration with Microsoft Defender for IoT (on-premises), was renamed for Washington DC. See Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) for more information.

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Application or feature	Details
Vulnerability Response integrations	• Prioritize and address vulnerabilities efficiently and enhance your overall vulnerability management strategy by ingesting crucial information about vulnerabilities that are actively exploited using the Vulnerability Response integration with the CISA Known Exploited Vulnerabilities (KEVs) catalog. This integration also incorporates EPSS data from FIRST.org focusing on software vulnerabilities currently under exploitation. • Ingest the newly introduced field **Known To Be Used in Ransomware Campaigns** in Vulnerability Response from Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog. See Vulnerability Response integrations for more information.
Walk-up Experience	• Use the instance options to reconfigure the order of the tabs. • Enables you to book an appointment for a 15-minute time slot. • Configure the text direction from right to left for the Walk-up Experience Service portal with RTL support. See Walk-up Experience for more information.
Workflow Studio	• Create process automation workflows from Workflow Studio. • See all your process automation workflows from a single consolidated interface. • See work details across your process automation workflows. See Workflow Studio for more information.
Workforce Optimization for Customer Service	• Managers and supervisors can monitor voice queues and key performance indicators (KPIs). • Managers and agents can synchronize their calendars and events with Microsoft Outlook. • View performance metrics for consumer messaging channels. • Agents can sign up for work shifts based on their availability and preference. See Exploring Workforce Optimization for Customer Service for more information.
Workforce Optimization for ITSM	Enable your users to gain ServiceNow skills by integrating with ServiceNow University. See Workforce Optimization for ITSM for more information.

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Application or feature	Details
Workspace	• Manage file sizing for documents and attachments. • Organize access to attachments by role with module encryption. • Streamline workspace navigation with consolidated actions in the navigator, collapsed Activity stream entries with tiles, and updated navigation messages. • Get more versatility while working in your workspace with more supported field types, unified actions, and auto-save functionality for emails. See Configurable Workspace UI for more information.
Zing text indexing and search engine	Improve search recall by making text from multi-row Service Catalog variable sets searchable in global search. See Zing text indexing and search engine for more information.

Upgrade information for all Washington DC features and products

Cumulative release notes summary on upgrade information for Washington DC features and products.

Before you upgrade to Washington DC, review the upgrade information for any products you may have. Some products require you to complete specific tasks before you upgrade.

Application or feature	Details

AI Search	Washington DC Patch 9:
	• After you upgrade to Washington DC Patch 9 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Perform a full table index or reindex for a single indexed source or Perform a full table index or reindex for multiple indexed sources.
	
	Washington DC:
	• When you upgrade to Washington DC, AI Search automatically updates your existing Genius Result configurations to use the new AI Search Genius Result Configuration form fields. This update procedure makes the following changes:
	  ○ Removes existing **Genius result answer type** field values.
	  ○ Migrates **Genius result logic** field values to the new *AI Search* **request processor** and *AI Search* **response processor** fields as appropriate.
	• After you upgrade your instance to Washington DC, AI Search retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. To gain the benefits of the new enhanced query mode for multi-term

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Application or feature	Details
	searches, set this system property's value to *AND then OR 2+ key terms*. For details on AI Search system properties, see AI Search system properties. • Starting in Washington DC, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for AI Search, which can be time-consuming. When you upgrade to Washington DC from a previous family release, AI Search does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, AI Search will reindex individual User table records as they're updated until all records have been reindexed.
Automated Test Framework	Copy and customize quick start tests provided by the ServiceNow AI Platform® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.
Business Continuity Management	After upgrading to the Washington DC release, you must note the following important information for the existing business impact analyses, business continuity plans, and events: • For business impact analyses, the Source column in the dependency assessment is renamed to Primary source and the **BCM** source is renamed to **Manual** for manually added dependencies following an upgrade. When you select the **Update dependencies** button, the system adds the CMDB dependencies. • For business continuity plans, the Source column is renamed to Primary source following an upgrade. When you select the **Update dependencies** button, the system adds the CMDB and BIA dependencies. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration. • For events and exercises, when you select the **Update dependencies** button, the system adds the CMDB, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the BCM administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration.

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Application or feature	Details
Configuration Management Database (CMDB)	• The column *product_instance_id* has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article. • If you enable CMDB 360 for the first time after upgrading to the Washington DC release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the *glide.identification_engine.multisource_non_cmdb_ci_enable* system property to true. • If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the Washington DC release and to CMDB Workspace version 6.0, you can convert definitions created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see .
Core ServiceNow AI Platform	Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread. This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the Washington DC release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update.
Encryption Key Management	If you upgrade your instance to Washington DC but don't upgrade your MID Server, Secrets Management authentication fails. Avoid authentication failures by upgrading your MID Server to Washington DC. If you can't upgrade, you must turn off authentication until MID Server is upgraded to Washington DC to avoid authentication failures. For details on MID Server upgrades, see MID Server upgrades.
Enterprise Asset Management	After you upgrade to Washington DC, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new

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Application or feature	Details

	model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field.
	
	Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:
	• Upgrade works for all Enterprise Asset Management flow tasks
	• You must have task rate cards for each workflow task.
	• The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task.
	• Expense category is populated based on the expense lines and the source of the expense line.
	• You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
	• TCO upgrade populates following fields on asset forms:
	  ○ **Asset end of useful life**: The created date plus the useful life in months.
	  ○ **Asset first used date**: The created date.
	  ○ **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.

Financial Services Operations Core	During the upgrade to Washington DC, the Financial Services Operations Core plugin reparents the following tables: **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records. • The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition. • The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table. • The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table. Reparenting enables leveraging of the benefits and advancements introduced by ServiceNow® Customer Service Management (CSM) while preserving the functionality of existing applications.
Hardware Asset Management 10.0.0	After your upgrade to Washington DC, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:

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Application or feature	Details

	• Upgrade works for all Hardware Asset Management flow tasks.
	• You must have task rate cards for each workflow task.
	• TCO upgrade populates an asset and expense category field on the expense line corresponding to each task.
	• Expense category is populated based on the expense lines and the source of the expense line.
	• You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
	• TCO upgrade populates the following fields on assets:
	  ○ Asset end of useful life: Created date along with useful life in months.
	  ○ Asset first used date: Same as the created date.
	  ○ Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.

Healthcare and Life Sciences Service Management Core	During the upgrade to Washington DC, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables: • Member Plan [sn_hcls_member_plan] • Medication [sn_hcls_medication] • Immunization [sn_hcls_immunization] • Enrolled Program [sn_hcls_enrolled_program] • Enrolled Program Service [sn_hcls_enrolled_program_service] In addition, the following tables have had their parent tables removed and are standalone tables: • Healthcare Organization[sn_hcls_organization] • Healthcare Location[sn_hcls_location] • Practitioner Location[sn_hcls_practitioner_facility] This reparenting enables customers to use the organizations and location tables for a broader set of use cases. Existing data is migrated in the following manner so that existing functionality isn't impacted: **1.** Reference of location field in sn_hcls_immunization updated to use cmn_location. **2.** All data is moved from Healthcare Sold Product to Install Base Item tables. **3.** Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product.

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Application or feature	Details
	4. The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state. 5. All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location. a. The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference. b. Records that refer to a service organization are updated with a reference to the appropriate business location. c. Any practitioner who has a record in the practitioner location will have a record created in the Service Organization Member table with the appropriate business location. d. Records that contain healthcare location data will contain the parent service organization of that healthcare location. **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.
Industrial Process Manager	The Industrial Process Manager application now has a dependency with the Operational Technology Service Management applications, which include Operational Technology Incident Management and Operational Technology Change Management. To install Industrial Process Manager on your instance, one of the following SKUs is required: • Operational Technology Visibility SKU • Operational Technology Service Management SKU • Any custom SKU that entitles Industrial Process Manager
Instance Data Replication	Improve the performance and processing efficiency of Instance Data Replication (IDR) by upgrading your replication sets to V2, which uses the Hermes Messaging Service. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication. Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.
MID Server	For the latest MID Server system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the MID Server uses a supported JRE:

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.
If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

All MID Server host machines require access to the download site at <code>install.service-now.com</code> to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.
Only one Windows MID Server service is permitted per executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can’t start. See MID Server fails to start for more information.
For more information about MID Server upgrades, see the following topics:

MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.
Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.

</td></tr>
<tr><td>Now Assist</td><td>For more information about troubleshooting your Now Assist application and plugin upgrades, see the KB article for issues and mitigation for Now Assist upgrades.</td></tr>
<tr><td>Now Assist for Creator</td><td>
To receive Workflow Studio performance improvements, install one of these versions of the Workflow Studio application from the ServiceNow Store. For more information about upgrading Workflow Studio, see Update to the latest version of Workflow Studio.
Upgrade path for the flow generation skill
<table>
<tr><th>Is Now Assist for Creator already installed?</th><th>Version of Workflow Studio to use for upgrade</th></tr>
<tr><td>No</td><td>Upgrade Workflow Studio to version 25.1.3</td></tr>
<tr><td>Yes</td><td>Upgrade Workflow Studio to version 25.0.0</td></tr>
</table>
</td></tr>
<tr><td>Order Management</td><td>
Features introduced in this Washington DC release aren’t supported in earlier releases of Order Management.
If you’re upgrading from Order Management for Telecommunications and Media version 6.0 or earlier:
</td></tr>
</table>

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Application or feature	Details
	• Starting with the#Washington DC#elease, the#Monthly Recurring Charges#(MRC) and the#Non-Recurring Charges#(NRC) for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines rather than in the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to#Washington DC, see the#Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base. • After upgrading to the#elease, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the#Deprecating List for Order Capture [KB1586538] article in the Now Support Knowledge Base. After upgrading to the#Washington DC release, review the reconfiguration workarounds when working with new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the#Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base. New features introduced in this Washington DC release aren't supported in earlier releases of Order Management for Telecommunications, Media, and Technology. Starting with the Washington DC release, the **Monthly Recurring Charges** (MRC) and the **Non Recurring Charges** (NRC) set for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines, rather than the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to Washington DC, see the Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base. After upgrading to the Washington DC release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the Deprecating Telco List for Order Capture [KB1586538] article in the Now Support Knowledge Base. After upgrading to the Washington DC, review the reconfiguration workarounds for working on new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base.

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Application or feature	Details
Performance Analytics	The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores.
Platform Analytics Experience	Platform Analytics Experience functionality was previously located in the Platform Analytics Workspace. The functionality is now part of the core ServiceNow AI Platform, accessible through the Next Experience Unified Navigation. You can migrate any dashboards, reports, and Performance Analytics widgets that were created in Core UI to this functionality.
Playbooks in Workflow Studio	After you upgrade to Washington DC, update the Playbooks and Workflow Studio applications in the ServiceNow Store.
Portfolio Planning	Starting with v8.0.0, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you have been using Portfolio Planning Workspace to access SPM Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install Strategic Planning to access these features. For more information on the features that can be accessed only in Strategic Planning Workspace, see Comparing Portfolio Planning with Strategic Planning.
Predictive Intelligence	If you're upgrading to Washington DC, you won't be able to create new regression solutions. If you have existing solutions, they will still be supported and you will be able to train and modify them, but you won't be able to create new ones. The changes to the similarity and clustering solutions apply to all instances that are on Washington DC.
Proactive Service Experience Workflows	Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification.
Product Catalog Management and Pricing Management	If you used attribute characteristics in the Standard Price Adjustment matrix in the initial release of the Sales and Order Management applications, and you're upgrading to the May 2024 release of Sales and Order Management applications, you must run a scheduled job that corrects the format of the automatically generated **Code** values. Run the **Schedule job to modify code field on characteristic records that contain special characters** on demand job to replace any character that is not a letter (a-z, A-Z), a number (0-9), an underscore (_), or a dollar sign ($) with an underscore (_). This job corrects the

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Application or feature	Details
	Code value so that it doesn't start or end with an underscore, doesn't begin with a digit, and contains no consecutive underscores.
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the CSM Configurable Workspace revert to their original CSM label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.
Robotic Process Automation (RPA) Hub	Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications: • RPA Desktop Design Studio • Attended Robot • Unattended Robot • Unattended Robot Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade steps are applicable only when you're upgrading from San Diego or Tokyo to Washington DC. Based on the number of records in the application file table, you could experience a potential delay while upgrading the RPA Hub applications from Tokyo or before to Washington DC. Before upgrading RPA Hub to Washington DC, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to the Washington DC, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the Utah version without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the Now Support Knowledge Base.

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td>Security Posture Control</td><td>For a complete list of the applications that are required to implement Security Posture Control, see Install the supported applications for Security Posture Control.</td></tr>
<tr><td>Service Operations Workspace for IT Service Management</td><td>Ensure that the following applications have compatible upgraded versions:
Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont)
Service Operations Workspace ITOM Applications application (sn_sow_itom_cont)
Compatible SOW versions<table><tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr><tr><td>1.1.x</td><td>21.0.y</td></tr><tr><td>1.2.x</td><td>21.1.y</td></tr><tr><td>1.3.x</td><td>21.2.y, 21.5.y, and 21.6.y</td></tr><tr><td>2.0.x</td><td>22.0.y</td></tr><tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr><tr><td>3.1.x</td><td>23.y.y</td></tr><tr><td>4.x.x</td><td>24.y.y</td></tr></table>In the table, x is the subversion of the Service Operations Workspace ITSM Applications application (sn_sow_itsm_cont) and y is the subversion of the Service Operations Workspace ITOM Applications application (sn_sow_itom_cont).

After the 3.0 upgrade, the Recommendation Framework feature is no longer available. Instead, only the standard version of the Recommended Actions for ITSM feature is available.</td></tr>
<tr><td>Service Portal</td><td>After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the Washington DC release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the glide.service_portal.widget.table_allow_list or glide.service_portal.widget.allow_list system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security.</td></tr>
</table>

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Application or feature	Details
	Additionally, field-level read ACLs are enforced for filter conditions in Simple List widget instances by default. A new system property, *glide.service_portal.enable_acls_for_encoded_query_in_list*, enforces these ACLs regardless of whether the **Enforce field-level Read ACLs on Filter query terms** option is selected for Simple List widget instances. To use the **Enforce field-level Read ACLs on Filter query terms** option, change the value of *glide.service_portal.enable_acls_for_encoded_query_in_list* to false. For more information, see Simple List widget. If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the Washington DC release. For example, if users opted out of tracking for portals but opted in to tracking for the rest of the platform in the Vancouver release, user experience analytics for portals are tracked for them in the Washington DC release. Users can update their selection from the user profile page in portals at any time.
Software Asset Management	After upgrading to Washington DC, you must redo all your customizations related to Adobe and Microsoft 365 integrations with your ServiceNow instance because the functionalities of these integrations are moved to the Software Asset Management – SaaS License Management store application. • If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted. • If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created.
Strategic Planning	Starting with v4.0.2, you can access the Strategic Portfolio Management (SPM) Pro-licensed features only in Strategic Planning Workspace. If you have been using Portfolio Planning Workspace to access SPM Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install Strategic Planning to access these features. For more information on the features that can be accessed only in Strategic Planning Workspace, see Exploring Portfolio Planning in Strategic Planning. If you're upgrading to Strategic Planning v4.1.2 and previously had customized the List view or the Hierarchy view of the Goals page using the Personalization side panel, the user interface enhancements done in v4.1.2 may not appear. In this case, you must delete your user preference records. For more information on how to delete user preferences made using the Personalization side panel, see KB1642037.
Supplier Lifecycle Operations	After upgrading from the Vancouver release to the Washington DC release, you will see only the Source-to-Pay Workspace on the **All** navigation tab. You don't have to do anything if you choose to continue to use the Source-to-Pay Workspace.

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Application or feature	Details
	However, you will see both the Source-to-Pay Workspace and Supplier Manager Workspace on the **Workspaces** tab. If you want to use the Supplier Manager Workspace instead of the default Source-to-Pay Workspace, ensure that you run the `fixscript_migrate_workspace_to_smw.xml` fix script after upgrading to the Washington DC release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store. If you want to revert to using the Source-to-Pay Workspace, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the ServiceNow Store. For more information about how to run a fix script, see Run fix scripts. After you upgrade to Washington DC, you must review all the post-upgrade tasks and complete them as needed. For more information, see Post-upgrade tasks for Supplier Lifecycle Operations.
Third-party Risk Management	If you are a VRM user upgrading to TPRM, when upgrading to Vancouver or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from Utah to Vancouver, Vancouver to Washington DC, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts. For more information on upgrading from VRM to TPRM, see Third-party Risk Management upgrade information.
User Experience Analytics	• Users can opt out of basic tracking. • A funnel data visualization is available for Usage Insights data sources.
Vulnerability Response integrations	• For more information about the released versions of the Vulnerability Response application as well as the third-party and ServiceNow applications that are compatible with the Washington DC release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the Now Support Knowledge Base. • For information about the new features of Vulnerability Response, see Vulnerability Response release notes.
Workflow Studio	To receive Workflow Studio performance improvements, install one of these versions of the Workflow Studio application from the ServiceNow Store.

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Application or feature	Details
	Upgrade path for the flow generation skill **Is Now Assist for Creator already installed?** / **Version of Workflow Studio to use for upgrade** No / Upgrade Workflow Studio to version 25.1.3 Yes / Upgrade Workflow Studio to version 25.0.0

New features and products in Washington DC

Cumulative release notes summary on new Washington DC features and products.

New products were introduced in Washington DC, and additional features were added to existing products.

Application or feature	Details
AI Search	**(Washington DC Patch 9) Knowledge block content indexing** When you index knowledge articles for search, AI Search now includes content from knowledge blocks to improve search recall. ***AND then OR 2+ key terms* option for multi-term search queries** Improve search performance for queries with two search terms using the new *AND then OR 2+ key terms* value for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. When this value is set, AI Search only performs automatic query resubmission if the search query includes more than two search terms after stop words are removed. *AND then OR 2+ key terms* is the default value for instances zBooted in Washington DC. **Natural Language Query Genius Results** Surface relevant search results from large source tables by adding Natural Language Query (NLQ) Genius Results to your AI Search applications. NLQ Genius Results interpret your searches using plain language to find source tables with relevant results. The NLQ Genius Result answer card displays the suggested source tables, combining results from Analytics Center and CMDB table queries. You can preview records from each suggested table directly from the Genius Result answer card. **Semantic vector search** Find results that match the meaning and intent of your search terms. Semantic vector search is an alternate search mode that overrides the default lexical search

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>mode. Now Assist in Virtual Agent uses semantic vector search to retrieve Catalog Items and topics. Now Assist in AI Search uses semantic vector search to find cached answers for Now Assist Q&A Genius Results.</td></tr>
<tr><td>API</td><td>

New scoped classes and additional methods to existing scoped classes

<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td>GlideAggregate - Scoped</td><td>setIntervalYearIncluded()</td></tr>
<tr><td>GlideRecord - Scoped</td><td>Scoped GlideRecord - updateWithReferences(Object reason)</td></tr>
<tr><td>ProcessMiningForExternalData - Scoped, Global</td><td>ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)</td></tr>
<tr><td>ProductInstance API - Scoped, Global</td><td>• generatePID()
• getPIDConfig()
• isProductInstance()</td></tr>
<tr><td>XMLDocument2 - Scoped, Global</td><td>setEnableCDATAReporting()</td></tr>
<tr><td>XMLNode - Scoped, Global</td><td>isCDATANode()</td></tr>
</table>

New global classes and additional methods to existing global classes

<table>
<tr><th>Class</th><th>Methods</th></tr>
<tr><td>GlideAggregate - Global</td><td>setIntervalYearIncluded()</td></tr>
<tr><td>GlideRecord - Global</td><td>GlideRecord - addExtraField(String dotWalkedField)</td></tr>
<tr><td>OnCallContactPrefTemplate - Global</td><td>• OnCallContactPrefTemplate()
• copyContactPreferences()
• deleteContactPreferenceAttempts()</td></tr>
</table>

</td></tr>
</table>

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Application or feature	Details

Class	Methods
OnCallEscalationTemplateSNC - Global	• OnCallEscalationTemplateSNC() • copyEscalationTemplatetoEscalationSet() • deleteEscalationSetSteps()
ProcessMiningForExternalData - Scoped, Global	ProcessMiningForExternalData - scheduleCaseGeneration(String externalDataSysId)
ProductInstance API - Scoped, Global	• generatePID() • getPIDConfig() • isProductInstance()
SPWidgetAccessControl - Global	hasPublicAccess()
XMLDocument2 - Scoped, Global	setEnableCDATAReporting()
XMLNode - Scoped, Global	isCDATANode()

[store-future: BEGIN review]

New scoped classes and methods available in the ServiceNow Store

Application	Version	Class	Methods

[End]
[store-future: BEGIN review]

New global classes and methods available in the ServiceNow Store

Application	Version	Class	Methods

[End]

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>

New REST APIs and endpoints available in the ServiceNow Store

<table>
<tr><th>Application</th><th>Version</th><th>API</th><th>Endpoints</th></tr>
<tr><td>Threat Intelligence Security Center for Security Operations</td><td>3.0.2</td><td>TISC API</td><td>POST /sn_sec_tisc/threat_intel_data/observables</td></tr>
</table>

</td></tr>
<tr><td>Accounts Payable Operations</td><td>

Help Center

Introduced in-product assistance, also known as Help Center, for the landing, list, and analytics pages of Source-to-Pay Workspace. Select the Help Center icon  on these pages to view the content. This feature enables you to access the information directly from within your workspace.

Using invoice integration

- The Accounts Payable Operations application facilitates invoice ingestion, invoice posting, and invoice payment with third-party applications using an integration framework.
- The Accounts Payable Operations application facilitates invoice ingestion, invoice posting, and invoice payment with third-party applications using an integration framework.
- Work on integration error tasks through the Accounts Payable Operations integration framework. You can access these tasks from the home page.
- Perform bulk imports of invoice and invoice line data through scheduled jobs.

Integration errors

Work on system-generated integration error tasks through the ERP integration framework.

Invoice data transformation logic

- Currency groupings on invoice and invoice lines are transformed based on the user system locale settings.
- Send notifications to suppliers of duplicate invoices by matching the supplier name in an invoice with the supplier table.

Credit memo

</td></tr>
</table>

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Application or feature	Details
	• Process credit notes issued by suppliers using the Credit memo invoice type for a PO invoice or Non-PO invoice. • Credit memo invoices can be created from the supplier collaboration portal. • The pre-trained model framework is used Document Intelligence is enhanced to improve invoice extraction accuracy. **Playbooks** Visualize invoice processing workflows in a simplified, task-oriented, actionable view through Accounts Payable Operations playbooks.
Adoption Services	**What's New** Use the **What's New** tab in the Help Center to see the new feature content for the products and the user roles needed for these products.
Advanced AI Search Management Tools	**AI Search Analytics dashboard** The **Search application** interactive filter now supports the Mobile Platform search application.
Advanced Risk	**Parallel Review and Feedback in Advanced Risk** Enable your second and third-line managers to become active participants in first-line activities by digitizing the review and feedback workflows. They can provide feedback on a record or fields in a record to recommend improvements that are related to data integrity, compliance, operational procedures, and other areas such as disposition and accountability. For example, a risk manager can provide feedback by requesting a root cause analysis task from the first-line risk user and also ask them to capture additional loss entries for the same risk event. With parallel review and feedback, your managers can perform the following actions: • Provide feedback at any stage of the workflow. • Update the feedback responses directly from the source record by using the side-panel feature. • View and manage the feedback workflows that are raised against the records from a centralized dashboard. • View the change history, which enables a quick comparison of the pre-feedback and post-feedback. • Reopen the feedback if the responses are deemed unsatisfactory. • Monitor the feedback and follow up with the record owners through an intuitive dashboard.

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Application or feature	Details
	• Collaborate effectively with the reviewer, respondent, and other stakeholders through a sidebar discussion chat. • Initiate and link further actions as outcomes of the feedback, such as creating an issue or linking to an existing one. • Configure a feedback integration setup for any record type, including the custom tables where you can define the table or record type to create feedback from. **Important:** The Parallel review and feedback feature is only available in Next Experience. **Generating a report in Microsoft Word** Use the Management Reporting of Risk application to create reports in Microsoft Word that are based on the information that is available in the ServiceNow AI Platform. Risk managers can create reports independently, using real-time data, without relying on administrators. Also, report generation is enabled by one-click updates of the report data directly from the ServiceNow AI Platform. **Exporting risk heatmap information** Download or copy the risk heatmap information to include in reports or share with relevant stakeholders as needed. **Important:** The copy and download of heatmap information is only available in Next Experience. **Enhanced object-based assessment** Configure a risk assessment methodology (RAM) for multiple objects without having to select only one assessment object. You can reduce the additional effort to manage multiple methodologies for different objects. You can compare and report the data to promote enhanced data accessibility and coherence. Risk administrators can also add multiple RAMs for a single object. For example, a compliance case table can be assessed using separate criteria for IT and corporate compliance, which enables a comprehensive understanding of risks across different domains. **Auto save feature in the risk and control assessment form** Improve the experience of performing advanced risk assessment with auto-save. When assessors respond, the application saves their responses and calculates the overall risk score. It significantly reduces the number of clicks required, which improves efficiency and the overall employee engagement.

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Application or feature	Details
	Important: The auto-save feature is only available in Next Experience. **Bulk approval and reassignment of risk assessments** Approve multiple risk assessments simultaneously, which significantly reduces the time that your team spends on individual approvals. Workflow efficiency is enhanced, especially when you're dealing with a high volume of assessments. An approver or an assessor can easily reassign multiple risk assessments to different stakeholders or team members. **Adding risks and controls from the library** Create and manage the risks and controls within the designated workflows by eliminating unnecessary navigation. Your team can do the following tasks: • Add controls from a control taxonomy by using the **Create from control objective** option during control assessment. • Identify and create ad-hoc controls by using the **Create control** option when responding to risk mitigation tasks. • Add the controls from control taxonomy by using the **Create from control objective** option when responding to risk mitigation tasks. • Identify and map the risks from risk taxonomy by using the **Create from risk statement** option while defining the risk assessment scope. **Enhanced user experience in Advanced Risk** Streamline your processes with the following enhancements: • Use the **Comments** field to provide a brief response for the group factors in Risk Workspace. You can configure the comments from the group factors in the RAM form. • Eliminate the need for assessors to navigate manually through the entire page to locate the areas that require attention. When moving to the next assessment stage on the risk assessment form, the application automatically scrolls to the unresponded factors. • Reassign the in-progress assessments in bulk to new assessors in the absence of the current assessor. This feature helps to redistribute assignments, especially in cases of restructuring or emergency medical leave, and enables bulk reassignment as needed. • Initiate a sidebar discussion for the risk event and issue record types. Your team gets a dedicated space to discuss events or issues. This space enhances the clarity and efficiency in the risk management processes.

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Application or feature	Details
	• Use the **Reviewer** field on the risk response task page to inform the assessor about the reviewer's details. • Use drop-down options for factor choices on the risk assessment form to enhance readability. • Enable a horizontal layout for factor choices on the risk assessment form to minimize scrolling. • Use a simplified navigation with a single breadcrumb trail from the advanced risk assessment homepage to the main page. Your team doesn't need to open multiple tabs. • Use a vertical list view that is grouped by the related list for a manual, automated, and calculated metrics definition record. • Collapse section headers within the advanced risk assessment to reduce scrolling on the advanced risk assessment page and optimize the screen space for accommodating more content.
Advanced Work Assignment	**Added a system property** The *glide.awa.bypass_max_wait_time.enabled* system property keeps pending_accept state work items in the Agent Inbox until the assignment times out even when the **Max Wait Time** is met. This property defaults to true.
Agent Chat	**Chat summarization** Automatically generate chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents.
Agent Client Collector	**Using metric connector enhancements** Use agent-less System Center Operations Manager (SCOM) connectors for high-performance SCOM metric integration. **Application patterns for the Agent Client Collector** Run application patterns through the Agent Client Collector. Application patterns enable discovering details about applications running on an agent's host. **Enhanced system properties** Monitor the behavior of the Agent Client Collector application with the enhanced Policy Calculation and Framework Configuration system properties, including the enhancements to agent Discovery, automatic MID Server selection, and error message logging. **Configuration data files added to checks**

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Application or feature	Details
	Provide the enhanced data collection in the Agent Client Collector application by communicating the instance data with the agent. The configuration data files are also sent to the agent's associated MID Server. **Mongo DB checks** Monitor MongoDB resources with additional metrics that relate to the metadata, memory, and disk space. **Continuously discover the resources in your Kubernetes clusters** Continuously discover the resources in your Kubernetes clusters in Agent Client Collector for Visibility by using Cloud Native Operations (CNO) for Visibility. CNO for Visibility promptly reports changes in the resources to the instance and updates the Configuration Management Database (CMDB). **Retrieving the metrics for cloud resources** Retrieve the high-performance metrics for virtual resources in the cloud by using VMware. **Pull additional resources from Kubernetes clusters into the CMDB** Starting in version 3.6.2, configure the Cloud Native Operations for Visibility Informer to pull additional resources from Kubernetes clusters into the Configuration Management Database (CMDB), besides the resources it sends to the database by default. **Create a cmdb_ci_linux_server CI for each Kubernetes node** Starting in version 3.6.2, configure if you want the CNO for Visibility Informer to create a cmdb_ci_linux_server CI for each Kubernetes node. By default, the Informer creates a cmdb_ci_linux_server CI for every Kubernetes node. If this CI is redundant or interferes with other flows in your organization, you can set the associated configuration parameter to false. **Define include and exclude lists of Labels and Annotations** Starting in version 3.6.2, define include and exclude lists of Labels and Annotations in Kubernetes resources that the CNO for Visibility Informer pulls into the CMDB. **Display the Kubernetes cluster version in the CMDB** Starting in version 3.6.2, make the CNO for Visibility Informer populate the field in the cmdb_ci_kubernetes_cluster CI that shows the Kubernetes cluster version. **Add custom Labels and Annotations to Kubernetes resources** Starting in version 3.6.2, CNO for Visibility enables you to add custom Labels and Annotations to all your resources deployed in the Kubernetes cluster. **Secure check verification through the allow-list**

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Application or feature	Details
	Starting in version 3.5.1, enhance your system's security by verifying checks only with the allow-list from your global configurations. An allow-list from installed plugins is not used. **Add a self-signed certificate to your operating system's truststore** Starting in version 3.5.1, enhance security by adding a self-signed certificate to your OS's trust store. **Clear agent assets** Starting in version 3.5.1, remove an agent's plugin files by selecting **Clear Assets** on the UI, instead of removing the plugins manually. **New Linux and Windows checks supported** Starting in version 3.5.1, Agent Client Collector supports additional Linux and Windows checks.
Agent Workspace for HR Case Management	**Schedule a meeting task within a case** View the availability of an employee and schedule a meeting while you're working on an HR case. For example, you can schedule a meeting with a new hire as part of the onboarding process. **Add personal notes** Use personal notes to add information that is not finalized and must not be tracked within the case history. Working notes are accessible to all agents who are working on a case. In some cases, agents might not want private notes or rapidly changing information related to a case to be viewed by other agents. **Using checklists in Agent Workspace for HR Case Management** Add, edit, reorder, or delete checklist items from the contextual side panel.Previously, you could add, edit, reorder, or delete checklist items only from Core UI. **Secure documents** Add an extra layer of security on attachments that are linked to a case. Grant access to attachments with sensitive or private data to specific groups, users, user criteria or roles. **Page Configurations reference** Configure a few components on the landing page, record page, list page, and HR case creation page on the Configuration Settings page. Previously, you could configure these components using the UI Builder only. **Streamline HR case resolutions** Integrate a cloud contact center with HR Agent Workspace to enable employees to resolve their HR cases using interactive voice response. For cases that require a live agent, the system routes the call to an

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Application or feature	Details
	available agent, displays relevant caller information to the agent, and automatically captures data from the interaction.
App Engine Studio	**Create applications with Now Assist** Accelerate application development through a natural conversation with generative AI. Create tables, roles, and record producers that define your application to quickly reach a starting point for further building. **Quickly add required roles for Workspace Builder** Quickly access and define security for workspaces that don't have an access control list (ACL) through a new modal. The new Add user roles to continue modal enables you to add roles and automatically create an ACL. You can then edit the roles in the **User access** field of the workspace settings. **Added support for Creator Studio groups and roles in AEMC** As an admin, track and manage users who have Creator Studio permissions when you use AEMC. **Added support for collaboration requests from Creator Studio in AEMC** As an admin, view and approve or reject Creator Studio user requests to collaborate on an app when you use AEMC. **Added support for new Creator Studio app requests in AEMC** As an admin, view and approve or reject new app requests from Creator Studio restricted users in AEMC.
Application Manager	**Installing applications in Application Manager modal pop-up** View the following information with an added pre-installation modal: • A description for the application configuration, primary features, and optional features. • Shows primary features, optional features, and dependencies associated with AppV2. • Shows the configurations and features available. • Shows user scenarios when the install is blocked, the application configuration isn't licensed, or primary and optional features aren't licensed. In the post-installation modal details page, you can view compatibility, key features, and release notes. It also displays an installation or update option. **One-click experience to update dependent applications** Use the **Update Dependencies** button to view all available updates for dependent applications of a parent application.

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Application or feature	Details
Application Portfolio Management	**Connect a digital interface with the CMDB API in the EA Workspace** Create a relationship between a digital interface and a CMDB API from the digital interface related list. Find out which digital integration uses which API and the environments where they're deployed and group the deployed APIs. **Working with the Enterprise Architecture Workspace dashboard** The following widgets are available on the TCO tab of the Enterprise Architecture Workspace dashboard. • **Business applications by TCO score** • **Business application TCO by cost type and planned disposition for FY:Q (Current quarter)** • **Top 10 business applications with the highest cost for FY:Q (Current quarter)** **Managing a business portfolio** Filter the business capability scores by fiscal year using the Fiscal year filter. **Working with the Application Assessments dashboard** The Application Assessments dashboard is now available in the EA Workspace. **Working with the Application 360 dashboard in Enterprise Architecture Workspace** The Application 360 dashboard is now available in the EA Workspace. **Configure application total cost of ownership (TCO) in Enterprise Architecture Workspace** Evaluate the cost of your business applications and leverage the application costs to prioritize your application portfolio. Rationalize business applications by their cost and align them with the organization's business strategy. For more details, see Configure application total cost of ownership (TCO) in Enterprise Architecture Workspace, Create a source for an Application TCO, Create a cost type for Application TCO in Enterprise Architecture Workspace, Add or edit a total cost of ownership record. **View roadmap for your business capabilities and business applications** Plan, prioritize, and roadmap the work for your business capabilities and applications by aligning with the strategy. For more details, see View a roadmap of a business capability and View roadmap of a business application. **View and select your folders to save Lucidchart diagrams**

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Application or feature	Details
	Fetch your Lucid folders to select and save the Lucidchart diagrams while creating a diagram. For more details, see Create a Lucidchart diagram for a business capability in the EA Workspace and Create a diagram for a business application in the EA Workspace.
	Use indicators created by you to analyze business applications in the Application Rationalization page Use custom indicators in the Application Rationalization screen in the Enterprise Architecture Workspace to analyze business applications in the bubble chart view or list view. Use the Active flag to select the indicators that you want to apply for rationalization. For more details, see Bubble chart view of application rationalization and List view of application rationalization.
	View TPM and TRM lifecycles in a Gantt chart view View TPM and TRM life-cycle information of a business application in a Gantt chart format under the **Lifecycle Timelines** tab of a business application view. For more details, see Gantt view of TPM and TRM lifecycle timelines.
	Rationalize all business applications associated with capabilities and their child capabilities Apply the business capability filter in the Application Rationalization page to view all the business applications including the ones that are associated with the child capabilities of the parent capability.
	Add or request a TRM Product or TRM Product life cycle for hardware products Request a TRM hardware product and product life cycle using the TRM Catalog or TRM navigation within the Enterprise Architecture Workspace. Depending on the user role, you can add or request a TRM product. For example, if you're a member of the Enterprise Architect group, you can directly add a TRM product or TRM product life cycle. For more details, see Add or edit a TRM product request, Add or edit a TRM product lifecycle request, Request a TRM product using the TRM Catalog, and Request a TRM product lifecycle using the TRM Catalog.
	Rationalization of business applications The Enterprise Architecture Workspace supports Application Rationalization. Rationalize your business applications by analyzing the applications by their indicators to take action. Take actions such as creating a demand, setting the planned disposition, adding life-cycle data, viewing associated demands, and updating details of an existing project associated with an application. For more information, see Bubble chart view of application rationalization and List view of application rationalization.

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Application or feature	Details
	Personalize the Enterprise Architecture Workspace home page Customize the sections that you want to display on the EA Workspace home page by using the personalize page feature. **Run a scheduled job to update TRM technical debt data in EA Workspace** Run the *Populate TRM technical debts in the EA Workspace* scheduled job to update the TRM technical debts data in the EA Workspace. For more details, see Manage TRM technical debt. **Open business application form in Core UI from EA Workspace** Open the business application form in Core UI from the EA Workspace.
Application Vulnerability Response	**Closed application vulnerable items in the SBOM Workspace reopen automatically** A **Closed** application vulnerable item (AVIT) for a component with an associated vulnerability is reopened automatically and visible in the SBOM Workspace if the following conditions are met: • The Reopen AVITs if detected (sn_sbom_resp.reopen_avits_if_detected) system property is activated. This system property is activated by default. • The AVIT with the associated vulnerability is detected again by a third-party integration's vulnerability scans or the component with the vulnerability is part of a subsequent SBOM upload. • The substate of the **Closed** AVIT is not one of the following: **Mitigation Control in Place**, **Not Affected**, or **False Positive**. AVITs with these substates are not reopened by the system property. Deactivate the system property only if you do not want **Closed** AVITs to reopen automatically. **Updating application vulnerable items in bulk in the Vulnerability Manager Workspace** Perform the following tasks on one or more application vulnerable items (AVITs) simultaneously using the bulk edit feature in the Vulnerability Manager Workspace: • Update the state of AVITs. • Request an exception in bulk. • Mark AVITs as false positive in bulk. • Assign AVITs to an assignment group for remediation. **View list of vulnerable items in the Vulnerability Manager Workspace**

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Application or feature	Details
	View the list of active vulnerable items in the Vulnerability Manager Workspace using the active records count next to the View by drop-down in the Host vulnerabilities tab on the Home page. **Open active AVITs list in classic UI from the Vulnerability Manager Workspace** Navigate to the Classic UI's active AVITs list using the **View Classic link** in the Application Vulnerabilities tab on the home page of the Vulnerability Manager Workspace. **Refresh a remediation task in the Vulnerability Manager and IT Remediation Workspaces** Refresh a remediation task (AVUL#) in the Vulnerability Manager and IT Remediation Workspaces to inspected if there are any additional records that belong to a remediation task. **Enhancements to the Software Bill of Materials applications** Upload SBOM files for the CycloneDX and SPDX standards starting with version 3.0 of SBOM Core and 3.2 of SBOM Response. • XML and JSON formats are supported for CycloneDX up to and including version 1.4. • JSON format is supported for SPDX up to and including version 2.3. Performance enhancements in the SBOM Workspace for the BOM Entities and Components pages. You might experience faster load times for the Home and Components modules in the SBOM Workspace. **GitHub Application Vulnerability Integration version 1.1** Import application information from your GitHub repositories with the GitHub Repos Integration. Imported data is stored in the Discovered Applications [sn_vul_app_release] table. The GitHub CodeScan and Dependabot integrations require current application data that is imported by the GitHub Repos Integration. Enhancements to the (OAuth) authentication credentials on the GitHub Configuration page. **Enhancements to the Veracode Vulnerability Integration version 4.2** Select **Get More Details** on *Veracode* application vulnerable items (AVITs) on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table or from the list views in the Vulnerability Response Workspaces to view the following data imported from Veracode:

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Application or feature	Details
	• HTTP Source request and Source response details for Dynamic Application Security Testing (DAST) scans are displayed on the **HTTP Request/Response** related list. • Solution recommendations from Veracode are displayed on the **Findings** related list. • HTTP Source request, Source response, and recommendations are displayed on the **Details** tab In the Vulnerability Response workspaces. • The Description column is supported on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table. **Enhancements to Application Vulnerability Response AVIT Vulnerability Integrations** View details such as total processing times, average times for pre- and post-integration run processes, and reports on the integration run records for the Fortify version 2.3, Invicti version 1.1, and Veracode version 4.2 Application Vulnerable Item (AVIT) Integrations. **Create auto-close rules for stale AVITs** Automate the closure of stale AVITs via Auto-close rules based on your required filter conditions. **Analyzing the vulnerability landscape in the Vulnerability Manager Workspace** Get the overall summary of the active application vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace. **Acquiring the summary of a set of application vulnerabilities using filters** Get the summary of a set of active application vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace. **Define Vulnerability Response email notifications** When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. **Invicti Vulnerability Integration** Import Interactive Application Security Testing (IAST) and Dynamic Application Security Testing (DAST) data with the Invicti Vulnerability Integration. This data enables you to determine the impact and priority of flaws in your custom software applications. Use the following Invicti integrations to enrich your vulnerability data:

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Application or feature	Details
	• Invicti Application List Application - Import applications that are scanned by Invicti. • Invicti Scan List Integration - Import data about the date and time a scan was run. • Invicti Application Vulnerable Item Integration - Import Invicti vulnerable item data. **Import Software Bill of Materials (SBOM) files with Veracode** Upload SBOM files in CycloneDx JSON format with a dedicated Veracode API. Identify the components you are using in your software projects and information about their releases, versions, and associated vulnerabilities. The integration generates SBOMs in CycloneDx JSON format and uploads them into your instance for parsing. The Software Bill of Materials applications are required. For more information, see Exploring Software Bill of Materials. **Software Bill of Materials** The following enhancements were made to supported applications for the Software Bill of Materials (SBOM) product: • Added PURL validation for the OSV.dev integration. Invalid PURLs are ignored during file processing. • If available, OSV.dev fixed version information is displayed on a related list on the AVIT record. • SBOM application vulnerable items (AVITs) show component information in enhanced SBOM workspace views. • Disabled Remediation Task rules for SBOM AVITs in the SBOM Workspace. You can edit rules for SBOM AVITs in the Vulnerability Manager Workspace in Vulnerability Response. • Expanded SBOM Workspace access enables you to view the SBOM inventory with the SBOM Core application. **Reapplying CI Lookup rules in Application Vulnerability Response** Reapply your configuration item (CI) lookup rules to update existing CIs for scanned applications and product models. **Create remediation tasks manually** Create remediation tasks (AVULs) manually for application vulnerable items (AVITs) from remediation task records on the Group Configuration tab. **Notifications on false positive and exception requests**

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Application or feature	Details
	Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules. **Quick start tests for Application Vulnerability Response** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Application Vulnerability Response works as expected. If you customized Application Vulnerability Response, copy the quick start tests and configure them for your customizations.
Audit Management	**Manage your documents and work papers with Audit Management as cloud files** Manage your documents and work papers with Audit Management as cloud files. This capability addresses specific use cases for the engagement and audit task records in the Audit Workspace. Link the cloud files to any GRC record and share a single cloud file with multiple records. **Create a Cloud file configuration on engagements and audit tasks** Manage access permissions on the cloud files. Use the Cloud file configuration module to assign the read and write permissions to the users of the cloud files.
Automated Test Framework	**Performance profiling** Performance profiling is a data-driven approach to analyzing runtime behavior by identifying bottlenecks faster. Use performance profiling to detect performance degradation when you upgrade your instance. You can then investigate and fix any issues. **Configurable workspace support** ATF now supports testing the Next Experience UI (limited to forms and UI actions) to reduce regression risks by providing wider test coverage. **Declarative Action Visibility test step** Use the Declarative Action Visibility test step in the Form test step category to verify if a declarative action is visible on the current form. **Click a Declarative Action test step** Use the Click a Declarative Action test step in the Form test category to click a declarative action on the current form.
Benchmarks	As an admin, use the Admin Console experience to oversee and control the Benchmarks dashboards. From a single console, you have the following ability:

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Application or feature	Details
	• Activate or update the necessary plugins. • Modify configuration settings. • Analyze data for all the KPI categories opted. • Manage KPIs for all the categories. • Access ServiceNow help.
Business Continuity Management	**Configuring the Dictionary, UI policy, element variables, and UI view** Configure new fields in the dependency assessment with the admin role and mark them as required or optional using the UI policy. In addition to UI policy configuration, you can also customize the UI view and UX view rules for the BIA dependency and BIA dependency groups. It offers you the flexibility to modify the display and functionality of the dependency assessment based on your specific requirements. In previous releases, the Required Recovery Timeframe validation was required for all impact categories. However, starting with version 6.1.x of the BCM application, it's now required only for the Applications impact category. This change is controlled by the UI policy. **Automate the recovery task in the plan** Automate the recovery tasks to streamline the recovery process in both business continuity plans and exercises. By classifying a task as automated and attaching an automated flow to it, the recovery process can be streamlined. When a business continuity plan is activated as part of an exercise or an actual event, the associated automated flow gets triggered. However, if an error or failure occurs during the execution of the automated flow, the user with edit access to the event record can manually retrigger the task as a backup. Therefore, the recovery process can proceed seamlessly, even if the automated flow encounters any issues. **Add a task to the crisis event** Manage multiple recovery tasks by editing various fields, including **State**, **Actual start**, **Actual end**, **Assigned to**, and **Assigned group** at the same time in the recovery tasks list. It helps the event task users update multiple tasks simultaneously, saving time and effort. If a task was closed by mistake, the event task users with edit access to the event record can reopen it for editing and make necessary corrections, maintaining accuracy and completeness in the recovery process.

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Application or feature	Details
	Additionally, the **Closed failed** task state has been implemented on the Event task form. When a task is transitioned to the **Closed failed** state, the entire exercise is paused until the user with edit access to the event record unblocks the task and changes its state to **Closed complete**. The event task users can then resolve any issues or failures before continuing with the exercise. **Schedule an auto-update of the dependencies** Update the CMDB assets and dependencies in the business impact analysis. BCM administrators can configure the Impact analysis dependency update configuration module to start an auto-update or to trigger a manual review process. Administrators can enable the scheduled job to monitor the dependencies continuously and send email notifications. **Schedule an auto-update of the related assets** Update the CMDB assets and dependencies in the business continuity plan. BCM administrators can configure the Planning dependency update configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, and the CMDB. Administrators can enable the scheduled job to monitor the dependencies continuously and send the email notifications. **Adding the dependencies of the impacted assets** Update the CMDB assets and dependencies in an event. BCM administrators can configure the Event dependency source configuration module to start an auto-update or to trigger a manual review process. Dependencies are fetched from different sources such as a BIA upstream dependency, BIA downstream dependencies, CMDB, Plan primary assets, and Plan related assets.
Clone Admin Console	**Request a clone in Clone Admin Console** The app features a simplified clone request page with guidance and explanations for how various settings affect your clone. The new request page also features a scheduling tool to help prevent timing conflicts between the automatic rescheduling of clones and infrastructure maintenance windows. **Guidance** Learn how some clone options may affect your clone time with added information and guidance. **On-demand backup option** Use a fresh backup as part of your clone. This option can be useful if you want to include newly published changes in your clone and you don't want to wait for the next nightly backup.

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Application or feature	Details
	Clone Logs See the **Show Logs** link that is added to display the Clone Logs on the Clone Status page when selected. **Recurring clones** Create recurring clones using the clone frequency options on the clone request page. The clone frequencies are **Weekly**, **Every two weeks**, and **Every four weeks**. **Note:** Each occurrence is created as a separate clone request. If changes are required, you must change the individual clone requests that are created. **Target instance modal** Add an instance or select an existing instance without leaving the page using the **add an instance** option in the **clone request target instance** field. **Use the same backup as another clone** Use the same backup as another clone when selecting a backup option. If the backup no longer exists, it triggers an on-demand backup instead. **Clone storage** Legacy clones and new clones are stored separately. Clones requested via the Clone Admin Console are stored on a new table and displayed within the new console.#Legacy clones aren't shown in the console. Clones initiated via the legacy Request Clone page are stored on the legacy Clone History table.
Cloud Cost Management	**Analyze the spend breakdown for Kubernetes clusters** View and analyze costs for a Kubernetes cluster on cloud and narrow down your results by using various filters such as time period, cost type, and grouping options like Kubernetes cluster, Kubernetes namespace, and tag category. **Manage the cost of shared cloud services** View, analyze, and manage the cost of shared cloud services across various business domains and allocate costs to these multiple lines of business. For Kubernetes clusters, you can share the cost across multiple namespaces.
Coaching	**Integrating Coaching with Learning with ServiceNow University** Gain ServiceNow skills using ServiceNow University after you integrate it with Coaching with Learning. **Coaching dashboard in the Next Experience user interface**

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Application or feature	Details
	Analyze Coaching data using the Next Experience Coaching dashboard.
Collaborative Work Management	**Shared Spaces for collaboration** Shared Spaces enable teams across the organization to work on common objectives using a single workspace. • Create a space for your team to manage any kind of work such as projects, campaigns, or surveys. • Create unlimited Boards to plan tasks and Docs to manage meeting notes and related documentation within Spaces. • Organize Boards and Docs of a Space into folders. • Associate Boards and tasks to organizational goals so that team members have direct visibility into the alignment of their work with overall strategy. **Flexible Boards for task management** Configure a flexible task Board without the involvement of a system admin. Organize work in a way that works best for your team. • Track work in the form of Tasks, Defects, or custom work item types. Some examples of custom work item types are Milestone, Meeting, and Activity. • Visualize work in customizable List, Gantt, and Kanban views. • Create custom fields for task records such as Dropdown, Date, Text, Label, URL, Reference and others. **Automations for tasks in Boards** Using predefined templates, add conditions to automate various actions for your tasks. Examples of automated actions include sending an email when a task assignment is changed, updating task priority when the due date is moved, or reassigning tasks when the priority is changed. You can edit these conditions anytime to verify that your task automations reflect the changes made to your team's workflow. **Collaborative documentation** Manage different types of documentation such as meeting notes, project requirements, or event details from a single location and avoid using multiple disconnected tools. Within a Doc, you can: • Create unlimited pages with rich-text formatting. • Tag users to their action items by @-mentioning them. • Insert media and URLs.

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Application or feature	Details
	• Add reference to CWM tasks or other ServiceNow AI Platform records such as Issues, Incidents, or Risks. • Collaborate with other users with the feature of live user presence. **Connecting to Planning portfolios** Configure lenses of Strategic Planning or Portfolio Planning workspaces to include CWM Boards as a planning item so that you can plan and roadmap Boards in a portfolio plan.
Common Governance, Risk, and Compliance feature	**System-generated recommendations for Workspace issue management** • Use system-generated recommendations for a remediation task that is related to an issue. User responses are recorded in the action history of the remediation task. • Use system-generated recommendations that are listed on the **Details** tab of an issue. You can refer to the top three recommendations when assigning an issue in the **Assigned to** field.
Compliance Case Management	**Export a report to PDF** Create PDF reports for compliance cases or requests by using predefined templates so that the stakeholders who may not have access to the application can still access the data. Sharing vital information via email becomes quicker with PDF reports and enables collaboration with audit teams, partners, or internal committees without the need for application access. PDF reports serve as offline reporting. They can provide you with the flexibility to present comprehensive data in a condensed and readable format. You can select a predefined template or create a customized document template to generate reports. **Compose emails in GRC: Compliance Case Management** Compose and send emails for compliance cases and requests by using the GRC: Compliance Case Management application to communicate with different stakeholders within or outside your organization. **Enhance the user experience in managing multiple impacted and related areas** Add and manage multiple impacted and related areas in a compliance case more efficiently. You can use a unified dialog box by selecting the **Add** button. By using this button, you can eliminate repetitive actions and reduce the time you spend navigating between different screens. As you select the impacted and related areas, you get visibility into the compliance case record in the

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Application or feature	Details
	background and you can make informed selections that are based on the details within the record. For more information, see Add an impacted area to a compliance case and Add a related area to a compliance case. **Remove multiple impacted and related areas** Delete one or multiple impacted and related areas by using the **Remove** button that has been added on the compliance case form. You can delete impacted and related areas more conveniently without navigating through multiple menus or sections.
Configuration Compliance	**Enhancements to Security Posture Control version 3.0** Close existing related test results (findings) if you publish a new version of a policy or delete a policy. If you choose to close test results, test result and remediation task states transition in accordance with the state transition processes of the Configuration Compliance application. See Test result and remediation task state transitions in the Security Posture Control application and Test result and remediation task state transitions in the Configuration Compliance application for more information. Editing activated policies is supported in Security Posture Control. Versions are tracked and version numbers are displayed on the policy record and its related test results in Configuration Compliance. **Requesting false positive for a set of test results from the Vulnerability Manager Workspace and IT Remediation Workspace** Raise a false positive request for a set of test results simultaneously from the remediation task (CRG#) in the Vulnerability Manager Workspace and IT Remediation Workspace. **Requesting false positive for a remediation task (CRG#) from the Vulnerability Manager Workspace and IT Remediation Workspace** Raise a false positive request for a remediation task from the Vulnerability Manager Workspace and IT Remediation Workspace. **Setting up questionnaire for false positive requests** Set up a questionnaire for the false positive request of Test Results and Remediation Tasks to acquire additional information about the requests. **Updating the risk score in the Vulnerability Manager Workspace** Update the risk score of a test result (TR) using the **Calculate Risk Score** button in the record view of a TR in the Vulnerability Manager Workspace as per vulnerability calculators.

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Application or feature	Details
	Analyzing the vulnerability landscape in the Vulnerability Manager Workspace Get an overall summary of the active test results through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace. **Acquiring the summary of a set of test results using filters** Get the summary of a active set of test results by filtering those test results on the Home page of the Vulnerability Manager Workspace. **Displaying records in workspaces upon clicking the links in email notifications** When links are clicked in an email notification, records open in either the Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. **Notifications on false positive and exception requests** Receive notifications and reminders on change approval records with false positive and exception requests by setting approval expiry and reminder dates on the approval rules. **Quick start tests for Configuration Compliance.** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Configuration Compliance still works. If you customized Configuration Compliance, copy the quick start tests and configure them for your customizations.
Configuration Management Database (CMDB)	**CMDB Workspace store app** • Access CMDB Data Manager from CMDB Workspace where it's built using UI Builder (UIB) components. CMDB Data Manager is now fully integrated into the CMDB Workspace. • Use Data Certification in CMDB Workspace where it's built using UI Builder (UIB). Data Certification is now fully available by using the Certification policy type in CMDB Data Manager in CMDB Workspace. • Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates in CMDB Workspace. De-duplication functionality is now built using UI Builder (UIB) components and is fully integrated into the CMDB Workspace. **Quick start tests for CMDB** After upgrades and deployments of new applications or integrations, run quick start tests to verify that CMDB works as expected. If you customized CMDB,

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Application or feature	Details
	copy the quick start tests and configure them for your customizations.
Container Vulnerability Response	**Updating container vulnerable items in bulk in the Vulnerability Manager Workspace** Perform the following tasks on one or more container vulnerable items (CVITs) simultaneously using the bulk edit feature in the Vulnerability Manager Workspace: • Update the state of CVITs. • Request an exception in bulk. • Mark CVITs as false positive in bulk. • Assign CVITs to an assignment group for remediation. **View active CVITs list in the Vulnerability Manager Workspace** View the list of active CVITs in the Vulnerability Manager Workspace using the active records count next to the View by drop-down in the Container vulnerabilities tab on the Home page. **Open active CVITs list in classic UI from the Vulnerability Manager Workspace** Navigate to the Classic UI's active CVITs list using the **View Classic link** in the Container Vulnerabilities tab on the Home page of the Vulnerability Manager Workspace. **Refresh a remediation task in the Vulnerability Manager and IT Remediation Workspaces** Refresh a remediation task (CVUL#) in the Vulnerability Manager and IT Remediation Workspaces to inspected if there are any additional records that belong to a remediation task. **Analyzing the vulnerability landscape in the Vulnerability Manager Workspace** Get the overall summary of the active container vulnerabilities through visual representation of risk ratings, remediation progress, assignment groups workloads, and records in remediation tasks on the Home page of the Vulnerability Manager Workspace. **Acquiring the summary of a set of container vulnerabilities using filters** Get the summary of a set of active container vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace. **Displaying records in workspaces upon clicking links in email notifications** When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. **Notifications on false positive and exception requests**

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Application or feature	Details
	Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules. **Quick start tests for Container Vulnerability Response** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Container Vulnerability Response works as expected. If you customized Container Vulnerability Response, copy the quick start tests and configure them for your customizations.
Continuous Authorization and Monitoring	**Managing controls at a granular level** Configure a control requirement at the control objective level based on the NIST 800-53 Risk Management Framework to assess the control at a granular level. You can also take attestations at the requirement level while the control moves to the Attest state in the workflow. You can monitor and track the control effectively and clearly identify specific requirements that are non-compliant, which leads to the control being non-compliant. **Set up baseline controls to generate controls and implement requirements** Create a control that is implemented as an inherited control in part and as a system-specific control in part, which helps to adopt partial requirements from a common control provider. You can also inherit one or more requirements provided by a common control provider. **Ability to have assessment procedures based on NIST 800-53A** Determine the control's effectiveness based on the individual assessment procedure's effectiveness. You can tailor the assessment procedures in test templates and mark them as Effective, Ineffective, or Not applicable. **New related lists in the CAM view of Control objective and Control forms** Use the CAM view of the Control objective form that has all the control objective requirements from the NIST 800-53 revision 5. Similarly, the CAM view of the Control form has all the requirements generated for the control in the control requirements related list.
Core ServiceNow AI Platform	**Arabic language support** Accommodate Arabic-language users with Arabic translations of the base system UI string content in your instance. Activate the I18N: Arabic Translations plugin (com.snc.i18n.arabic) to get these translations. **GraphQL Explorer**

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Application or feature	Details
	Test GraphQL APIs using an integrated GraphQL testing tool. The GraphQL Explorer facilitates the development and debugging of GraphQL APIs. **Support for JavaScript modules and third-party libraries with the ServiceNow SDK** Create custom JavaScript modules to organize and reuse code, improve maintainability, and leverage functionality from third-party JavaScript libraries in scoped applications with the ServiceNow SDK. Use the ServiceNow SDK to create, download, and modify scoped applications with custom modules and third-party libraries in Visual Studio Code and then deploy those applications to an instance. **Improvements for archiving related records** When defining related records, control the depth of cascading by specifying the archive rule for each archive related record. Related records without a specified archive rule aren't cascaded. **Drop custom indexes** Drop custom indexes using the Tables module. **Flow logic for remote tables** Build a flow to retrieve data for a remote table query. Use the ServiceNow® Flow Designer capabilities of triggers and actions to respond to triggers and fetch remote data. **New sys property to enable locale-based language sorting** Enable the *guide.ui.condition_builder.sort_labels_by_locale* system property to sort the fields of the Show/hide filter according to the locale-based language. The system property is set to False by default. **Show Syslog Records UI action** Use the new **Show Syslog Records** UI action on Transactions and Active Transactions forms to view any System Log entries that were generated during the execution of the transaction.
Creator Studio	**Use templates to quickly build forms to intake requests** An easy-to-use form building environment enables no-code development of forms. **Create automated playbooks to streamline workflows** After you build forms, create playbooks to run automatically on the records that a form generates when users submit the form. For example, when a form is created, it can be automatically routed to a manager for approval. **Intuitive form submission workspace is ready to use out-of-the-box**

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Application or feature	Details
	For each app that you build, Creator Studio generates a form submission workspace category where fulfillers review requests. You can customize the workspace category and its records in Creator Studio. **Co-create apps with other developers using collaboration** Increase app creation collaboration through delegated development, which enables you to collaborate on apps you don't own by requesting permission to edit them and to invite other citizen developers to build apps with you. **Deploy apps to production instances using Pipelines and Deployments** When an app is ready, you can submit it for review. App Engine admins deploy the app using Pipelines and Deployments. Once deployed, the catalog items for the app's forms are available for use in production.
Customer Contracts and Entitlements	**Create and manage contracts** Create contracts manually and import and synchronize existing contracts to retain updated data. **Work in agent workspace** View, utilize, and manage contracts and entitlements in the ServiceNow® CSM Agent Workspace. **Generating new customer contracts and entitlements** Manage the life cycle of customer service contracts and entitlements from offer creation to contract generation. **Integrating offer to contract services** Integrate product catalog management, order management, and contract management to deliver a seamless capability to support selling of service contracts and entitlements. **Managing contracts and entitlements** Manage modifications in contracts and entitlements to process change orders for contracts, contract lines, and entitlements. Support entitlements for an account, a product, or a service plan. **Renew service contract** Renew a service contract before the contract expires. **Service contract lines for subscription plans** Create contract lines for subscription products and services. **Resuming, cancelling, and suspending service contracts** Resume, cancel, suspend, or modify the services specified in service contracts and entitlements based on customer requirements.

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Application or feature	Details
Customer Service Management (CSM)	**Service definition categories** Streamline how agents select services by creating categories for the provided services. From the case service selector and case task service selector, agents can select a category and then view and select from the available services within that category to create a case or case task. **Customer activity view** • Display the streamlined and responsive Customer Activity component in the CSM Configurable Workspace. Enhancements include an updated date picker, customer activity time group headers and card layout, and new activity icons. • Display the Generative AI-driven summaries for historical interactions instead of full transcripts. **Technology Product Support Case application** Enable technology companies to provide support for digital products and services. Features for this application include a case type, record page, playbook, and record producer. **Technology Product Support case type** Provides a case type dedicated to technology product support needs. The Technology Product Support case type includes the tables, roles, SLAs, and other processes needed to resolve technology issues. **Technology product support record page** Provides a simplified case view in CSM Configurable Workspace that enables agents to research and resolve technology cases. **Modeless dialogs for Activity Compose and Email Compose** Create comments, work notes, and email messages for cases using modeless dialogs in CSM Configurable Workspace. These moveable windows enable agents to see case context while drafting text. **Technology Product Support Case playbook** Provides agents with step-by-step guidance for resolving technology cases. **Quick start tests for Customer Service Management** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Customer Service Management works as expected. If you customized Customer Service Management, copy the quick start tests and configure them for your customizations.

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Application or feature	Details
Data Discovery	**Create anonymization techniques** **Data Discovery support for partial anonymization** You can now make discovered data partially anonymous. **Configure a Data Discovery job** **Data pattern supports include keywords and keyword proximity** You may now use keywords and keyword proximity for data patterns.
Data Privacy	**Create tests from the anonymization page** You can now create tests directly from the anonymization page. **Create pattern technique mappings from the Policy page** You can now create data patterns for anonymization techniques for partial anonymization directly from the Policy page. **Support for pattern ordering** You can see the ordering of the patterns during partial data anonymization job execution.
Data management for CSM	**Product instance identifier** Connect new and existing products and services with the related assets and configurations by using the product instance identifier. Link the install base items to an asset class, configuration item class, and product model class by using the **Model Category** field. **Synchronization of life-cycle states between the asset and install base** Synchronize the **State** field across both the asset class and install base class to maintain the consistency of states between both entities. The synchronization of the **State** fields depends on the states that you select in the life-cycle fields. Comply with the Common Service Data model framework by establishing a link between the existing **State** field and the new life-cycle fields on the install base form. **Data model for Sold products and Install base** Create an install base item by using the **Specification** field on the install Base form during order fulfillment. Support life-cycle management workflows for sold products by using the fields that are added to the Sold products table. **Sales and Order Management workflows**

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Application or feature	Details
	Configure the metadata for the lead-to-cash entities by mapping the entities and configurations. Use the lead-to-cash operations like Create Instance, Delta, Effect, and Commit Instance to compose and build workflows for a seamless flow of information between entities. To learn more, see LeadtoCashCore - Scoped. **Customer Life Cycle Management Workflows** Manage the life cycle of your sold products by activating the Customer Life Cycle Management workflows (com.snc.customer_lifecycle_mgmt_workflows) store application. Update the existing products and services by triggering the sold product to order and the order to sold product flows. You use the **Modify**, **Suspend**, **Resume**, and **Disconnect** actions on the sold product related list on the accounts page to trigger this flow. Change the current configuration of the sold product on the Configurator UI by performing the **Modify** action. Make a definite or indefinite suspension of a sold product by using the **Suspend** action. Restart the services of a disconnected or suspended sold product by using the **Resume** action. Make the sold product inactive by disconnecting a sold product and its full hierarchy. Use metadata configurations to transform data and define structures and workflows like Leads, Opportunities, Orders, Install base items, Sold products and more. **Unified User-Employee as a Consumer** Create a single, unified profile that supports both the internal and external personas from login through all interactions across the Customer Service Management product. **Business Location 360** Enable agents to accurately resolve reported business location issues by using the business location 360 template. Your agents can add data sources, display extra information, and represent entities, such as stores, government agencies, healthcare organizations, automotive dealerships, or departments, for enhanced contextual insights. **Omni-channel support for the business location staff** Enable your business location staff to interact and record all support interactions with each business location through omni-channel capabilities, including Virtual Agent, chat, and messaging applications.

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Application or feature	Details
Decision Builder	**Decision Builder integrated into Workflow Studio** Access and build decision tables in one streamlined environment alongside other powerful tools that help you build workflows for your applications. **Decision table code snippets** Insert a decision table into any script you write on the ServiceNow AI Platform by copying a code snippet of the table from Decision Builder. **Duplicate a decision table** Save time creating decision tables by duplicating full decision tables under 300 rows or just the decision table structure (inputs and columns) for larger decision tables. **Duplicate rows in a decision table** Save time and effort creating decision rules by strategically duplicating rows in your decision tables. **View related objects in a decision table** Easily view and access the related flows, subflows, or processes that your decision table is used in from an open decision table.
DevOps Change Velocity	**GitHub Issues integration** Discover GitHub issues in GitHub repositories as part of the planning capability to link the GitHub issues with GitHub code commits. **Implement custom actions for pipelines using generic Docker container image** Collect data related to change request creation, Sonar scan, artifact registration, and package registration in your GitLab pipeline using the custom actions for GitLab. **User-created orchestration tool integration support** Integrate DevOps Change Velocity with any orchestration tool that is not supported in the base system to discover the orchestration tool, configure webhooks, import historical data, receive live data, and enable change control on your pipelines. **GitLab pull request for change approval** Track GitLab merge request (pull request) pipeline executions in DevOps Change Velocity, link pull request and orchestration pipelines and to enable change approval tracking. **Jira Cloud integration** Integrate DevOps Change Velocity with Jira Cloud and track Jira Issues for the configured projects. **JFrog Artifactory for GitHub, GitLab, and Azure DevOps**

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Application or feature	Details
	Import the artifact data published to JFrog Artifactory for the corresponding pipeline executions for GitHub Actions, GitLab, and Azure DevOps. **OAuth 2.0 authentication for Azure DevOps (ADO)** Use OAuth 2.0 authentication to connect your Azure DevOps tool with DevOps Change Velocity ensuring a more secure authentication method. **OAuth 2.0 authentication for Jira Cloud** Use OAuth 2.0 authentication to connect your Jira Cloud tool with DevOps Change Velocity ensuring a more secure authentication method.
Digital End-User Experience	**DEX Application and Device Health** Monitor applications and devices in order to detect issues before they result in downtime and reduce employee productivity. • Monitor the performance, security, and compliance of the digital workplace through the DEX Dashboard unified workspace. • Monitor the performance and security of installed and web/SaaS applications on user devices. • Monitor real-time performance metrics including CPU, memory, disk usage, and I/O read/write operations for comprehensive insights into system resource utilization. • Monitor user activity, as well as identify and track active and affected users. • Set criteria and thresholds that trigger alerts when performance metrics deviate from specified parameters, which facilitates effective system monitoring and management. • Ensure comprehensive and accurate data collection by facilitating CMDB Population through Enhanced Discovery. • Provide detailed tracking and management capabilities for software assets through software inventory. **DEX Content Playbook** Access content tailored for both macOS and Windows platforms, enabling seamless monitoring of applications and devices while offering support for application remediation. • Ensure the consistent, secure, and compliant usage of the application by establishing guidelines and rules. These DEX policies enable you to minimize data breach risks, improve data quality and accuracy, and optimize application performance and availability.

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Application or feature	Details
	• Evaluate devices based on predetermined sets of rules and criteria related to aspects like CPU usage, memory usage, IO usage, firewall status, network tests, network bytes, and logged-in users to assess performance, security, and compliance. **DEX Desktop Assistant** Establish a continuous communication channel for employees to enable them to easily access self-service options and receive timely notifications from the Service Desk. • Conduct self-diagnostics including network speed tests and device health. • Empower employees with timely notifications of vital announcements. • Explore ServiceNow Employee Center for a wide range of functionalities and management capabilities. • Enrich user interaction through chat-based support and prompt responses by integrating Virtual Agent. • Use the Desktop Assistant dashboard to monitor device connections and user logins. Track the current Desktop Assistant version on devices, ensuring your team stays updated. The Desktop Assistant dashboard is also available as part of the Service Operations Workspace to enhance the user experience and provide enriched data for administrators. • Use single-line uninstaller commands to facilitate cleaner file deletion and improve the upgrade process.
Digital Portfolio Management	**Digital Portfolio Management Workspace homepage** • See all your solution cards, ordered by severity, on the redesigned DPM Workspace homepage. • Log in to DPM for the first time to see auto-generated solution cards based on your user name in certain tables. After your first login, you're encouraged to personalize your DPM homepage. **Note:** With the sn_dpm.dpm_admin role, you can update the homepage solutions table to tailor the solution cards that users see at the first login to the DPM Workspace (before personalization). **Personalize the Digital Portfolio Management Workspace homepage**

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Application or feature	Details
	• Add or remove solution cards to personalize your DPM homepage. You can also adjust the Needs attention thresholds for each solution to see which needs the most attention. The severity levels are good, moderate, or severe. • Your personalized list of solutions is kept in the *dpm_home_page_item* table so that they're displayed every time you log in. This table updates each time you personalize your homepage. **Digital Portfolio Management homepage default solution cards** Use the following system properties to improve the overall DPM performance and enable the number of solutions cards to display on your homepage. **DPM homepage solution card system properties** **System property** — **Homepage default solution limit** *dpm.homepage.cmdb_ci_service_limit* for services, service offerings, and application services. — 750 *dpm.homepage.cmdb_ci_business_app_limit* for business applications. — 250 You can add and remove solution cards in any combination, but the total solution cards can't exceed 1000 on the DPM homepage. **Note:** With the sn_dpm.dpm_admin role, you can change the system property limits to more than 1000 solutions on the DPM homepage. However, raising the limit may negatively impact system performance. **Configure the Digital Portfolio Management experience** As a user with the sn_dpm.dpm_admin role, you can: • Configure the user experience by showing or hiding the available item types in DPM: ○ Services ○ Technical services ○ Business services ○ Application services ○ Service offerings ○ Business applications

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Application or feature	Details
	• Update the available item types table to hide or show solution types on the DPM homepage and in the personal portfolios. Examples of solution types are *cmdb_ci_service* and *cmdb_ci_business_app*. **Note:** When a solution type is hidden, that solution is omitted from the following areas of DPM: ○ The auto-generated solution card results. ○ The personalization options of add and remove items. ○ The set status conditions when updating thresholds. ○ The page filters. **View business application details** See all the application services for the business application in a KPI group breakdown list on the Run tab. The list shows up to 10 application services but you can page through to see more. The list shows the KPIs from the lowest ordered KPI group mapped (or inherited) by the business application. **Copy a KPI group to create a new KPI group in Digital Portfolio Management** Create a new KPI group by copying an existing KPI group in DPM. All the records and mappings of the KPI group are copied as well. After you copy the KPI group, you can modify all aspects of it so the new group best fits your needs. **Configure Digital Portfolio Management to integrate with Process Mining** Use Process Mining in DPM to see the status of KPIs on your solutions, and to adjust as needed. DPM for Process Mining comes with project templates to mine data for incidents, problems, changes, and requests. With the sn_dpm.dpm_admin role, enable Process Mining in DPM: • Install the ITSM Process Mining Content Pack from the ServiceNow® Store, and • Set the system property *sn_dpm.enable.po.dpm* to `true`.
Dispute Rules Content Pack for Visa	**Data model updates** Dispute questionnaire tables are available to support responses to the VROL questionnaire. **Decision tables**

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Application or feature	Details
	Implemented decision tables to display the correct questionnaire form based on the selected dispute category and to determine the correct reason code.
Document Intelligence	**Draw tool for data extraction** Extract data from tables easily using the draw tool to select a document area and extract the information.
Document Services	**Digital signing for documents** Define document templates and signing workflows for digital signing using smart cards. Generate and send auto-filled documents to be signed by different participants.
Document Templates	**Template date format** Choose the format in which you want the date to appear when an agent previews the document, generates the attachment, or initiates document tasks for participants. **Template language** Specify the language in which you want dynamic tokens to be translated when an agent previews the document, generates the attachment, or initiates document tasks for participants. **Document template scripts** Translate dynamic tokens in HTML templates into the intended language using a script. **Document Template integration with Digital Signatures using Smart Cards application** Use digital signatures to make the document signing experience seamless and eliminating manual intervention by using your Personal Identity Verification (PIV) or Common Access Card (CAC) card.
EMR Help	**Creating requests within your EMR** Create healthcare cases without leaving your EMR system by using the EMR Help portal.
ERP Canvas	**New UI for managing models** Create and map models using tables and BAPIs, and then use the models to read and update the ERP system. **Read and update SAP from ERP Canvas using BAPI function calls** Add **Read** and **Update** operations to the ERP model using BAPIs and table reads to communicate with the ERP system through the new ERP Model Management page.

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Application or feature	Details
	• Find tables and BAPIs faster in the connected ERP system using AI Search. • Create read operation entities using BAPIs or by the previous method of reading specified ERP tables on the system of record to retrieve data from the ERP system. • Specify input and output parameters to customize the data you're reading or updating. ERP Canvas automatically includes required parameters in the query. • Send data to update the ERP system using BAPIs. **Support for earlier versions of ECC** Use ERP Canvas with earlier versions of ECC, beginning with version SAP ECC 6.0 EHP 8. **Use actions to build flows that specify where ERP data goes on the ServiceNow AI Platform** Add to flows and specify where the results from read and update operations are stored through a Use ERP Data action in Workflow Studio.
ERP Customization Mining	**Notifications for customization mining processes** Configure ERP-CM to notify you when mining process jobs are completed or have failed.
Employee Center	**News articles** As an employee, view news articles on your mobile devices using the Now Mobile® app. Use the News Feed widget that now appears on the Employee Center Pro home page by default and includes an option to display pagination. Content managers or admins can configure the News Feed and Featured News widgets to display news articles in a tile layout. As a content manager or admin, associate a news article with one or more categories (such as employee benefits or industry updates). Employees can view news articles by category. **Add content destination** Set the publication duration in the content destination, enabling content managers to select how long content is available based on the publishing location. **Rich Content Editor** Use the following new capabilities when creating rich content and news articles: • Edit the HTML and CSS source code • Clear the entire canvas of content with a single click

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Application or feature	Details
	• Configure cell border color, width, and style • Configure image and video horizontal alignment **Video hosting integrations framework** Create rich content and news articles using videos from a streaming services. Additionally, you can authorize access to secure videos and configure interface elements to help content managers, such as thumbnails of available videos or check boxes to enable looping or auto-play. **Create campaign stages (bundles) using Content Experience Builder** Use the following new configuration options: • The **Include users** field enables a campaign manager to specify an audience. • The **Frequency** field includes the **Once** option. **Approvals in Now Mobile** Use the approval experience in the Now Mobile feature to do the following: • Access to all approval tasks in one place under My tasks on the Now Mobile app. • View task details to approve or reject a request. **Workday approvals in Now Mobile** Access all your Workday approval tasks on the Now Mobile app. Approve or reject a task or navigate to the Workday portal. **Integrated experience and service feedback** Use the Employee experience feedback to gather quick feedback from your users on their user experiences and service experiences. **Employee Center Pro Kiosk** Use the Employee Center Pro Kiosk to provide the deskless workforce with the resources to enhance productivity, engagement, and overall organizational success. **Quick start tests for Employee Center** After upgrading and deploying new applications or integrations, run quick start tests to verify that Employee Center works as expected. If you customized Employee Center, copy the quick start tests and configure them for your customizations.
Encryption Key Management	**PostgreSQL database support**

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Application or feature	Details
	Support the PostgreSQL databases for primary, secondary, read replica, gateway (shard), and Logical Corruption Protection (LCP) databases for cloud encryption. LCP databases are a variant of the read replica database. **Trusted timestamps within the Code Signing framework** View when a signature is issued by using timestamped Key Management Framework (KMF) Signature [sn_kmf_record_signature] records. **Reusable key for agent-to-agent credential sharing** Configure client-side asymmetric key pairs for API authentication. With the reusable key feature, every conceptual cryptographic module has only one active conceptual key at any point, generated on the client side and wrapped with its respective public key. **Simplified process for 3DES deprecation** Remove GlideEncrypter by using the guidance from the improved user interface for 3DES deprecation. Within the critical update app in Security Center, you can find information about the full and partial deprecation of 3DES, and view all impacted legacy password2 fields before deprecating 3DES. **Property-driven multi-layer caller inspection for Code Signing** Increase the number of caller layers to be validated during the ECC queue notarization to improve security. Starting in Washington DC, the number of validated caller layers is driven by a system property. **Switch between ServiceNow Root of Trust (ROT) and your own ROT** Switch between ServiceNow Root of Trust (ROT) and your own ROT.
Enterprise Asset Management	**Understand and analyze your total cost of ownership of assets** Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost. You can also break down costs by expense categories and view comparative reports in a vertical bar chart format where each bar is a data source. Click a segment in the bar chart to view expenses for each asset grouped by asset name. **Manage your tasks using the ServiceNow® Mobile Agent application** View and manage all the work order tasks assigned to you and your group using the ServiceNow® Mobile Agent application. For example, you can do the following tasks: • Assign a group task to yourself • Record the time taken to complete a task • Handle part requirements

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Application or feature	Details
	• Manage asset actions • Access knowledge articles **View the hierarchy and task details of an asset on the asset form** Gain visibility into hierarchy details of assets directly on the contextual sidebar of Enterprise Asset Workspace. You can view the asset hierarchy up to three levels in a tree-like format and expand and view all the children of the asset. You can also view the tasks associated with the asset and its children. **Perform all your administrative tasks from a centralized location** Use the Admin center in the Enterprise Asset Workspace for easy access to perform all administrative tasks. Perform tasks such as risk and TCO configuration, create model categories and linear asset types, and bulk import of models and assets. **Onboard multiple assets using the multi-asset onboarding playbook** Use the multi-asset onboarding playbook to onboard multiple assets all at the same time. As you complete each activity in the playbook, you're taken to the next activity. After you complete all the activities, the multiple assets are successfully onboarded. **View and manage procurement details using the intuitive Procurement view** Track procurement-related requests and manage purchase orders easily through the Procurement view in the Enterprise Asset Workspace. **Simplify your work management workflow to increase productivity** Optimize your work management workflow by performing bulk closure of work order tasks, partial sourcing of parts requirement, and creation of checklist templates from work order templates. **Manage the operational assets of your organization using Product Instance** Manage an asset throughout its life cycles in the Enterprise Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes. **Classify social benefit service models within the Configuration Management Database (CMDB)** Starting with version 2.5.0 of the Expanded Model and Asset Classes application, use the Social benefit model class to classify service models that are based on social insurance programs and means-tested assistance

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Application or feature	Details
	programs. This class is a child of the base Service model [cmdb_service_product_model] class. **Categorize API and Managed API classes within the Configuration Management Database (CMDB)** Starting with version 2.5.0 of the Expanded Model and Asset Classes application, use the API and Managed API model categories to create and associate application models with API and Managed API CMDB CI classes. By associating application models with these CMDB CI classes, you can get a more comprehensive version-agnostic view of your APIs. **Categorize enterprise models and assets using additional model categories** Starting with version 2.6.0 of the Expanded Model and Asset Classes application, use the following additional model categories to associate enterprise model and enterprise asset classes with Configuration Management Database (CMDB) configuration item (CI) classes: • Patient Monitoring • Patient Implant • Surgical Instrument • Clinical Device • Lab Equipment • Diagnostic Imaging • Therapeutic Device • Dental Equipment • Operational Equipment
Environmental, Social, and Governance Management	**Narrative disclosures for comprehensive ESG reporting** Integrate with Microsoft 365 for ServiceNow Reporting to create governed narrative disclosures. Add predefined templates for each type of disclosure. You can choose to maintain disclosures locally or link to cloud services like Microsoft OneDrive for easy accessibility. Enable collaboration and review of the disclosures. Track the metrics used in the disclosures and monitor changes to the metrics while receiving notifications to issue timely restatements. **Sustainable IT dashboard enhanced with the IT footprint tab** Navigate to the IT footprint tab on the Sustainable IT dashboard to view a global map showcasing the carbon footprint of your datacenters, office buildings, and more. This map highlights your most energy-efficient facilities. **Formula builder enhanced for calculations in calculated metric definitions** Use the formula builder to build formulae in a calculated metric definition, you can choose to build it at either

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Application or feature	Details
	the metric definition level or at the entity level. You can type and edit the formula and preview it. You can also directly import any formula that is stored in Microsoft Excel spreadsheets into a calculated metric definition. This import helps in quickly building your formula for performing calculations. **Integration with Advanced risk assessments to assess ESG risks** Use the ESG risk management capability to assess and evaluate ESG risks for businesses. This feature is an integration of ESG Management with Advanced risk assessment and supports both qualitative and quantitative risk assessment methods. This integration enables entity-based risk assessments and material topics risk assessment and rolls up the risk scores for entities. With the ESG risk management application, several new roles are also added. **Enhanced metric data table** The metric data table has been enhanced to show the complete metric definition names.
Event Management	**Team-based integrations in Event Management** Ensure connector ownership and execution of rules on a team level, maintaining consistency and hierarchy while offering flexibility and customization options for teams. Automate the assignment of alerts based on integration ownership and configuration item (CI) ownership so alerts are routed to the appropriate team members responsible for the integrated systems. **Event forwarding** Forward events from one ServiceNow instance to other instances in non-production environments without having to change the production environment, thus accelerating the event processing testing life cycle. **Free-text search for alerts in Express List** Starting in version 23.2.1, find alerts in the Express List by using free-text search. **Keyboard shortcuts in Express List** Starting in version 23.2.1, speed up your work in Express List with keyboard shortcuts. **Timeline View of alerts in an alert group in Express List** Starting in version 23.2.1, use Timeline View in Express List for a chronological visualization of the alerts in an alert group. This feature offers a comprehensive view of when the alerts occurred, when changes in their severity took place, and other data for efficient triage and Mean Time to Resolution (MTTR). **Link View in Express List**

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Application or feature	Details
	Starting in version 23.2.1, view the connections between alerts in rules-based or CMDB-based alert groups in Link View. Link View offers a visual representation of the relationships between the alerts in the group. **Alert analysis of alert groups in Express List created by Now Assist using generative AI** Starting in version 23.2.1, view an alert analysis of alert groups in Express List. The alert group analysis provides a simplified, human-readable description of the alerts in an alert group to help you investigate the alerts.
Field Service Management	**Schedule Optimization features** Use Schedule Optimization to do the following tasks: • Schedule complex multi-territory assignments where an agent might be responsible for multiple territories over a longer batch processing period. • Assign tasks to agents regardless of whether they're primary or secondary members of a single or multiple territories. • Optimize task scheduling by defining the capacity of your agents or work type. • Provide smoother intra-day operations and efficient resource allocation when a single agent might need to handle multiple territories within the same day or across different shifts. • Use new objectives such as **Maximize Assignment to Earlier Shifts**, **Minimize Highest Priority Task Start Times**, and **Minimize SLA Violation** when you're creating a policy. • Use the improved configuration process for batch and intra-day scheduling,which provides common settings for both types while maintaining specific configurations where needed. With this process, you can eliminate duplication and ensure an efficient setup. • Improve your schedule accuracy and adherence and also reduce scheduling changes when intra-day is running through two new system properties. **Dispatcher Workspace features** Use Dispatcher Workspace to perform the following tasks: • Enable dispatchers to run Schedule Optimization throughout the day as scheduling conditions change. • Create crews that are based on territory memberships. • View your contractor capacity by territory in the calendar view. • View agents on the calendar by their availability in the territory.

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Application or feature	Details
	• Create personal events for Field Service agents to show when they are unavailable for non-work order reasons like an appointment or a phone call they have scheduled. • Change the amount of time shown on the calendar to time intervals of 15, 30, 45, or 60 minutes. • Send messages to agents to discuss work order tasks. • Make bulk updates for your calendar events to save time. • Source one or more parts from a preferred stockroom or assignment group and then transfer them to your personal stockroom to ensure the prompt completion of work order tasks. **Beans.ai map integration for travel estimates** Use beans.ai, a new map provider, for travel time estimates for Dynamic Scheduling, Route Optimization, manual task assignment, and agent estimated time arrivals. **Territory Planning features** Use Territory Planning to do the following tasks: • Create territory-specific crews to streamline territory management, task scheduling, and resource allocation. • Link multiple geographies to one territory by using a composite geography capability that simplifies the representation of complex areas and enables you to have more data management flexibility. • Manage the territories, customized hour ranges, tasks, and agent schedules for your internal agents and contractors so that you can allocate your resources accurately. **Field Service Marketplace** Enable Field Service dispatchers to post tasks on an exclusive contractor marketplace, where contractor companies with skilled workers can offer cost estimates and their availability. Your dispatchers can interact with qualified contractors and select the most suitable contractor for the task. **Now Assist for Field Service Management (FSM)** Use Now Assist for FSM to summarize work order tasks. • Create work order task summaries during any state of the work order task to track progress. • Create task closure summaries when completing tasks on the mobile application to provide notes for future reference. **Start of week Appointment Booking**

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Application or feature	Details
	Enable the system to start booking an appointment on the first day of a week or a day other than the default Sunday. **Task initiator Role** Enable work order initiators to qualify work orders in the draft state with the new task initiator role. Users with a task initiator role can perform the following actions on work orders or tasks that are in the draft state: • Apply a work order template • Add or modify work order tasks • Add or modify part requirements **Enhanced mobile experience to reserve parts** Choose whether to reserve a part in a personal stockroom or source it from another stockroom depending on the part's availability when fulfilling or sourcing part requests. **Linear assets support** Enable the work order initiator or qualifier to perform the following actions: • View the linear asset geometry on the service location maps and pinpoint the work location. • View the linear asset geometry on the map interface and select the start and end locations on the linear assets so that you can create a service location. Enable agents to perform the following actions when working on linear asset inspection tasks: • Review the start and end location details of a linear asset. • Locate the asset start and end location on a map interface. The start date and work context should be highlighted on the linear asset. • Inspect the different linear asset segments that need to be worked on. • Create a work order task with an accurate point location on the linear asset or segment. **Suggest parts with Predictive Intelligence** Take advantage of automatic suggestions for required parts for work order tasks by using the Predictive Intelligence solution. **Workforce features** View the task and action descriptions of the work order tasks in the contextual side panel. Establish the default

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Application or feature	Details
	start and end times for new events directly on the **Event Management** tab.
Financial Services Card Operations	**User experience enhancements in dispute agent workspace** The enhanced workspace enables dispute agents to review detailed summaries of disputed transactions. The upgraded interface helps agents comprehend the case's progression and enables them to update forms on the same page without navigating to different sections. Additionally, it empowers agents to effectively multitask by opening details of various activities in different tabs. **Enhancements for dispute agent and dispute manager landing pages** Added the ability to view and monitor card disputes and have created additional reports for: • Debit card dispute cases • Credit card cases with incorrect billing
Financial Services Operations Integration with Visa	**Create a dispute case in the VROL system** Execute the Create Case From Transaction subflow to generate a dispute case in the Visa Resolve Online (VROL) system. **Initiate a dispute case from Transaction Inquiry (TI) or an existing case** Execute the Initiate Dispute from Transaction or Case subflow to start creating a dispute case in the VROL system, either from a Transaction Inquiry (TI) or an existing case. **Allow VROL users to Submit or Save Dispute Questionnaires** Execute the Submit Dispute Questionnaire subflow to submit or save dispute questionnaires for specific disputes in the VROL system. **Retrieve associated transaction list** Execute the Look up Associated Transactions subflow to retrieve the related transactions associated with the disputed transaction. **Select associated transactions** Use the Select Associated Transactions subflow to associate the disputed transaction with the retrieved related transactions. **Change dispute status** Utilize the Change Dispute Status subflow to modify the status of a dispute. **Submit transaction inquiry** Use the Submit Transaction Inquiry subflow, which allows users to search for transactions using specific criteria. This subflow contains sensitive information in the request

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Application or feature	Details
	and response body. To ensure seamless integration, users must have a tokenization solution.
Flow Designer	**Annotations support in diagramming view** Add and edit annotations in the diagramming view. **Content filtering for flow execution details** Restrict access to the sensitive content within the flow execution details with a content filtering rule. **Create an action input from a step input** Create an action input based on the data type of a step input. Map the step input value to the new action input. **Exit Loop flow logic** Exit from a flow logic loop when the conditions of an If flow logic are met. Continue running the flow from the next step after the flow logic loop. This flow logic is also known as break. **FDIH Dashboard** View the average and maximum run times of flows during the last 14 days. Use the trend data to identify the flows that are running unexpectedly. **Flow generation** Create multi-step flow outlines with generative AI. Flow outlines require configuration to add input values and data references. **Generate flow execution details for all iterations of a loop.** Create an execution settings record to generate flow execution details for all iterations of a loop rather than just the first and last iterations of a loop. **Go back to flow logic** Return to a prior step in the flow to repeat a sequence of actions. **Preview and rebuild flow outlines when creating a flow with Now Assist** See a diagram preview of the flow outline when creating a flow with Now Assist. If the generated flow preview does not meet your needs, update the text directions, and rebuild the flow outline. **Proactive Analytics trigger** Use Performance Analytics indicators to start a flow. Define the flow start conditions as a set of Proactive Analytics KPI scores and KPI threshold values. **[store-future: BEGIN review]Save flows automatically as you edit [End]** [store-future: BEGIN review]Flow Designer automatically saves flows as you work on them.[End]

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Application or feature	Details
	Show approver names in stage field Show the list of approvers assigned to a stage from a stage field. Control whether to show approvers and the maximum number of approvers to show with separate system properties. **Skip Iteration flow logic** Skip the current iteration of a flow logic loop when the conditions of an If flow logic are met. Continue running the flow logic loop with the next item in the list. This flow logic is also known as continue. **Support for Retrieval Augmented Generation (RAG) with flow generation** Generate flows from directions that refer to custom actions and subflows or content from installed spokes. Include the names of commonly used and recently published actions and subflows available on your instance in your flow generation requests. **Try support in diagramming view** Add and configure Try flow logic in the diagramming view. **Undo and redo support** Undo changes that you've made while editing a flow. Redo the changes that you've undone. Flow Designer only tracks changes while you're editing a flow. **User preference for default Flow Designer view** Set the flow diagramming view as the default Flow Designer view.
Generative AI Controller	**Recursive summarization for large inputs** Large language models (LLMs) have a maximum number of tokens per request. Recursive summarization breaks down large inputs into smaller pieces, summarizes those pieces, and then recombines them to make the original call. This process prevents important context from being lost when submitting requests to the LLM, which can result in more accurate responses with fewer hallucinations. **Integrate with Aleph Alpha models** Bring your own API credentials and connect Aleph Alpha's Luminous LLM with the ServiceNow AI Platform. **Integrate with IBM watsonx models** Use your own API credentials to connect to IBM watsonx's Granite LLMs with the ServiceNow AI Platform. **Integrate with external LLMs** Connect API credentials with a generic LLM connector and use an external LLM on the ServiceNow AI Platform. **Semantic filter for sensitive content in generative AI conversations**

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Application or feature	Details
	Use AI Semantic Search to help determine if sensitive content is being discussed, such as workplace misconduct or employee health concerns, and trigger a switch to a different Virtual Agent topic. **Disable Dynamic Translation for LLM conversations in Virtual Agent** Dynamic Translation is enabled by default for ServiceNow AI Platform feature that is available with activation of any Now Assist applications, but you can disable it if you prefer not to have multi-language support for LLM conversations.
Goal Framework	**Goal Relationship** When you create a primary goal relationship with an item that already has a primary relationship, the existing association becomes non-primary and a new primary relationship is created.
Goal Framework for SPM	**Goal/Target Relationship** Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items. When you create a primary goal or target relationship with an item that already has a primary relationship, the existing association becomes a non-primary and a new primary relationship is created. **Enhancements to Target breakdowns** For cumulative targets with the breakdown interval set to Quarterly and Yearly, the Target values are populated automatically for each quarterly and yearly breakdown respectively. For example, for a cumulative target created to achieve $10M in the year 2024, the target breakdowns Q1-24, Q2-24, Q3-24, and Q4-24 are created with the Target values $2.5M, $5M, $7.5M, and $10M respectively.
Hardware Asset Management 10.0.0	**Measure the maturity of your Hardware Asset Management application through Success portal** Measure the maturity and improve the value return of your Hardware Asset Management application within your organization through the Success portal view in Hardware Asset Workspace. You can visualize, identify, and report the capabilities or features you must focus on to use Hardware Asset Management efficiently. **Understand and analyze your total cost of ownership of assets** Manage resources efficiently by tracking the Total Cost of Ownership (TCO) of assets, where the total cost includes initial capital cost and operation cost. **Improved Hardware Asset Management (HAM) licensing method for custom model categories**

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Application or feature	Details
	Access Hardware Asset Management features and workflows by associating your custom model category with a parent model category that is linked to a licensable and opted-in Resource Category. The ITAM License Report shows all custom model categories associated with licensable and opted-in Resource categories. A custom model category that isn't associated with a licensable parent model category can't access Hardware Asset Management workflows and features. **View and track the asset warranty details received from Lenovo** Manage your hardware assets based on the warranty information received from Lenovo. You can view the details of the warranties associated with a hardware asset directly on the asset form. You can also view all the warranties from a central location using the Asset operations view of the Hardware Asset Workspace. You can also track the hardware assets that are approaching the warranty expiration date and take necessary action. **Gain visibility into the TRM lifecycle phases of hardware products and manage unapproved products** Manage hardware products within your organization efficiently by using the TRM lifecycle phase details. With these details, you can understand if any hardware product used in your organization isn't part of TRM or if it isn't approved to use. **Manage the operational assets of your organization with Product Instance** Manage an asset throughout its lifecycles in the Hardware Asset Management application and workflows by representing the asset as a Product Instance, which is a logical grouping of operational asset, Configuration Item (CI), and Install Base Item (IBI) classes. A unique Product Instance Identifier (PID) links the pre-existing related asset, CI, and IBI classes. On the Product Instance, the status fields of Asset, CI, and IBI classes are synchronized. **License prioritization for Hardware Asset Management solutions** Manage your Hardware Asset Management subscriptions with the License prioritization feature within HAM licensing. While purchasing more than one Hardware Asset Management solution, any licensable and opted-in resource category is licensed only under one solution according to the priority defined in the HAM licensing framework. For example, the Server resource category is licensed only under Hardware Asset Management integration with Telecommunications Network Inventory even if the Hardware Asset Management application is activated explicitly on your ServiceNow instance. The ITAM License Report shows the details of resource

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Application or feature	Details
	categories counted under each Hardware Asset Management solution. **Note:** The License prioritization feature is available with Hardware Asset Management version 10.1.0 and later. **New resource categories for Hardware Asset Management** Avail Hardware Asset Management features and workflows by opting in printers, monitors, storage devices, and unclassified hardware resource categories. **Note:** These resource categories are available starting from Hardware Asset Management version 10.1.0 onwards.
Health Log Analytics	**Scale Health Log Analytics to support increased log ingestion** Stream log data to Health Log Analytics in a scalable, more stable way by using the advanced ServiceNow infrastructure. The new architecture leverages queueing technology in IT Operations Management Cloud Services for authentication and log ingestion. The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization. You can switch to the new infrastructure by submitting a scaling request through the Now Support catalog or via your ServiceNow account manager.
Healthcare and Life Sciences Service Management Core	**Case summarization using Now Assist** Generate a summary from the fields that you select on a case record to quickly understand the case context by using case summarization within Workspace.
Hermes Messaging Service	**Improved security setup** Generate certificates for secure connections to Hermes Messaging Service, revoke certificates, and apply ACLs to certificates using the Hermes Messaging Service certificate generator. **Manage topic namespaces** Create, update, and delete topic namespaces in the Hermes Kafka cluster using Hermes Messaging Service. **Manage topics** Create, update, and delete topics in the Hermes Kafka cluster using Hermes Messaging Service. **Rescan topics**

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Application or feature	Details
	Synchronize topic records in your instance with the topics that belong to you in the Hermes Kafka cluster.
ITOM Cloud Accelerate	**Cloud Services Catalog > Cloud Services Catalog (CSC) Guided Setup** Use CSC Guided Setup to step through the initial configuration of Cloud Services Catalog. The process tracks what you have completed, so that you can stop and start again where you left off. **Cloud Services Catalog > Cloud Services Catalog app features** • Out of Box Catalogs: Order a variety of AWS, Microsoft Azure or Google Cloud Platform Out Of Box cloud resources directly from the Employee Center, including Linux/Windows VMs, load balancers, firewalls, Microsoft Azure functions, scalable web servers, DynamoDB databases, and S3 storage buckets. Use these Out Of Box Catalogs for Cloud Service requests and automation from Cloud Services. In addition, you can publish your own catalog items for all supported cloud providers. You can also publish legacy and custom catalog items from Cloud Provisioning and Governance to Employee Center. For more information, see Set up Amazon Web Services on Cloud Services Catalog, Set up Microsoft Azure Cloud on Cloud Services Catalog and Setting up Google Cloud Platform on Cloud Services Catalog. • Domain separation: Use the domain separation feature, now supported in the Cloud Services Catalog application, to manage multiple domains securely and seamlessly. • CSC Cloud Services request process: Use the Request processes and pages for ordering Cloud Services. • Stacks management: Manage deployed cloud resources through intuitive categorization, sorting, and status filtering options on the My Stacks management page. • Resources management: Discover and interact with resources, empowering ownership and management through designated operators on the My Resources management page. • Integrations: Use Azure DevOps CICD Pipeline Integration or Ansible Integration. • Cloud setup: Use Microsoft Azure, AWS or Google Cloud Platform for your Cloud setup.
ITOM Health	**Address alerts more effectively with alert simplifications created by Now Assist using generative AI**

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Application or feature	Details
	Use alert simplifications in Service Operations Workspace and Express List to help triage and investigate alerts more effectively, which can lead to reduced resolution time. **Save time by using preconfigured alert clustering tags and definitions** Get started faster with alert clustering in Event Management by using predefined tags mapped from alerts and based on the information contained in tag sources. You can attach one or more tags to an alert clustering definition. Either create your own definition or select a predefined definition provided with the application. **Create a predefined Express List view for users and user groups** Configure an Express List view for users to make sure that they focus on specific services, priorities, or alerts. You can set the filters, column order, and filter attributes for this view in Event Management and assign it to individual users or user groups. **Enhanced system properties** Monitor the behavior of the Agent Client Collector with enhanced Policy Calculation and Framework Configuration system properties, including enhancements to agent Discovery, automatic MID Server selection, and error message logging. **Configuration data files added to checks** Provide enhanced data collection in the Agent Client Collector by communicating the instance data with the agent. The configuration data files are also sent to the agent's associated MID Server. **Continuously discovering resources in your Kubernetes clusters** Continuously discover the resources in the Kubernetes clusters deployed in on-premises and cloud environments in near real-time without the need to enter any credentials in your ServiceNow instance. You can ensure that the changes in the resources are promptly reported to the instance and updated in the Configuration Management Database (CMDB). **Scaling Health Log Analytics to support increased log ingestion** Stream log data in a scalable, more stable way by using the advanced ServiceNow infrastructure. The Health Log Analytics AI engine has been enhanced to scale dynamically in response to increased log ingestion by your organization.
ITOM Visibility	**Discovery and Service Mapping Patterns**

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Application or feature	Details
	Update your discovery capabilities through the following Discovery and Service Mapping Patterns: • IBM WebSEAL TD • Azure availability set • NetApp Server and Cluster • Generate Software Bill Of Material [SBOM] • Bring Your Own License (BYOL) for AWS, Azure, GCP • Database Administrator (DBA) report • Citrix NetScaler load balancer • Microsoft SQL Server Integration Services (SSIS) • SQL Server Analysis Services (SSAS) • SAP Sybase ASE DB Catalog • AWS Certificate Manager (1.15.0) • GCP Certificate Manager (1.15.0) • Azure Key Vault certificate (1.15.0) • Java KeyStore and Windows Certificate Store (1.15.0) **ITOM Content Service** Discover applications and devices not discovered using patterns through a framework updated weekly with new content to gain visibility into your growing and developing infrastructure. **Discovery CLI commands** Use a centralized interface and base system commands to execute Discovery. **Executing discovery patterns with Agent Client Collector** Run horizontal and top-down discovery using Agent Client Collector instead of a MID Server to access CIs on the client network. **Network location and MID affinity in top-down Discovery** Identify the appropriate MID Server to create application services for your network by using MID affinity. **Quick start tests for Service Mapping** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Service Mapping works as expected. If you customized Service Mapping, copy the quick start tests and configure them for your customizations. **Pull additional resources from Kubernetes clusters into the CMDB** Starting in version 3.6.2, configure the Cloud Native Operations for Visibility Informer to pull additional resources from Kubernetes clusters into the Configuration

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Application or feature	Details
	Management Database (CMDB) besides the resources it sends to the database by default. **Create a cmdb_ci_linux_server CI for each Kubernetes node** Starting in version 3.6.2, configure if you want the CNO for Visibility Informer automatically creates a cmdb_ci_linux_server CI for each Kubernetes node. If these CIs are redundant or interfere with other flows in your organization, you can stop this process by setting the associated configuration parameter to false. **Define include and exclude lists of Labels and Annotations** Starting in version 3.6.2, define include and exclude lists of Labels and Annotations in Kubernetes resources that the CNO for Visibility Informer pulls into the CMDB. **Display the Kubernetes cluster version in the CMDB** Starting in version 3.6.2, automatically populate the field in the cmdb_ci_kubernetes_cluster CI that shows the Kubernetes cluster version through CNO for Visibility Informer. **Add custom Labels and Annotations to Kubernetes resources** Starting in version 3.6.2, add custom Labels and Annotations to all resources deployed in the Kubernetes cluster through CNO for Visibility. **ACME protocol support** Version 3.4.0 introduces the Automated Certificate Management Environment (ACME) protocol support, which automates the process of certificate management.
ITSM Mobile Agent	**Enable Override do not disturb to receive critical alerts** Use ITSM Mobile Agent to enable and configure the list of critical alerts that you want to receive when your mobile device is in Do Not Disturb mode.
ITSM Success Dashboard	**Create an operational success dashboard** Access real-time monitoring, analysis, and decision-making through ITSM Success Dashboard to enhance the efficiency and effectiveness of your ITSM processes. **ITSM Success Dashboard indicators KPI definitions and formulas** Analyze the KPI metrics of Now Assist for IT Service Management on the Success Dashboard and take actions to improve the performance of the ITSM implementation. **ITSM Success Dashboard Admin console** As an admin, oversee and control the ITSM Success Dashboard, Operational Success, and Benchmarks dashboards. From a single console, you have the ability to activate or update the necessary plugins, modify

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Application or feature	Details
	configuration settings, analyze usage data, and access ServiceNow help.
Identity and Authentication	**Access Analyzer** Use the ServiceNow® Access Analyzer V2, a self-service tool designed for admins, developers, and support agents to compare user access and determine the right level of access for the users on the ServiceNow AI Platform. **Important:** Access Analyzer is available in the ServiceNow Store. For more information, visit ServiceNow Store. **Identity and Access Audit** Use the Identity and Access Audit to understand the changes made for a user, group, role, and ACL and understand the critical information about who has modified what, where and when in user accounts, groups, and roles. **Session Validation Context** Configure the session validation context into the adaptive authentication policy framework to evaluate authentication requests and then either deny or allow access based on IP address within a valid range as policy conditions. Session validation context provides an additional layer of protection against session or cookie hijacking. **Zero Trust Access - Mobile** Use the Zero Trust access - Session Access policy within the Adaptive Authentication policy to reduce the roles or privileges of the particular session in mobile. **API Key and HMAC token** Support API key and HMAC token for inbound REST APIs to securely authenticate inbound webhook URLs. **JWT Support for OAuth** Support OAuth 2.0 client authentication with private key JWT for OIDC based Single-sign-on and OAuth based Outbound Integrations. **OAuth Client Credentials grant type for Inbound Integrations** Support OAuth Client Credentials grant type for Inbound Integrations from a third party OAuth client to the ServiceNow® platform.
Incident Management	**User role for read and write access to incident tasks** Provide more read and write operation privileges in an incident task record to an agent with the sn_incident_task_assigned_user role. You must install

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Application or feature	Details
	and activate the ITSM Roles plugin (com.snc.itsm.roles) to use the base system ACLs related to this role.
Industrial Process Manager	**Add OT devices to an equipment model entity by IP address** When you manually add OT devices to the Mapped OT Devices related list in the Equipment Model Manager on the Industrial Workspace, you can add an OT device by its IP address. **Update the entity name or parent of an equipment model entity** Update the **Entity name** or **Parent** fields in an equipment model entity record as needed to help keep your equipment model information up to date. **Modifying the parent of an equipment model entity** Update the parent in one or more equipment model entity records after creating an equipment model entity. **Additional AMAZING roles to access and edit OT subnet-mapping records** Control which users have access to and can edit OT subnet-mapping records by assigning the Amazing Reader (sn_ot_amazing_read), Amazing Writer (sn_ot_amazing_write), and Amazing Admin (sn_ot_amazing_admin) roles. **Automatically assigns all OT control modules to equipment model entities based on the Owns::Owned by relationship (sn_otsm.subnet_mapping.auto_assign_ot_control_modules) system property** Enable automatic assignments of OT control modules to equipment model entities based on the owns::owned by relationship the OT control module has with an OT control system (or extended class) device. **User Criteria security model** Create and assign user criteria to control the view and edit the user access to your sites and equipment model entities with the new User Criteria security model. If you want to migrate from the site user configuration to the User Criteria security model, the ISAEntitySiteUser script was updated to query the ISA User Criteria table and calls the User Criteria API for all existing public APIs. **Note:** If your ISA Equipment Model application version is prior to 1.0.12, you can still use the site user configuration available for the ISA Equipment Model.
Integration Hub	**Stream Connect for Apache Kafka Enhancements** • Use Stream Connect Message Replication to replicate data between your local Apache Kafka environment and ServiceNow. With Stream Connect Message

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Application or feature	Details
	Replication, you no longer need a third-party replicator and can manage message replications from your ServiceNow instance. • Use Stream Connect Message Replication to enable a MID Server to create the access certificates required to connect to the Hermes Messaging Service. The MID Server can automatically generate the necessary certificates, so you don't need to configure them manually. • Send messages with an updated Kafka Producer step. Select a topic from a drop-down list and configure values for the message header. **OAuth 2.0 credentials** Connect with an on-premise third-party OAuth authorization server that resides behind a firewall through a MID Server that sends the request for an OAuth token on behalf of your ServiceNow instance. You can use this functionality when you create an application registry for a third-party OAuth provider and in the form, set the Grant type as Client Credentials. **Increased security in code signing with multi-layer caller inspection** The code signing feature has been enhanced with multi-layer caller inspection of records. Multiple layers can call each other before a record or entity can update the ECC queue table. Now, each layer must have a valid certificate and validated before the MID server accesses the record or entity. The ServiceNow platform provides a property that enables you to inspect three caller layers by default.
Intelligence for CSM	**Task Intelligence for Customer Service - Document Classifier** Quickly classify incoming documents as the appropriate document type by using the Document Classifier feature. **Task Intelligence for Customer Service - Performance reporting** Enhance the monitoring dashboard to display correct, incorrect, and skipped predictions by model and field, and compare models over a specified date range.
Journey designer	**Manage Journey designer task updates in bulk** Update similar tasks in similar journeys in a single action. Tasks must be of the same type and in journeys of the same type. The current task types available for bulk updates are: • Submit catalog item [submit_catalog_item] • Submit order guide [submit_order_guide]

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Application or feature	Details
	• Mark when complete [mark_when_complete] • Approval [sysapproval.approver]
Knowledge Management	**Now Assist in Knowledge Management** You can quickly write drafts of knowledge articles based on cases, HR cases, or incidents with Now Assist. Generating article content with artificial intelligence (AI) enables agents to write efficiently as they address common user concerns. Articles can be created in CSM Configurable Workspace, Service Operations Workspace for ITSM, Agent Workspace for HR Case Management, Core UI, or in the Now Assist panel.
Localization Framework	**New hub-spoke model for translation requests** Configure your hub instance with the Localization Framework Hub plugin and your spoke instances with the Localization Framework Spoke plugin so that incoming translation requests are sent to a centralized resource. Translation fulfillers can complete translations on the hub instance and those translations are applied to the spoke instances as well, simplifying your translation workflows. For more information, see Localization Framework Hub and Spoke architecture. **Create translations for scoped applications** Translations no longer default to the global scope and can be used in scoped applications to tailor the user experience. **Move translated text between instances with update sets** With the support for scoped translations, translated content can now be moved between instances with update sets. For more information, see Localization Framework Properties: Update Set Strategies.
MID Server	**Containerized MID Server support for OpenShift** Use OpenShift on Linux for containerized MID Servers. The corresponding Linux docker recipe has been updated. The containerized MID Server can run rootless by using existing auto-scaling capabilities with persistent storage.
Manager Hub	**Know your team's skills** • View the team members with strong skills and those that need attention. • Get an overview of different skills that your team members possess along and the number of people with each skill, plus the skills by team member.

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Application or feature	Details
	• Help your employees use different tools provided by Employee Growth and Development such as learning, growth plans, mentoring to build new skills or to bridge existing skill gaps.
Mobile Platform	**Overriding critical alerts** Send your users critical alerts, even if they configure their mobile device to a Do Not Disturb or Silent mode setting. **Dynamic pop-ups** Display configurable pop-ups based on real-time conditions. These pop-ups can even be displayed at the login phase. For example, display a pop-up to the user stating that they have accepted a new task with an estimated three hours of work, but their work shift is due to end in an hour. **Securing your ServiceNow® mobile instance with Zero Trust Access** Limit end-user access to your ServiceNow instance by opting in to Zero Trust Access, which adjusts user roles and permissions according to security policies defined by the admin based on factors such as IP address, location, and identity provider attributes. **Custom map screen support for additional entry points to launch Indoor Wayfinding** Launch custom map screens from a mobile embedded web page or from a push notification. **Mobile Resolution Notes Generation** Use Now Assist on Mobile to generate a closure note that summarizes the associated work order task using information provided in the task record. **Mobile SDK available in the ServiceNow Store** Use the ServiceNow Mobile software development kit (SDK) to enable users to develop native iOS and Android mobile apps using an integrated development environment and give your mobile apps access to existing ServiceNow data and workflows. **Mobile App Builder** Use the following enhancements added to Mobile App Builder: • Support for all Mobile Platform Washington DC features. • Integration with Mobile Publishing so that admins can see their custom branded apps within the MAB UI.

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Application or feature	Details
	• A push notification management category has been added to show which notifications are used for each mobile app. • Automatic population of table fields in downstream records to streamline proper configuration. **Data visualization user experience** Use the upgraded data visualization user experience, which includes the following new features: • Unified configuration experience for both web-UI and mobile platforms in a centralized#ocation. • Enhanced visualizations for charts and the introduction of a pie chart visualization. • Compatibility with many data sources including ServiceNow® Usage Insights, ServiceNow® Health Log Analytics, ServiceNow® Performance Analytics indicators, and customized data sources. • Ability to apply theming options, including the dark theme, by using variables to customize the look-and-feel of the#mobile dashboards. For more information, see the Accessibility information section found in these release notes. **Arabic added to the support of right-to-left languages** The display of right-to-left languages is supported in ServiceNow mobile apps. Arabic, in addition to Hebrew, are supported right-to-left languages. Texts as well as visual components are right-to-left aligned to mirror the more common left-to-right alignment. **Offline support in Now Mobile apps and custom apps** Configure offline support for all apps, including ServiceNow Mobile Agent, Now Mobile, and custom apps that you build by using Mobile Publishing. **Now Assist in Virtual Agent for mobile** Use Now Assist in Native Mobile Virtual Agent to deliver more direct, relevant, and conversational responses to questions using generative AI.
Natural Language Query	**NLQ in global search** With the Washington DC release, Natural Language Query can be integrated into global search for English-language searches. To take advantage of this feature, global search must be configured to use AI Search as the search engine, with NLQ Genius Results. **Now LLM fallback** NLQ has an included Now LLM fallback in all locations where NLQ can be used. The Now LLM is a secondary method of interpreting queries, used when the initial

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>rules-based method fails. This enhancement helps improve the NLQ query success rate. English is the only supported language for the fallback feature.

Output Source in NLQ logs

NLQ logs contain the Output Source field to indicate how the results were generated. For more information, see View NLQ logs.</td></tr>
<tr><td>Next Experience</td><td>Keyboard shortcuts

Use new keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows.

"No records to display" graphic can be suppressed

A new system property called glide.ui.polaris.style.hide_empty_list_image enables the administrator to suppress the graphic that is displayed when no records are found. This feature applies to the Core UI only.

What's New content added to Help Center

The Help Center now includes two tabs: Get help and What's new. The What's new tab displays features that have been added or updated since the last release. The Help Center icon displays a blue dot when What's new content is available.</td></tr>
<tr><td>Next Experience Components</td><td>Components
<table><tr><th>Component</th><th>Description</th></tr><tr><td>Color selector</td><td>A color library that can be used to search for, select, and save colors. Hexcodes, RGB, and HSL values are accepted, and custom colors can be used.</td></tr><tr><td>Related Items</td><td>Information related to a case record displayed with cards in the side panel and categorized in an expandable accordion. Optionally, the user can display the data as a full-featured list with sorting and filtering capabilities.</td></tr></table>
Page templates
<table><tr><th>Template</th><th>Description</th></tr><tr><td>Confirm Publish Modal</td><td>Modal used as a page template that enables Knowledge Management users to publish articles to the Knowledge Base.</td></tr><tr><td>Record page vertical</td><td>Page template used to manage related lists and UI pages on a record page within groups.</td></tr></table></td></tr>
</table>

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<table>
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<tr><td></td><td>
<table>
<tr><th>Template</th><th>Description</th></tr>
<tr><td></td><td>This page template contains preset values that make the page work without requiring complex configuration.</td></tr>
<tr><td>Retire Confirmation Modal</td><td>Modal used as a page template that enables Knowledge Management users to retire obsolete articles from the knowledge base and select replacement articles.</td></tr>
<tr><td>Standard List</td><td>Page template built with a record list bundle and a list menu contained in a resizable panes component, all with preset configuration values. Users can export records in different formats and share custom lists with other users. The List Controller used in this page template contains configurable properties.</td></tr>
</table>
Bundles
<table>
<tr><th>Bundle</th><th>Description</th></tr>
<tr><td>Record list</td><td>The record list bundle is a combination of components that include a list header, list body, and pagination component. This new iteration of the list component includes preset configuration values and a list controller.</td></tr>
</table>
</td></tr>
<tr><td>Notifications</td><td>
Support for client credential flow in SMTP account

Configure SMTP account for outbound email in ServiceNow instance using client credential flow.

Email bounce management

Link actions to content dynamically in provider notifications actionable content creation by using event params with the existing static actions.
</td></tr>
<tr><td>Now Assist</td><td>
New Now Assist skills

App generation
Catalog item generation
Feedback summarization
KB generation
Playbook generation

NDS cards in the Now Assist panel
</td></tr>
</table>

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Application or feature	Details
	In the Washington DC patch 4 release, the Now Assist panel displays the Next Experience Design System (NDS) cards carousel if the requester has multiple options to choose from. **Restrict Now Assist skills by user role in-product** Specify the roles that apply to the users who can access Now Assist skills in-product, such as on forms and in workspaces. Users without the specified role can't use the skill. This security feature matches the implementation for skills in the Now Assist panel. **Add conditions to skill availability** Define when Now Assist skills are available, in-product and in the Now Assist panel. Conditions can be based on any field and value, such as Location or who opened the case, to help with compliance with any generative AI restrictions. **Assign the data steward role** Select a dedicated user to determine data sharing preferences for your instance. **Using ITSM Virtual Agent pre-built LLM topics** Complete the common IT-related tasks such as checking the IT Ticket status and pending approvals using Virtual Agent topics that use large language model (LLM) discovery. **Create copies of Now Assist skills** Create and configure copies of Now Assist skills to best suit your use cases while keeping out-of-the-box skill configurations intact. **Chat summarization** Automatically generate Agent Chat chat summarizations for conversations that are transferred between requesters, virtual agents, and live agents. **Enable Dynamic Translation for Now Assist applications** Turn on Dynamic Translation from the Now Assist Admin console to add multi-language support to serve users who speak different languages. **Generate code from text using the Code with Now Assist dialog box** Tell Now Assist what code to generate by opening the Code with Now Assist dialog box from a script editor and describing what you want the script to do. The text you enter is used to generate code in the script editor, which you can accept or reject.
Now Assist for Creator	**Preview and rebuild flow outlines when creating a flow with Now Assist** See a diagram preview of the flow outline when creating a flow with Now Assist. If the generated flow preview

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Application or feature	Details
	doesn't meet your needs, update the text directions, and rebuild the flow outline. **Create a playbook outline with Now Assist** Create a playbook outline with placeholder activities from text directions. Upgrade to playbook version 25.2 to get the playbook generation skill. **Create applications with Now Assist** Accelerate application development through a natural conversation with generative AI. Create tables, user roles, and record producers that define your application to quickly reach a starting point for further building. **Create a catalog item using Now Assist** Create a catalog item of your choice quickly with Now Assist. Describe the catalog item that you want. Now Assist generates the catalog item based on the provided description.
Now Assist for Customer Service Management (CSM)	**Add conditions to skill availability** Determine when the skills for the case summarization and the resolution notes generation are available by adding conditions to the fields on the case record. **Restrict skill availability by user role** Specify the roles that can access the skills for case summarization and resolution notes summarization. **Post-call summarization** Analyze a call after it's done and then provide a summary of the main points that were discussed during the call. **Generate a knowledge article from the CSM Configurable Workspace and classic environment with Now Assist** Generate an initial knowledge draft based on the notes that were captured in the activity stream and any other related records. The agents can edit and submit the knowledge draft for further review. **Dynamic translation for Now Assist Q&A in self-service** Now Assist customers to leverage Now Assist in portal search and Virtual Agent in non-English languages through Dynamic Translation (DT). Translate content instantly to allow customers to engage in their preferred language. **Prompt Configurability support in the Now Assist Admin** Select input tables, related records, and fields from the admin console UI, and edit the output format without directly editing the prompt. Run a test with the selections to see how the summarization looks directly in the Now Assist Admin console.

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Application or feature	Details
Now Assist for HR Service Delivery (HRSD)	**Generate the resolution notes** • Generate and update the case resolution notes through generative AI. The resolution notes provide a summary of the steps that were taken to resolve the case. • Require your agents to write a minimum of 200 words on the case so that generative AI generates the resolution notes automatically. **Summarize the chat history** Pre-populate the information in the **Short Description** and **Description** fields through generative AI when your agent creates a case during a chat interaction. **[store-future: BEGIN review]Knowledge drafts [End]** [store-future: BEGIN review]Create drafts of knowledge articles that are based on the case record descriptions. Generating article content with generative AI enables your agent to write more efficiently as they address user concerns.[End] **Summarize actions while transferring an HR case** Transfer an HR case to another agent or assignment group by summarizing the actions until hand off. For example, your agent can transfer the case to another agent if the case is incorrectly assigned or needs troubleshooting by another agent or assignment group. **Submit an HR request with Gen AI Virtual Agent** Enable your requesters to have a streamlined, conversational experience that is based on generative AI as they submit a catalog item request in Virtual Agent. By offering this generative AI experience, your organization can increase self-service and reduce your operating costs.
Now Assist for IT Operations Management (ITOM)	**Investigate and resolve alerts more effectively by using alert analysis in Service Operations Workspace** View brief, human-readable alert descriptions and detailed technical assessments created by Now Assist using generative AI. The comprehensive alert analyses in Service Operations Workspace offers insights that can help you triage, investigate, and resolve alerts more efficiently. **Use alert analysis in the Express List** View the alert analyses created by Now Assist in the Express List.
On-Call Scheduling	**Configure preferences for a user group**

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Application or feature	Details
	Select a preferred start day of the week for a group, using the **First day of the week** field. Previously, this setting was available only system-wide. **Enable users to subscribe to the On-Call calendar** Use SSO credentials to log in and subscribe to an on-call calendar and get notified about the upcoming on-call rotation. **Track the progress of an escalation** Use the info icon () on the Live escalation tracking page to view who has delegated the escalation.
Operational Resilience	**Roles installed with Operational Resilience** To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Business Continuity Management (BCM) Professional users. To track end-to-end business service resiliency from the continuity of operations perspective, use the new set of roles created for the Integrated Risk Management (IRM) Professional users. Display reports according to the persona with different roles. Separate reports are displayed for the BCM Professional and IRM Professional users in the Operational Resilience application Home page. **Fetching dependencies from the CMDB and BIA** Auto-populate the dependency mappings for the business services based on the source-data relationships in the CMDB and BIA.
Operational Technology Change Management	**Change email notifications** Send email notifications to relevant stakeholders when a change record is updated. **Edit the related devices and equipment model entities in a change record** Add or remove multiple OT devices and equipment model entities in an OT change record in the Affected OT Devices and the Impacted Equipment Model Entities related lists, respectively.
Operational Technology Incident Management	**Edit the related devices and equipment model entities in an incident record** Add or remove multiple OT devices and equipment model entities in an OT incident record in the Affected OT Devices and the Impacted Equipment Model Entities related lists, respectively. **Create an assignment rule for OT incident records** Create assignment rules for Operational Technology Incident Management v2 to automatically assign an

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Application or feature	Details
	OT incident to the right group or user as defined in the assignment rule. **Compose an email from an OT incident record** Compose an email directly from an OT incident record by selecting the Compose Email button that is available in the record. The subject field auto-populates with the incident number and the short description in the record.
Operational Technology Knowledge Management	**Create an OT knowledge base** Create an OT knowledge base to provide a self-service platform for OT knowledge users to store, share, and manage content that is about OT incidents. **Create a knowledge article from an OT incident record** Create a knowledge article directly from an OT incident record to save the information about an OT incident and its resolution. **Create a knowledge article in Industrial Workspace** Create a knowledge article in the Industrial Workspace to help point an article's contents to the needs and solutions that aren't directly related to an OT incident. **Report a knowledge gap from an OT incident record** Report a knowledge gap from an OT incident if you can't find the relevant knowledge articles about the incident. **Approve requests to publish or retire a knowledge article** Approve requests to publish or retire a knowledge article, as a knowledge manager, to keep the knowledge base up to date. **Assign feedback tasks that are related to a knowledge gap** Assign feedback tasks, as a knowledge manager, to help ensure that the feedback task is addressed and the related knowledge article is updated. **Find information in the related knowledge articles for an OT incident** View the contextual knowledge articles to help you find information about the incident that you're working on and any previous resolutions that may be applicable.
Operational Technology Manager	**OT Action-Oriented Landing Page** Track critical tasks related to your OT network on the OT Action-Oriented Landing Page in the Industrial Workspace. This landing page provides a big-picture view of your site and business unit data, and it calls out important actions that the signed-in user must prioritize. **Operational Technology Progress Scorecard**

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Application or feature	Details
	Compare your sites by their key metrics with the OT Progress Scorecard in the Industrial Workspace. To access the OT Progress Scorecard, you must have the OT Progress Scorecard viewer (ot_progress_scorecard_viewer) role. **Redirection to different pages in the Industrial Workspace** Get redirected to different pages in Industrial Workspace depending on your assigned roles with the new homepage destination rules. This redirection helps you gain access to the data that you need. **Map IP addresses to OT devices through the SyncIPAddressToOT scheduled job** Use the `SyncIPAddressToOT` scheduled job to update and synchronize the IP address information for all the available OT devices. The scheduled job acquires the IP address information from the IP address [cmdb_ci_ip_address] table and adds it to the **IP address** field of the Configuration Item (CI). **OT Devices tab** Track your OT device data with multi-site and business unit filtering by using the **OT Devices** tab that was added to the Industrial Workspace. This tab now runs in Performance Analytics. **Implementing multi-site and business unit filtering in the new OT Devices tab** Filter the data shown that is based on the specific business units and sites by using the business unit and site filters in the OT Devices tab. **Bulk Update Ruleset for Reassigning IT to OT feature** Automatically convert IT hardware into OT devices by using the Bulk Update Ruleset for Reassigning IT to OT feature.
Operational Technology Request Management	**Create catalog items for your OT Service Catalog** Create a catalog item for the OT Service Catalog using the catalog builder so that other users can submit OT requests that are categorized by catalog item. **Create fulfillment flows that can fulfill an OT request** Create a fulfillment flow that catalog items follow to fulfill an OT request. Fulfillment flows for catalog items in the OT Service Catalog include catalog tasks. **Create an OT request** Once Operational Technology Request Management is configured, create OT requests in the Industrial Workspace to address a product or service needed for an OT device or incident. **Manage your OT requests and catalog tasks in the Industrial Workspace**

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Application or feature	Details
	View and access OT requests and catalog tasks in the Industrial Workspace list view under the **OT Request** and the **OT Task** modules respectively.
Operational Technology Vulnerability Response	**OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role** Assign the OT Vulnerability Remediation Owner (sn_otvr.remediation_owner) role to users who primarily work on an assigned remediation task and can create change tasks when needed. The OT Vulnerability Remediation Owner role contains the following roles: • cmdb_ot_isa_viewer • cmdb_ot_viewer • sn_vul.close_vi_vg • sn_vul.remediation_owner **Automatically set a start time for a remediation task based on the ISA maintenance schedule** Start a remediation task automatically based on the ISA maintenance schedule. After you create the remediation task, it's picked up during the next scheduled maintenance. **View unmapped devices and devices not assigned to a site in the OT Vulnerabilities tab of the OT Manager dashboard** View the unmapped OT devices and OT devices that aren't assigned to a site in the **No Site Assigned** table included in the **Vulnerability Risk** widget. **Common Security Advisory Framework (CSAF) supported for Operational Technology Vulnerability Response** Use the Common Security Advisory Framework (CSAF) with multiple vendor support when importing solutions from Aggregators or Trusted Providers. **OTVR (PA) dashboard Guided Setup** Use the OTVR (PA) dashboard Guided Setup under the Operational Technology Vulnerability Response section in the Industrial Workspace Guided Setup to configure data collection and review indicator sources. **Change the Operational Technology Vulnerability Response (OT VR) assignment group field in a bulk edit** Use the bulk edit feature to update the **OT VR assignment group** field in multiple site records at once. **Use compensating controls for Operational Technology** Use compensating controls for OT to reduce vulnerability risks that can't be patched immediately. Compensating controls help mitigate risks. **OT Vulnerabilities tab**

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Application or feature	Details
	Track your OT vulnerability data with multi-site and business unit filtering by using the **OT Vulnerabilities** tab in the Industrial Workspace. This tab now runs in Performance Analytics. **Implementing multi-site and business unit filtering in the OT Vulnerabilities tab** Filter the data based on the specific business units and sites by using the business unit and site filters in the **OT Vulnerabilities** tab. **Operational Technology Vulnerability Response (PA) dashboard** Track the volume, performance, and progress of the OT vulnerable items (VIs) from the initial analysis and detection to the containment, or remediation, for a VI by using the Operational Technology Vulnerability Response (PA) dashboard.
Opportunity Management	**Opportunity needs analysis** Respond to questionnaires that guide you through a series of questions that provide product recommendations for a customer. **Opportunity creation** Create opportunity headers and lines for recommended products. **Kanban boards** Monitor the status of opportunities by using a Kanban view that shows opportunities that are planned, in progress, or completed. **Generating quotes from opportunities** Convert opportunities to sales quotes if you're using the ServiceNow Quote Management application. **Pricing integration with Opportunity** Select and use the price lists that are now populated on the opportunity and opportunity line items.
Order Management	**Order timeline view** View Gantt chart timelines that depict the status of domain orders and order tasks. Order timelines also show dependencies between order tasks and identifies tasks that are in jeopardy. **Product catalog navigation and product configurator** Explore the product catalog by SKU or product code to find product offers quickly. Agents can also use the product configurator, a streamlined interface for configuring custom orders with pricing. **Update product specification versions**

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Application or feature	Details
	Update product specifications when specifications are changed or updated. This feature lets product admins to update product inventory records when there are changes to product specifications. **Unified consumer option** Added support for unified consumer option in Order Management Data Model. Starting with the Washington DC release, the Data Model for Order Management includes capabilities for a unified consumer role (sn_customerservice.unified_consumer). This role is assigned to internal users who are employees and can also act as consumers. **Order timeline view** View Gantt chart timelines displaying the order status of domain orders and order tasks, showing dependencies between order tasks, and identifying tasks that are in jeopardy. **Product catalog navigation and product configurator** Explore the product catalog by SKU or product code to find product offers. Agents can also use the product configurator, a streamlined interface for configuring custom orders with pricing.
Password Reset	**Experience improved expiration settings of Soft PIN** Give your users the experience of secured Soft PIN enrollment. While enrolling for the Soft PIN verification, they can view the number of days in which the Soft PIN expires. While resetting the Soft PIN, users view the rules that their Soft PIN must comply with. Also, users get email and ServiceNow® Virtual Agent notifications when their passwords are about to expire. As a Password Reset administrator, you can configure the Soft PIN expiration settings such as setting the number of days when the passwords expire, the frequency of sending password expiration reminder emails, and history policies on Soft PIN. These settings are enabled by default even if you've upgraded Password Reset from the previous version. **View the security score for your Password Reset processes** View the security score for your Password Reset processes. Based on the score, you get notifications for potential configuration improvements to the processes. While creating the Password Reset process, view security scores for the process. If you see any deviations between the maximum attainable and current scores, you get an email with an actionable list of recommendations to

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Application or feature	Details
	improve the configuration. You get informative messages indicating whether the process configuration is ideal. Evaluate configurations for identification and verification steps. If your configurations are less secure, get process-wise actionable suggestions on how to improve the strength. **Note:** Starting Washington DC, the Self-Service or the Service Desk Password Reset Experience is restricted for security_admin users. Only a user with the `security_admin` role can set the password of another `security_admin` user using the sys_user record to further enhance the security.
Platform Analytics Experience	**Dashboard migration to Platform Analytics Experience** Migrate either all your dashboards to new experiences or a subset of dashboards to the Platform Analytics Experience. This migration includes other Core UI analytics artifacts such as reports and Performance Analytics widgets. **Platform Analytics in Unified Navigation** Instead of accessing Platform Analytics only in a workspace, access it as normal functionality through the Unified Navigation Platform Analytics module. After you migrate all of your dashboards to Platform Analytics, Unified Navigation item visibility for Platform Analytics depends on the roles assigned to the user. **Proactive analytics insights on dashboards** Improve your decision making with automated insights and predictive alerts delivered in context via dashboard cards, which make it taking informed, timely actions easier. Both historical and predicted events are shown. **Proactive Analytics workflow triggers** In Flow Designer, create automated workflows that are triggered by proactive analytics events. **Pareto visualization** Show a bar chart with columns in descending order topped by a line showing the cumulative percentage contribution of each column. Use this visualization to analyze the frequency of problems or outcomes in a process and show the most important ones.
Playbooks in Workflow Studio	**Workflow Studio** Build and manage playbooks, flows, subflows, actions, and decisions from a shared access point. **Restart**

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Application or feature	Details
	Restart your entire playbook, or restart from a specific activity or stage. **Role for canceling a process** Admins can grant users a new role that allows them to cancel running playbooks without the pd_admin role or write access to the parent record. **Run activity as a specific user** Use the Flow Designer **Run As** property to determine the role that runs an activity. **Dynamic Inputs** Use dynamic inputs to return variables in your activities for use cases such as submitting a catalog request. **Automation assets** For automation-only activities, add a subflow, flow, or action directly to your activity instead of creating an activity definition. **Form views enhancement** View and modify form views with Form Builder in a new Workflow Studio tab. **Playbook Assist** Starting in release 25.2, provide text directions to generate a playbook outline with placeholder activities. **Vancouver 24.2 release** See 24.2 features in the Vancouver Playbooks release notes: • Decision activities • Archive processes • Field picker
Policy and Compliance Management	**Policy authoring using Google Drive** Monitor and revise your organization's policies at regular intervals to maintain their relevance and compliance. Integrating Microsoft Word document files with Google Drive helps your policy owners, reviewers, and approvers to author, modify, and maintain different versions of a policy text and thus retain its history. The users can also collaborate on the policy drafting and review processes. The policy text is updated automatically and the text can be copied from a document into the **Policy text** field in HTML, and then it can be converted to a PDF format later. **Set up dynamic approval configuration on a policy record** Set up the dynamic approval configuration on a policy record. Define the levels of approvals for dynamic conditions such as policy type, state, and owner in the approval configuration record. Create an approval rule for each approval level by selecting an approver type, source

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Application or feature	Details
	table, and filter condition. You can also set up dynamic approval configuration on a policy that has redlining enabled.
Portfolio Planning	**Financial planning for Projects and Demands** • Customize widgets to view the financial details, such as allocated budget, EAC, Variance, a breakdown of planned costs, and actuals to date by cost type. • Export your Costs and Baseline comparison information as Microsoft Excel or CSV formats. Use these files to share the financial performance of your planning items to relevant business stakeholders, even if they don't have access to your ServiceNow instance. • Create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs. • Delete descoped cost plans using the row context menu icon (⋮) to manage your financials efficiently. • Save your preferences to retain the customizations you have made, such as viewing or hiding columns and viewing time scope. **Export data of portfolio plan items from the List view of the Prioritization tab** Export data of your portfolio plan items from the List view of the **Prioritization** tab into a Microsoft Excel or CSV file to share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported. **Prioritization enhancements** • Assign the highest and lowest ranks to the planning items using the **Move to top** and **Move to bottom** options respectively from the row context menu icon (⋮). • Delete planning items using the **Delete** option from the row context menu icon (⋮). • View and manage the item details quickly from the side panel using the Preview record icon (ⓘ) in the List view of the **Prioritization** tab. **Plan efficiently with additional pre-defined lens** Using the Project Program lens, program managers and portfolio managers can plan, prioritize, and roadmap work in programs. **Tagging planning items**

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Application or feature	Details
	• Add tags to your planning items to categorize them based on your requirement. Any tagging additions or removals made to a record are automatically synced across all views in the Planning page. • Filter the planning items by the assigned tags. • Use inline editing in the List view of the **Prioritization** tab for adding and removing the tags to your planning items. **Planning enhancements** • The type of the planning item is displayed on the item's details page so that you can identify what the item is, such as a demand or a project. • When creating a planning item, the Planned start date field and the Planned end date field are populated automatically with the Approved start date value and the Approved end date value respectively. **Portfolio Planning with PPM** • Enable the **Sync tags** option on the Table Map form for each planning item table to synchronize the tags from alignment to the execution tables and vice versa. By default, the value is set to true. If there are any existing tags, the tags are automatically synced from alignment to the execution tables and vice versa. • The Flow type mapping for planned dates of the Demand [dmn_demand] table is updated to both alignment to execution and execution to alignment. **Operation work in Capacity Planning** Create operation resource assignments for your group and view the updated capacity in Capacity Planning view.
Privacy Management	**Privacy Case Management** Use the Privacy Case Management application that enables you to report and manage privacy violations and complaints. The solution allows for the efficient management of privacy breaches and complaints through collaboration with various teams which help in investigating the root cause and key details of the breach reported. **Privacy Case Management integration for RadarFirst** Utilize the Privacy Case Management integration for RadarFirst to automate privacy incident risk assessment and quickly get clear, actionable notification obligations. Any data breach must be assessed by the privacy team to understand if there are any regulatory notification obligations and report the incident to the regulator within the prescribed time. RadarFirst helps to understand the

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Application or feature	Details
	regulatory notification obligations associated with the breach. **Functional domain** Segregate, associate, and view data related to a Privacy functional domain by using the **Functional domain** field. The **Functional domain** field is available in the forms such as Entity, Control, Control Objective, Policy, Authority document, Citation, Entity type, Entity class, Issues and so on. By utilizing the **Functional domain** field capability, the need to specify content reference with Privacy on authority documents and policies has been removed.
Proactive Service Experience Workflows	**Handling trouble ticket notifications** A trouble ticket in the TMF ecosystem is an incident or case to track and resolve customer-reported issues, network outages, or other problems. A trouble ticket can be created either reactive or proactive way. You can inform the status of these incidents to the external systems through event-driven architectures such as Hermes Kafka or open message bus, depending on the messaging system preferred by the customers.
Process Mining	**Introduced Project builder** Create and view the project configuration through a comprehensive Project builder setup that divides the entire project configuration into well-defined sections and provides contextual information that acts as a guide. Create projects using templates similar to the goal or process you're analyzing to automatically add the basic details for you and make the process easier. **New automated finding detectors introduced** Note the following new automated finding detectors: • **Repeating patterns**: Detects unnecessary repeating sequence of steps. • **Extreme duration**: Identifies outliers to analyze records that fall outside the typical range of time to transition from one step to another. • **Extreme repetition**: Identifies outliers to analyze records that fall outside the typical range of repetitions within the same step. • **Slow duration**: Identifies situations where a cluster of records have similar durations and a higher average duration compared to other groups of records. This detector also offers a breakdown of the significance of the identified cluster, providing further insights into the root cause. **Summary and Insights dashboard**

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Application or feature	Details
	• Ability to capture and share notes related to improvement opportunities directly. Notes have pre-filled contextual information including a tag referring to an improvement opportunity for quick sharing. • View all the actions taken on improvement opportunities, such as notes, CIMs, automation requests, and saved filter sets. • On a focused Project metrics dashboard, tracks a project's efficiency (average duration for completion) over time through a trend line and the distribution of records against the time taken for process completion through a histogram. **Process Mining graph enhancements** • From a particular node, view the statistics of all records arriving from a previous stage and all the records going to the next stage, which enables you to identify the immediate inflow and outflow of records without having to adjust the arc and node sliders in a huge graph. **Process Mining dashboard** View the analysis of the inflow and outflow of records (work) by transforming a graph into a node star diagram for a node either separately or in a combined view. You can follow the filters on the dashboard in which it is configured. Transition filters are enabled on the dashboard to further drill down into a specific bottleneck on the graph. **Ability to set project status to Draft, Published, and Retired** Manage your project's status for a better data clean-up strategy by tracking project states. Projects are automatically retired based on inactivity unless you choose otherwise. **Mining summary introduced** After mining, view a summary that serves as a valuable tool for analyzing and understanding mining failures, which could include the definitions that ended with errors, didn't match the rule criteria, or were out of the scope of the project. **Dot.walk on activity definition introduced** Increased the scope of process graph analysis by enabling dot-walked fields as an activity definition so you can analyze the status of a particular referenced field when a change occurs in the process . **Introduced grouping multiple activities that changed** Automatically update the values of dependent fields of a field that was changed in a project by setting the compound activity for the project. This capability means you no longer have to update the fields manually.

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Application or feature	Details
	Ability to mine archived data Apply process mining on archived data tables that are often moved from the main (active) table to enable query performance for huge data.
Product Catalog Management and Pricing Management	**Product Catalog Management features** **Product catalogs** Define simple and configurable product bundles that have product offer hierarchies and associated pricing in product catalogs, product attributes, and product images. Use product catalog categories to organize product offerings in catalogs. **Product catalog interface** Browse catalogs to find products by categories or search in catalogs for products by SKU, name, or industry product codes. **Entitlement offerings** Create entitlement offerings in addition to product offerings. Define various entitlement subtypes, such as Warranty, Extended Warranty, License, or Subscription. You can also set up entitlement offers that result in service contracts. **Product configurator** Configure sales quotes and orders by using the product configurator, which provides an intuitive interface for selecting customer-requested product attributes. It automatically calculates prices as agents select order options. Product catalog administrators can define rules that control the editing and visibility of configuration options displayed in the interface, depending on the configuration state of the product offer. **Needs templates** Create templates with questionnaires that agents use to determine customer product needs and get appropriate product recommendations for sales opportunities. **Pricing Management features** **Price list selection for quotes and orders** Use a default price list based on currency, or set a default price list based on customer account to enable pre-negotiated prices for certain customers. **Pricing matrices** Enable pricing administrators to create attribute-based pricing strategies by using decision tables that control the attribute conditions applied. **Pricing extensions**

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	Override the default pricing logic so that you can use pricing from external systems or define custom pricing logic needed for your business. **Cost books** Create cost books that define unit costs for product offerings. Your sales agents use this information in the Quote Management application to view unit costs for products and cost margins when creating quotes.
Project Portfolio Management	**Enhanced project planning and management** Create and manage cost plans by using the new Project Workspace. For more information, see the Project Workspace release notes. **New experience to view and manage resource allocations** Experience the next level of Resource Management in the ServiceNow® Resource Management Workspace application, which provides resource managers with an exclusive, centralized workspace to quickly view the allocated, approved, or pending work of your resources and manage resource allocation requests. Filter the work requests to identify a priority. **Migrate resource plans and operational resource plans to attribute-based resource assignments** Migrate the resource plans of your projects and demands to attribute-based resource assignments and work on resource allocations using Project Workspace. **Migrate cost plans to attribute-based costs plans** Migrate cost plans to attribute-based costs plans for your projects and demands while migrating resource plans to attribute-based resource assignments to manage your projects and demands in Next Experience using Project Workspace. **Generate labor costs for epics** Generate labor costs based on the resource assignments for epics. **Migrate financial baselines to Next Experience** Migrate the financial baselines of your projects or demands to Next Experience and capture the actual expenses recorded using the Classic UI. **Next Experience support for Strategic Spend Tracking for PPM dashboard** Visualize the costs and analyze the total expenses for your organization's strategies and goals using the Next Experience user interface in the Strategic Spend Tracking for PPM dashboard. When you upgrade Strategic Spend Tracking for PPM to v1.1.0, the dashboard is automatically migrated to the Next

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Application or feature	Details
	Experience UI. You can access the new dashboard by navigating to **All** > **Strategic Spend Tracking for PPM** > **Analytics**. For more information on the Next Experience user interface, see Next Experience UI. **Migrate Idea Manager dashboard to Next Experience** Generate a report on idea metrics, trends, and categories using the Next Experience user interface in the Idea Manager dashboard. **Migrate PMO dashboard to Next Experience** Track project budgets, expenses, and status using the Next Experience user interface in the PMO dashboard.
Project Workspace	**Update the project details from Project Workspace** • Access and modify project details directly from the Details page without having to navigate through multiple views. • View all the details related to a project in the Next Experience by enhancing the Details page. **Update a resource assignment from Project Workspace** Optimize your resource assignments workflow by aligning state changes between group and child resource assignments using the roll-up and roll-down process. **Optimize navigation experience** Access and manage Planning, Details, Financials, RIDAC, Analytics, and Docs using the list that appears when you select the Home icon in a single location. This list is also called as Level two (L2) menu. **Analyze project analytics from Project Workspace** Monitor project metrics, tasks and milestones by viewing the project summary on the Analytics page. **Collaborative project planning with Docs** Collaborate with team members, add notes, generate project charters, and create project briefs using the Docs feature. **Financial planning for projects** • View financial details such as allocated budget, total latest costs (EAC), Variance (the difference between budget and EAC), breakdown of planned costs, and actuals to-date by cost type through customizable widgets. • Share the financial performance of projects with relevant business stakeholders who might not have access to your ServiceNow instance by exporting project cost or baseline comparison information as Excel or CSV formats.

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Application or feature	Details
	• Capture unplanned expenses that aren't related to any projected planned costs by creating expense lines. • Efficiently manage your financials by deleting any de-scoped cost plans. • View, track, and link the purchase requests and their expenses for your projects with an integration solution of Financials with Advanced Work Assignment for Source-to-Pay Operations. • Save user preferences to retain the customizations made to view or hide columns, time scope viewing, and so on.
Public Sector Digital Services	**Submit requests for social benefits with the Social Benefits Playbook** Enable constituents to submit requests for one or more social benefits offered by their local, state, or federal government agency, and guide government workers through the process of approving and delivering financial and social assistance to constituents. Constituents can also request to renew an existing benefit through the Government Service Portal. **Provide auto-calculated eligibility using the Social Benefits Eligibility Framework engine** Design a custom, auto-calculated eligibility system for approving and delivering social benefits, and for authoring, updating, and incorporating eligibility rules into workflows using the Social Benefits Eligibility Framework engine. Government agencies can institute updates to this system as laws and regulations change. **Manage Eligibility Criteria Policies using the Social Benefits Eligibility Framework engine** Enable agency administrators and process owners to define and manage the eligibility rules and policies that drive benefit determination and calculation. Administrators and process owners can define, test, and publish eligibility framework policies, associate published eligibility policies to one or more benefit types, and update policies as regulations change, all through the eligibility framework engine. **Create relationship records between applicants and beneficiaries** Auto-populate forms that are based on existing relationships (constituent) or constituent records (agent), and create relationships between authorized users and cases by using related parties. Constituents and agents can edit or remove person and relationship records, or create relationships if a relationship between applicant and beneficiary doesn't exist.

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Application or feature	Details
	Upload and verify documents attached to a social benefits application Automatically verify the validity of documents that are uploaded to a social benefits request application by using the Grouped Document Verification Tasks (GDVTs) component of the Document Processor Plugin. **Request interviews with constituents through the Conduct Interview modal in Social Benefits Playbook** Enable the case agent to initiate an application interview with the constituent to determine social benefit eligibility and gather additional case details. Agents can recommend specific dates and times directly from the playbook. **Apply for additional Social Benefits programs by using data from the primary case** Enable constituents to apply for additional social benefits in addition to the primary benefit being requested. A child Social Benefits case is appended to the case of the original benefit. **View benefits summary card in Government Service Portal and Social Benefits Playbook** Enable constituents to view a running summary and value of all requested benefits through the benefits summary widget in the Government Service Portal. The benefits summary widget displays the benefit and the estimated benefit amount that is determined by the eligibility criteria. Agents can also use the benefit summary widget to view the benefit breakdown when fulfilling social benefit requests in the Social Benefits Playbook workspace. **Submit a license and permit application on behalf of someone else** Prepare license and permit applications on behalf of others with the application proxy feature. Constituents or business contacts can act as authorized representatives to look up beneficiaries or other related parties (registered users only) and link them to the application in progress. Agents can create and process applications that were initiated by authorized representatives and can also link other registered users to the case. **Create a digital copy of a license and permit in License and Permit Playbook** Create a digital copy of an issued license or permit directly in the License and Permit Playbook and attach it to an item received record so that it can be printed, emailed, and shared with the requester. **Submit license and permit requests using Virtual Agent** Enable constituents and business owners to submit license and permit requests by using a prebuilt Virtual

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Application or feature	Details
	Agent License or Permit Request conversation topic that runs in supported chat and messaging channels, including Engagement Messenger. **Request additional inspections needed for a license or permit request in License and Permit Playbook** Enable agents to request additional inspections after reviewing the findings of an initial inspection so that the applicant can make any changes that are required to pass the inspection and receive a license or permit. Agents can record the findings for each round of inspections with a Record Findings activity in the License and Permit Playbook.
Quote Management	**Quote creation** Build sales quotes, which are formal offers for products or services that a customer wants to buy. While building a quote, sales agents can configure product options and adjust pricing using the product configurator. **Quote revisions** Generate and present multiple versions of a quote to reflect changes in customer requirements or preferences. Agents can review the revisions to track the quote history. **Generating orders from quotes** Convert active quotes to product orders after customer approval. **Using Quote Management** Add Quote and Opportunity related lists to a customer account table. For details, see the Add Quote and Opportunity related lists to a customer account table [KB1635146]. **Cost book integration with Quote** View unit cost and cost margin of a product offering in a quote. While creating a quote, sales agents can analyze and approve prices. **Pricing enhancements in a Quote** Quickly fetch price related information for product offerings in a quote. **Support for Sold products in a Quote** Use the reference to Sold Product while creating a quote for a Change order.
Regulatory Change Management	**Create the regulatory event alerts manually** Create the regulatory event alerts manually in the Workspace so that they can be routed to the correct subject matter experts for further analysis. **Import the regulatory event alerts in bulk**

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Application or feature	Details
	Populate the Workspace with your own regulatory event alerts. You can then import the alerts in bulk in the Regulatory Change Management application. Use the Excel-based import template that is formatted, organized, and populated with data values for importing the alerts.
Resource Management Workspace	**Create resource card** Create, navigate, and work on resource assignments among your custom persistent portfolios by creating resource cards. **Filter unassigned tasks** Efficiently work on resource assignments for priority items by filtering unassigned tasks. **New iconography to view resource allocations and heatmap modals** Get a high-level view of over-allocated resources using the resource allocation imbalance icon (). Identify the resources allocated within the available bandwidth with the resource allocations icon (). View the list of assigned tasks and allocations details for a resource using the heatmap modal. **Reassign or unassign the assigned work** • Reassign or unassign resource allocations using the row context menu. • Drag and drop the work assignments among the users with same planning attributes to reassign work. **Export the resource portfolio view** Export the resource card view as a CSV or Microsoft Excel and share them with relevant stakeholders, even if they don't have access to your instance. **Edit resource assignments using the inline editing feature** Edit resource allocations using the inline editing feature in the top tray for the resource assignments which do not have actuals captured.
Robotic Process Automation (RPA) Hub	**Embedded Task Automation in RPA Hub** Trigger attended bot processes, also known as attended automations, from the ServiceNow forms, playbooks, workspaces, and so on. To trigger this bot process from the ServiceNow form, select the **Enable Embedded Task Automation** check box in the Attended Bot Process form. After enabling this check box, two additional tabs, Process Field Parameters and Attended Configuration, are available on the Bot

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Application or feature	Details
	Process form. For more information about the Bot Process form, see Bot Process form in RPA Hub. On the Process Field Parameters tab, create dynamic parameters that are used in the bot process. Process field parameters are used for setting a value or getting the value of a field on a particular form. For more information about creating process field parameters, see Create a process field parameter in RPA Hub. You can also create a parameter from the Field Parameter Mappings tab by selecting the **Create parameter** button from the Attended Configurations menu. For more information, see Map a table field to a bot process field parameter in RPA Hub. In the RPA Hub workspace, create an attended configuration record. For more information about creating an attended configuration record, see Create an attended configuration record in RPA Hub. On the Field Parameter Mappings tab, map the form fields to the process field parameters that are used in the automations. This process enables an easy data flow during the execution of a bot process. For more information about mapping field parameters, see Map a table field to a bot process field parameter in RPA Hub. Activate the attended configuration record to trigger the attended bot process. For more information, see Activate an attended configuration record in RPA Hub. **New components for Embedded Task Automation** The following four new components are added to the new **Forms** section in RPA Desktop Design Studio. These components are available under the new ServiceNow category in the Toolbox pane. • **AttendedConfigurations** component: Segregate the execution of the automations in a single automation project and call the respective logic according to the action invoked. For more information, see Use the AttendedConfigurations component. • **GetProcessFieldParameters** component: Fetch the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding attended configuration record in RPA Hub. For more information, see Use the GetProcessFieldParameters component. • **GetRecordContextID** component: Fetch the current record sys_id of the ServiceNow form, from where the automation is triggered. For more information, see Use the GetRecordContextID component. • **SetProcessFieldParameters** component: Update the values of the ServiceNow form fields associated in the Field Parameter Mapping of the corresponding

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Application or feature	Details
	attended configuration record in RPA Hub. For more information, see Use the SetProcessFieldParameters component.
	External credential vault in RPA Hub
	In RPA Hub, you can retrieve robot credentials, application credentials, or Time-based One-time Password (TOTP) seeds from the external credential vault.
	Create an external credential vault record in RPA Hub to register your external credential vault for further usage by the robot. For more information, see Create an external credential vault record in RPA Hub.
	A new **External Credential** check box is available in the credential set form, an application credential form, and a TOTP authenticator form. If this check box is selected, the credentials or TOTP seed is fetched from a configured external credential vault. If the check box is selected in the TOTP authenticator form, the seed is fetched from a configured external credential vault. For more information about these forms, see Create a credential set within a bot process, Create an application credential set in RPA Hub, and Create a TOTP authenticator in RPA Hub.
	If the application credential record has the **External Credential** check box enabled, then the **SetApplicationCredential** component in RPA Desktop Design Studio doesn't set the credentials and displays an error. For more information about the **SetApplicationCredential** component, see Use the SetApplicationCredential component.
	Use the steps listed in the Steps to configure an external credential vault in RPA Hub topic to guide you through all the tasks of configuring an external credential vault in RPA Hub.
	Storage of process execution data in flat files
	In RPA Hub, you can configure the output type as flat files for the execution logs that are generated on the robot machine.
	On the Bot Process form, select an output type of the execution log file from the **Output Type** field from the Log Settings section. This field appears when the **Track Execution Logs** option is selected and when the **Robot Machine** is selected from the **Storage** field.
	The location of the flat files is `Users\<Userprofile>\ServiceNow RPA Logs\.executionlogs\{InstanceName}\.archive\{ProcessJob number}` in the machine on which you have installed the attended or unattended robot.

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Application or feature	Details
	If the size of the flat file exceeds 10 MB, it splits into multiple flat files with the log sequence appended to the file names until it executes the automation. A flat file doesn't log the data of input or output ports in a component or method that you have selected as **Mark Data as Sensitive** in the RPA Desktop Design Studio. **New Flow Designer Actions and Subflow** Invoke the following new actions and subflow in Flow Designer: • **Change Life Cycle Stage Status of a Bot Process** Action to modify the life cycle stage status of a bot process that is not retired. • **Stop Process** Action and **Stop Process** subflow to stop a bot process. If the robot pool option is enabled for the bot process, it stops all the robots assigned to the pool. If Graceful Stop is enabled, it provides a capability for robots to exit the automation smoothly. Graceful Stop is not applicable for bot processes with the robot pool option enabled. **Wait for any screen method at the Universal App Connector level** In RPA Desktop Design Studio, the **WaitForAnyScreen** method appears in the **Object Explorer** pane when you double-click the **Universal App connector** object under the **Global Objects** pane. The **WaitForAnyScreen** method finds an application screen within a specified duration, and then you can enable it to pass the control to another method. You can set up multiple application screens that appear in an order on the method, and the **WaitForAnyScreen** method tries to find a screen starting from the first application screen by matching the screen match rules. If the method doesn't find a screen, it tries to find the next screen in the order. However, if the method finds a screen, it completes execution and doesn't proceed to the screens next in the order. If the method doesn't find any screen within the specified duration, you may optionally enable it to pass the control to another component through the **ELSE** port. **SetPassword Method** In RPA Desktop Design Studio, the **SetPassword** method automates securely entering a password in the password field of a web-based, Java, or Windows application. It accepts the password as a **SECURE STRING** type and then enters it in the password field. **SimulateMouseEvent Method** In the RPA Desktop Design Studio, the **SimulateMouseEvent** method automates simulating a mouse event on an element on a web-based application. For example, automate the right-click mouse event on

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Application or feature	Details
	a button to open a context menu. The screen element on which the mouse event occurs must priorly have the mouse event defined in the HTML. The method supports a list of mouse events and mouse button types. **IEnumerable data type port in connectors** The **IEnumerable** input data type enables methods to accept arrays, array lists, and lists. This input data type port is available in multiple connectors. **Universal App connector supports Shadow DOM elements** The **XPath** and the **CssSelector** locators in the Universal App connector shows the full XPath and CSS path with the Shadow DOM elements, if a web application uses Shadow DOM.
Security Incident Response	**Major Security Incident Management Conference Call Integration** Collaborate with your customers and peer agents through a conference call to resolve customer issues through Microsoft Teams, Zoom, or Webex. You can also capture post-call chat, recordings, participant info. **Flow-based Playbooks** More easily transition from manual or undocumented playbooks to automated and repeatable playbooks using Flow Designer. Security Incident Response now supports the following new playbooks: • Playbook for Office 365 - Malicious File Detected • Playbook for Repeat Detection • Playbook for Spoofed Emails (using the same Display name) • Playbook for Endpoint Detection • Playbook for Possible Password Spray • Playbook for T1003 - Detect Credential Dumping Tools • Playbook for Email Domain Spoofing Detection • Playbook for Typo Squatted Domain • Playbook for Credential Sniffing • Playbook for T1070 - Windows Events Logs Cleared • Playbook for OSquery of External Address in /etc/hosts file • Playbook for User Deleting Bash History - Cloud • Playbook for Successful VPN Attempts from the Service Accounts - Corp/Cloud • Playbook for Attempted Access to Deactivated Accounts

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Application or feature	Details
	• Playbook for T1003 - Defense Evasion - Mimikatz DCShadow • Playbook for T1003 - Credential Dumping - Mimikatz DCSync • Playbook for Okta User Login Failures from Multiple IPs • Playbook for ModSec Brute force by IP Burst **Manage post incident activities** Security Incident Response now supports the following capabilities: • Usage and definition metrics for security incidents to capture MTTR (Mean time to repair). • Enable or disable the Post Incident Review (PIR) report generation for child security incidents. **Security Incident Response Workspace** You can now perform the following tasks in the Security Incident Response Workspace: • Monitor scan requests • Report security incidents as a risk event, which will be tracked by the Risk Management team • Create a customer service case for the security incident, which will be tracked by the Customer Service Management (CSM) team **Activate and configure the VirusTotal integration** Send URLs as hashes for threat lookup to protect the users' privacy on the integration.
Security Posture Control	**Enhancements to version 3.0** Policy enhancements: • Edit activated policies, save changes, publish changes, and exit edit mode with UI actions in policies. Versions are tracked and version numbers are displayed on the policy records and their related test results. • Close existing related test results (findings) if you publish a new version of a policy or delete a policy. If you choose to close test results, test result and remediation task states transition in accordance with the state transition processes of the Configuration Compliance application. See Test result and remediation task state transitions in the Security Posture Control application for more information. • Query the Security Posture Control product with **Software** as an Entity type. Look for any discrepancies

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Application or feature	Details
	that exist between the installed software reported by your vulnerability scanner products and the software reported by scanners and already accounted for in Software Asset Management (SAM) and other ServiceNow® products. Policy condition builder enhancements: • Select the **OR** condition to search for and monitor diverse types of assets from a single policy. • Select **Reported only by** as a Connection and choose specific Sources (third-party service graph connectors and ServiceNow products) to report on your assets. Monitor only those assets that are reported by the specific ServiceNow® products and third-party sources you select. Select **CMDB metadata** as a Connection in the condition builder and search for the following assets: • Devices with host names that have specific patterns with **matches regex** operator for the host name Property. For example, if you enter `1p` manually, you can look for all laptops with 'lp' as the second and third characters in the host name. • Assets that have been discovered for the first time with the **First seen** timestamp Property. • Devices based on specific models and model information with the **Model name**, **Has model info**, and **Model data** conditions. This data can help you with security control coverage. • Assets that were **Last seen Within the last n days**. Enter the number of days up to **30**. For example, enter **3** to monitor assets by 'last logon' from Active Directory in the last three days. **Policies (prior to version 3.0)** Monitor your assets and cloud assets (AWS only) for missing endpoint protection agents, unmanaged devices, devices not scanned for vulnerabilities, and critical combinations with vulnerabilities with provided policies. • Define custom policies based on asset metadata, security tool configuration data, and vulnerabilities to monitor asset compliance with your internal security standards. • Chain policies together so you can monitor assets in hierarchical categories.

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Application or feature	Details
	• Filter assets by using custom fields in your CMDB CI classes in policies. • Exclude assets from your audits and monitoring that match other policies or assets with approved exceptions in Integrated Risk Management (IRM). **Service Graph Connectors** The application supports 31 Service Graph Connectors for various security and IT tools in the enterprise to import and consolidate asset data to provide you insights on your security posture. **Key insights and custom insights** Monitor critical metrics about your asset security posture and security tool coverage by creating custom insights.
Self-Service and Omnichannel engagement for CSM	**Playbooks for Portals** Provide your customers with Customer Service Management (CSM) playbooks on service portals to create new cases with a similar process-based experience as agents. Your customers can visualize the end-to-end case life cycle when viewing the case on the service portal, and view and act on pending tasks in the context of the case process. **Onboarding with Self-Service** Enable customers to create self-service guided requests, submit cases at their own pace and continue working on them later, and track the progress of cases through a new Playbooks (PAD) process, Onboarding with Self-Service. **Configure font size for chat** Change the font size (regular, medium, large) for the chat header and chat body that customers see in a Virtual Agent chat. As an administrator, you can preview the font size in real-time in the preview section before applying a chat configuration for a Virtual Agent chat. **Using Configurable Portal widgets** The following new widgets were added to the available Configurable Portal widgets: • Portal Object widget: Display quick actions and key information of a record in the widget, which displays the information based on the sys_id of a record. • Portal Taxonomy topics widget: Display the first level of taxonomy topics as cards in the widget. When users access these cards, they're redirected to a page that displays knowledge articles and catalog items related to a taxonomy topic. **Set up Engagement Messenger**

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Application or feature	Details
	Extend self-service capabilities such as case management, Knowledge, AI Search, Virtual Agent and Live Agent chat on your mobile applications. **New tools in Tiny MCE editor** The following new tools in the Tiny MCE editor provide enhanced support for rich content displayed in the case conversation view: • Undo • Redo • Font color • Text highlight • Indent • Outdent • Hyperlink • Unlink • Table • Image • Code sample **Advanced Work Assignment (AWA) Voice Routing for Amazon Connect** Use Advanced Work Assignment to route any voice call made from Amazon Connect. **Unified Consumer profile access to Consumer Service Portal menus** A unified profile through the Unified Consumer feature, which includes both the external (snc_external) and internal (snc_internal) user roles, provides access to all menus on the Consumer Service Portal. Previously, access to specific menus depended on whether the user profile had the external or internal role.
Service Bridge	**Error handling through Transport Diagnostics** Track errors on recent transactions, provide the connection status, run the health checks, and provide recommendations. **Support for variable sets for remote record producers** Use variable sets and multi-row variable sets with remote record producers to create a collection of variables that can be reused across multiple catalog items.
Service Builder	**Next Experience UI** Use the Next Experience theme in Service Builder for updated colors, fonts, and navigation that matches other ServiceNow applications on the ServiceNow AI Platform.

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Application or feature	Details
	Service Builder approval flow Use the Cancel option while creating or editing a service or service offering to cancel any changes that you made to the record. When you select **Save** while editing or creating a service or offering, your edits to the draft file are saved. When you select **Cancel**, the following happens: • The draft service or offering record is deleted, including all edits made to the draft record. • The service or offering is checked back in and none of your changes are implemented. The Manage Offerings step shows the offering in the "Published" state. • The approval flow isn't triggered.
Service Catalog	**Save catalog item forms as drafts** Enable catalog item requesters to save the drafts of the catalog item forms on the portals, such as the ServiceNow® Employee Center and ServiceNow® Service Portal, and on the Now® Mobile app. Requesters can save the drafts when they come across situations, such as lengthy forms and requesters that don't have enough information to submit the record but don't want to discard the forms. They can save the draft and start editing from wherever they left off. Requesters can access the saved drafts from the My Request widget in a new **Drafts** tab. **Set values for questions in catalog items** Set values in Catalog UI Policy Actions for questions in a catalog item without the need to script. The value that you set for the question is displayed when the specified condition is met. You can set the values using Catalog UI Policy Actions in the ServiceNow AI Platform and using dynamic behavior in Catalog Builder. For example, on a catalog item to order a company phone, you might want to automatically set the color to black if the storage size selected is 1 TB because that's the only option available. You can now configure this behavior without the need to write any scripts.

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Application or feature	Details
	Note: After upgrading from any previous release to Washington DC release, the **Clear the variable value** check box will not be displayed. If you've already selected the **Clear the variable value** check box in any previous release, then in the Washington DC release, this option is automatically set as **Clear value** in the Value action drop-down list. For the attachment and masked variables, you will still view the Clear the variable value option to clear the value in the Washington DC release. **Set field message for questions in catalog items** Set field messages for the questions in a catalog item without the need to script. Field messages appear below the question as helpful text when a specified condition is met. You can set the field messages using the Catalog UI Policy Actions in the ServiceNow AI Platform and using the dynamic behavior in Catalog Builder. For example, you can set a warning message to be displayed on the type of laptop question to read `Advanced laptop would need department head approval` when the type that you chose is **Advanced**.
Service Graph Connector Integration for Claroty CTD	**Categorize your OT devices into the industrial product model category** The enhanced Service Graph Connector Integration for Claroty CTD creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices. **Troubleshooting the Service Graph Connector Integration for Claroty CTD** Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Claroty CTD section of the Guided Setup. **Class/Type system property** Import the records from Claroty CTD that are based on the class or type by using the Class/Type system property (*`filter.asset_type_code`*). **Purdue Level system property** Use the Purdue Level system property (*`filter.asset_purdue_level`*) to import the records from Claroty CTD that are based on the Purdue Level.

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Application or feature	Details
	Turn off the classification that is based on the operating system (OS) Turn off the classification that is based on the OS for the network gear and Internet of Things (IoT) devices and their extended classes by modifying that choice in the available script.
Service Graph Connector for Microsoft Defender for IoT (Azure)	**Categorize your OT devices into the industrial product model category** The enhanced Service Graph Connector for Microsoft Defender for IoT (Azure) creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices. **Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure)** Execute the scheduled job for validations and review the results to troubleshoot any issues by using the optional steps in the Troubleshooting the Service Graph Connector for Microsoft Defender for IoT (Azure) section of the Guided Setup. **Converting sensor ID to lowercase during devices import system property** Change the sensor ID value into lowercase letters to avoid issues with the import process by using the *Convert Sensor Names to lowercase during Devices Import (sn_msftd4iotazsgc.convert_sensor_names_to_lowercase)* system property. **Filtering specific devices during import** Control what type of devices get imported by using the Filter Configuration for Devices Import section in the system properties. **Support for control module import** Import devices with the control module class to the CMDB and use the additional class mappings for the control modules. **Additional class mapping** Use the following additional class mappings to support more devices: • Storage • Wireless access point • DB server • IP telephone • Multicast/broadcast • Terminal station

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Application or feature	Details
	• Door control panel • IP camera
Service Operations Workspace for IT Service Management	**Using Universal Request in Service Operations Workspace** Use the ServiceNow® Universal Request application to create requests and connect with other departments and services to assist with request resolution. You can map the various departmental ticket states and activity streams into a unified and simplified experience for your employees and agents. **On-Call Scheduling in Service Operations Workspace** Use the Schedules menu to access the ServiceNow® On-Call Scheduling application from the home page. Agents can use the Schedules menu to view their schedules, request absence and set their notification preference. A Group Manager can use the schedules icon to manage schedules and requests, set escalation trigger rules and policies, and create delivery channels for notification preferences. Use the teams icon to access the teams record. Agents can use the Teams menu to view their team's on-call schedules and a Group Manager can set escalation trigger rules, escalation policies, and team preferences. Starting in version 5.0, you can select a preferred shift from the Share calendar drop-down list and subscribe to the calendar. This option is available for Agents and Shift managers who are part of the respective group. **Landing page configurations using Admin Center** Starting in version 5.0, you can configure the following options for the landing page: • Display or hide various sections. • On the landing page, collapse the list view for donuts cards by default, which reduces the page load time, and expand the list view by selecting any donut card. **Quick access to the record information** Starting in version 5.0, get quick access to the record information. • From the list view that opens by selecting a donut area on the landing page, access the record information for the following records: ○ Incident ○ Problem ○ Interaction

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Application or feature	Details
	○ Change ○ Request **Note:** You can preview and update the record information in the workspace view. • From any record page, copy the record page URL to easily access the record and share it with other agents and other stakeholders if required. **Problem Management in Service Operations Workspace** Starting in version 5.0, problem coordinators can: • Manage problems and problem tasks through their life cycle. • Share problem workarounds or fixes with related incidents. • Create known error articles to help deflect incidents. **Note:** • If you aren't using the base problem life cycle, you must continue to use the classic experience to manage problems or problem tasks through their life cycle. • The base problem life cycle is included with the Problem Management#Best Practice - Madrid - State Model (com.snc.best_practice.problem.madrid.state_model) plugin. Use the Problem Management Migration Utility store application to enable this plugin and migrate your records to the base problem life cycle. • Known error articles are enabled by the Problem Management Best Practice - Madrid - Knowledge Integration (com.snc.best_practice.problem.madrid.knowledge) plugin. **Incident record page enhancements in Service Operations Workspace** Starting in version 5.0, the incident record page has enhancements that maintain parity and bring the features from the classic UI16 to the workspace view. These enhancements reduce the efforts of agents to increase their productivity. With the enhancements, agents can: • Copy the page URL to the clipboard to quickly share the link to other agents or stakeholders. • Preview the records of the reference key fields on the same page, or open the record in a separate tab.

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Application or feature	Details
	• Update the incident information in the Summary section and Impact summary section of the **Overview** tab. • Preview caller information from the caller card on the Record information side panel. • View the assets, recent interaction, and incident information that are specific to the caller. • The incident information such as priority, state, configuration item and opened, is moved from the header of the incident record page to the Summary section of the **Overview** tab to increase the workspace view area. **Major incident management in Service Operations Workspace** Starting in version 5.0, Major Incident Management in Service Operations Workspace enables you to manage the entire major incident life cycle in the following ways: • Propose, promote, create, and manage major incidents. • View the number of impacted callers and their locations on the world map. • Identify and create a major incident automatically based on major incident trigger rules. • Communicate with the business stakeholders and end users by sending status updates and notifications to inform them about the impact and progress of the major incident. • Collaborate with the business stakeholders to discuss the issues and help with resolving the major incident. • Resolve major incidents. **Major incident configurations in Service Operations Workspace** Starting in version 5.0, configure Major Incident Management using Admin Center in Service Operations Workspace. Admin Center enables you to install Major Incident Management and then accomplish the following: • Configure major incident trigger rules to create, propose, or promote major incidents automatically. • Assign playbooks to manage major incident process. • Assign a Major Incident Manager role to users for managing major incidents. • Configure email notifications that are sent to the stakeholders and end users. • Configure the communications, such as email and SMS messages, sent to the stakeholders and end users.

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Application or feature	Details
	• Configure communication plan definitions, tasks, collaboration tasks, and channels for effective communication with stakeholders and end users. • Configure timelines for generating post incident reports. **Playbook integration with major incident management** Starting in version 5.0, major incident playbooks in Major Incident Management provide a way to visualize the entire major incident process in a task-oriented view. The major incident playbooks leverage communication, collaboration, and core major incident process capabilities. These capabilities help to quickly identify key areas that require attention, as well as manage and resolve major incidents. The following two playbooks are available in the base system: • MI playbook • Advanced MI playbook **Review and publish post incident report in Major Incident Management** Starting in version 5.0, review the post incident report for a major incident to evaluate the incident response process and identify the process gaps for improvements. Reviewing the report helps you analyze the incident and to understand what can be done to avoid a similar incident or issue in the future. A post incident report is created automatically after a major incident is resolved. Use the Post incident report tab on a major incident record to generate, edit, review, and publish the report in PDF.
Service Portal	**Secure public widgets accessed by guest users** Secure public widgets that accept the table input parameter by specifying the tables from which the widget can access and return data for guest users. **Close all portal notifications at once** Close all notifications at once instead of having to close them individually by selecting **Clear All**. Portal administrators can use the *glide.service-portal.notification.threshold* system property to configure the number of notifications that must appear before displaying the **Clear All** option. The default value is five.
Sidebar	**Participant suggestions** Sidebar displays a list of participants who may be helpful in solving a customer's issue in the existing conversation.

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Application or feature	Details
Skills Intelligence	**Skills Intelligence Guided Setup** Set up Skills Intelligence and the Company Job Architecture efficiently through guided setup. For more information, see . **Skills Intelligence landing page** Note which parts of the Skills and Company Job Architecture need attention with the actionable insights on the Skills Intelligence landing page. For more information, see Skills Intelligence Workspace. **Skills Intelligence Workspace** Access Skills and Company Job Architecture related data like skills, jobs, and roles from a single location. You can view and modify skills and proficiencies in a role level of a role group quickly with the skills matrix. For more information, see Skills Intelligence Workspace. **Custom Skills onboarding** Identify unique skills to your organization and import them into the ServiceNow instance. Get suggestions on how to batch process skills such as removing duplicates, identifying related skills, and adding net new ones. For more information, see Bring in skills through Skills import.
Software Asset Management	**Measure the maturity of your Software Asset Management application through Success Portal** Measure the maturity and improve the value return of your Software Asset Management application within your organization through the Success Portal dashboard. You can visualize, identify, and report the capabilities or features you must focus on to use Software Asset Management efficiently. **Gain complete visibility into the usage of all SaaS applications** Discover and manage all paid or free SaaS applications, which are accessed via a browser and configured within the ServiceNow® Digital End-User Experience (DEX) product. Manage your shadow IT spend more effectively by viewing all the users who access these applications in the SaaS detection report. This report also shows the usage of these applications and how long each application has been used. **Manage licenses for all Okta users** Manage Okta user licenses by creating subscriptions for Okta users. **Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials** Integrate Salesforce Marketing Cloud using OAuth 2.0 credentials and view the contact counts for email and SMS.

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Application or feature	Details
	Simplify the credential setup for Adobe integration using OAuth Server-to-Server credentials Simplify your credential setup process by integrating your Adobe Cloud services with a ServiceNow instance using OAuth credentials. Adobe is migrating from a Service Account (JWT) credential to an OAuth Server-to-Server credential. For more information, see the Adobe Migration guide. **Improve the readability of the License usage view with a phase-wise implementation of Software Asset Management** Carry out phase-wise Software Asset Management implementation by focusing only on a few software products that you want to manage initially. You can gradually ramp-up the implementation journey by assessing the progress. This approach enables you to reduce clutter on the License usage view and report only on the software products that are part of the current implementation phase. **Manage Red Hat core-based licensed products and track their consumption with the Software Asset Management publisher pack for Red Hat Enterprise Linux (RHEL)** Manage core-based license positions for the RHEL product and the Red Hat Enterprise Linux for Virtual Datacenters product. With the core-based license metric, you can track accurate measurement of rights consumption at the host level. **Determine license compliance for Microsoft Windows Server on Azure according to the new licensing rules from Microsoft with BYOL support** Leverage the improved BYOL support to assess license compliance and implement necessary remediation measures for Microsoft Windows Server and SQL Server on Azure. This process enables you to confirm that the license compliance on Azure is in alignment with the most recent licensing rule changes by Microsoft. **Discover software and their license types on Google Cloud Platform (GCP) using BYOL support** Discover software and the software's license types on GCP by using the enhanced BYOL support for Microsoft Windows Server and SQL Server. With the added support for GCP, you can determine software compliance for Windows Server and SQL Server across your hybrid infrastructure that is on premise and cloud. You can also take remediation action when the software is out of compliance. **Manage product licensability at the edition level by using the enhanced software licensing feature** Address product licensability at the edition level by leveraging the weekly updates from the Software Asset Management Content Service Library. With the improved

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Application or feature	Details
	software licensing feature at the edition level, you can define your own exception rules for non-licensable products and update it to the content service library. **Optimize Microsoft 365 subscriptions with reduced dependency on discovery solutions to track usage** Manage Microsoft 365 subscriptions within ServiceNow with a detailed overview of active, inactive, and unassigned subscriptions based on their latest activity dates. The feature eliminates the need for configuring discovery solutions, such as Microsoft SCCM, to track usage and enables you to collect usage data for Microsoft 365 applications. You can retrieve individual Microsoft 365 subscriptions with optimized resource usage. **Improve granularity via the enhanced license usage view** Gain in-depth information of the factors leading to unlicensed software installations, software that has been ignored during reconciliation, and instances where a software installation requires user action. Receive guidance on the steps to take, acquire insights into the indicators contributing to Oracle options activation, and obtain a thorough understanding of reconciliation results. **Manage Microsoft Windows Server licensing through Guided Setup** Use Guided Setup for configuring Microsoft Windows Server and license management. The prerequisite checks and a step-by-step walk-through help you to set up the Software Asset Management application successfully. **Enhanced coverage and visibility into product life cycles** Increase coverage for life-cycle reporting through the introduction of approximate life-cycle dates. Get better visibility into the process of selecting life-cycle dates. Transparent and comprehensive reporting enables for an effective and reliable End of Life (EOL) management of your products.
Strategic Planning	**Enterprise Agile Planning in Strategic Planning** • Support multiple agile teams and their scaling needs within a single instance using flexible work and team hierarchies. • Plan, visualize, and track work across teams with insights into dependencies using the Planning Board tab for each team. • Prioritize work items and schedule them into iterations such as Planning Intervals or Sprints using the Backlog tab for each team.

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Application or feature	Details
	• Upgrade your Agile configuration to align with the evolving needs of your organization. • Get insights into team progress, velocity trends, and alignment of work to overall organizational goals using configurable dashboards. **Feedback or Product idea list view enhancements** • Use inline editing to allow real-time updates and modify feedback or product idea details. • Edit multiple rows at once and eliminate the need to modify each record individually. **Product feedback enhancements** • Understand the popularity of feedback using **Votes** field and prioritize the feedback to make informed decisions. These votes are directly received from the idea portal. • Identify and prioritize feedback with the **Importance** field on feedback records and make informed decisions based on the feedback. **Create feedback filters in Strategic Planning** • Group and sort feedback with feedback filters. • As a product manager, create and organize product feedback based on filter criteria, and focus on feedback that is important to you. **Plan efficiently with additional pre-defined lenses** • Using the Business Capability lens, enterprise architects can plan, prioritize, and roadmap the work in the Strategic Planning Workspace based on the business capabilities and business applications by aligning with the strategy. • Using the Project Program lens, program managers and portfolio managers can plan, prioritize, and roadmap work in programs. **Tagging planning items** • Add tags to your planning items to categorize them based on your requirement. Any tagging additions or removals made to a record are automatically synced across all views in the Planning page and the Scoring page. • Filter the planning items by the assigned tags. • Use inline editing in the List view of the **Prioritization** tab when adding and removing the tags to your planning items.

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Application or feature	Details
	Planning enhancements • Quickly view and manage the item details from the side panel using the Preview record icon (ⓘ) in the List view of the **Prioritization** tab and the Scoring page. • The type of planning item is displayed on the item's details page so that you can identify what the item is, such as a demand or a project. • When creating a planning item, the Planned start date field and the Planned end date field are populated automatically with the Approved start date value and the Approved end date value respectively. **Prioritization enhancements** • Assign the highest and lowest ranks to the planning items using the **Move to top** option and the **Move to bottom** option respectively from the row context menu icon (⋮). • Delete planning items using the **Delete** option from the row context menu icon (⋮). **Goal management enhancements** • Track how current and future work contribute to meeting a primary or non-primary target by associating the target with work items. When you create a primary goal or target relationship with an item that already has a primary relationship, the existing association becomes a non-primary and a new primary relationship is created. • Associate multiple planning items at a time to a goal or target from the enhanced Align work model, the item's side panel, or the item's full details page. You can also remove the existing association with the goal or target from the side panel or full details page of the goal or target. • View and manage an association between a planning item and a goal or target using the **View aligned work** option in the row context menu icon (⋮). The Aligned work tab introduced in an item's side panel helps you add or remove an association between work items and a goal or target • Search the aligned work items of the goal or target from the item's side panel by the name, owner, or type of the work items. • The list of goals and targets appear in the expanded mode by default in both the List view and the Hierarchy view so you can view all goals and targets in a hierarchical manner when accessing the page.

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Application or feature	Details
	• The user preferences are saved automatically to retain the customizations, such as to view or hide columns and the width of the columns, so that you don't need to set your preferences the next time you access the Goals page. • When creating a target, the **Contributors** field on the Target form is automatically populated with the contributors of its goal. • Run the *Create Goals Demo Data with Target Breakdowns* scheduled job to create a target breakdowns demo data for the targets. • For cumulative targets with the breakdown interval set to Quarterly and Yearly, the Target values are populated automatically for each quarterly and yearly breakdown respectively. For example, for a cumulative target created to achieve $10M in the year 2024, the target breakdowns Q1-24, Q2-24, Q3-24, and Q4-24 are created with the Target values $2.5M, $5M, $7.5M, and $10M respectively. **Financial planning for planning items** • Customize widgets to view the financial details, such as allocated budget, EAC, Variance, a breakdown of planned costs, and actuals to date by cost type. • Export Costs or Baseline comparison information as Microsoft Excel or CSV formats. Use these files to share the financial performance of your planning items to relevant business stakeholders, even if they don't have access to your ServiceNow instance. • Create expense lines to capture any unplanned costs to meet your work requirements without associating them to any forecasted planned costs. For more information, see Add or edit expense lines. • Delete any de-scoped cost plans using the row context menu icon (⋮) to manage your financials. • Save your preferences to retain the customizations you have made, such as viewing or hiding columns and viewing time scope. **Scoring enhancements** • Apply filters on the Scoring page to view the required data set. These filters are saved as your preferences. This also helps you view the same data set and continue your planning when you log back in. • When a demand is converted to a project, the score and rank of the item are automatically copied to the newly created project.

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Application or feature	Details
	Export data of portfolio plan items from Scoring or Prioritization Export data of your portfolio plan items from the Scoring page or the List view of the Prioritization tab into a Microsoft Excel or CSV file. Share the data and collaborate with your business stakeholders. If the filters are applied on the view, the filtered data is exported. For more information, see Export planning items data from Scoring to Excel or CSV and Export data of portfolio plan items from Prioritization to Excel or CSV. **Strategic Planning with PPM, Agile 2.0, and SAFe** • The **Program** field has been added to all planning item tables and the **Program** and **Portfolio** fields have been added to the Epic [rm_epic] table to support the Project Program lens. • Enable the **Sync tags** option on the Table Map form for each planning item table to synchronize the tags from alignment to the execution tables and vice versa. By default, the value is set to true. If there are any existing tags, the tags are automatically synced from alignment to the execution tables and vice versa. For more information about the Table Map form, see Table map form. • The Flow type mapping for planned dates of the Demand [dmn_demand] table is updated to both alignment to execution and execution to alignment. **Operation work in Capacity Planning** Create operation resource assignments for your group and view the updated capacity in Capacity Planning view.
Subscription Management	**Proactively manage your subscriptions** View a summary of your product subscriptions in a new user interface that prioritizes actionable data. **View insights about your subscription allocations** Maximize subscription usage by identifying when subscriptions are over-allocated and viewing subscriptions you can allocate. **Allocate subscriptions using recommended groups** Grant entitlement to the right users by allocating subscriptions using recommended groups. **Address issues with your product subscriptions** Stay in compliance by mapping custom tables and custom applications to your product subscriptions. **View application installation status** Determine whether an application is available for install from the current product subscription.

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Application or feature	Details
	Monitor Now Assist usage View an account-level summary of your Now Assist entitlements and track Now Assist usage across all your instances. **Monitor Now Assist creators** View an account-level summary of your Creator Plus entitlements and track allocations across all your instances.
Supplier Lifecycle Operations	**Help Center** Introduced in-product assistance, also known as Help Center, for the landing, list, and analytics pages of Source-to-Pay Workspace. Select the Help Center icon  to access the help information directly from within your workspace. **Offboard a supplier from the Source-to-Pay Workspace** The supplier offboarding playbook has been introduced that enables you to do the following: • Create a supplier offboarding case to offboard a supplier. • Create a Due Diligence request if the GRC: Third-party Risk Due Diligence Request [com.sn_tprm_onboarding] plugin is installed. • Displays a list of pending supplier cases and tasks. • Ability to check contract and invoices. • Maintain communication with the internal stakeholders and the supplier throughout the offboarding process. **Supplier Lifecycle Operations integration framework** The Supplier Lifecycle Operations (SLO) integration framework enables you to exchange supplier data with any third-party ERP system. The SLO integration framework facilitates inbound and outbound integration with third-party applications and ERP systems. **Configure due dates for tasks** Configure due dates for different task types so that the **Due date** field is auto-populated when you create tasks. **Complete a risk assessment from the Supplier Collaboration Portal** View supplier risk assessment details from the My active items widget in the Supplier Collaboration Portal. In the My active items widget, the Risk Assessments tile shows assessments only if you've installed the Third-party Risk Management [com.sn_vdr_risk_asmt] plugin. Select the **Risk Assessments** tile to open the Assessment Summary

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Application or feature	Details
	page, which displays a list of risk assessments for a supplier and for an engagement. **View risk assessment details in Source-to-Pay Workspace** A new **Risk** tab has been added on the Supplier record page in the Source-to-Pay Workspace. The Risk tab displays supplier risk assessment details, such as third-party name and process information, summary reports, risk intelligence scores, and tracking data for issues and tasks. The **Risk** tab is displayed only if you have installed the Third-party Risk Management [com.sn_vdr_risk_asmt] and GRC: Vendor Risk Management Workspace (com.sn_vdr_risk_asmt_workspace) plugins. **Assign tasks to internal users** Previously, tasks were only assigned to external users (supplier contacts). You can now assign tasks also to internal users. A new field **Task audience** has been added on the **Details** tab of the task to identify tasks as internal or external. **Organization Tax Details table** A new table, Organization Tax Details (sn_fin_org_tax_detail) has been added that enables you to store multiple tax registration details for each individual supplier. This table has been added in the Finance Common Architecture (com.sn_fin) plugin. **Restructured Supplier Task table** The Supplier Task table architecture has been restructured. Starting with the Washington DC release, the Supplier Task [sn_slm_task] table extends the Service Task [sn_spend_sdc_service_task] table. **Note:** You can experience a longer upgrade time if you're upgrading from Vancouver or an older release to Washington DC or any latest release. This delay is due to a mandatory script that runs for restructuring the Supplier Task [sn_slm_task] table and the duration of upgrade depends on the number of records in this table. **Risk Assessments for Supplier Lifecycle Operations plugin introduced** A new plugin, Risk Assessments for Supplier Lifecycle Operations (com.snc.sn_supplier_tprm) has been added that provides an integration with third-party risk assessment application to conduct risk assessments when onboarding new suppliers using the Supplier onboarding playbook. **Using the supplier onboarding playbook to onboard suppliers**

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Application or feature	Details
	The Supplier onboarding playbook now includes a new Perform risk assessment playbook that triggers two different flows to conduct supplier risk assessments, depending on the plugins that you have installed: • If you have installed only the Risk Assessments Integration for Supplier Lifecycle Operations [com.snc.sn_supplier_tprm] plugin, the Perform risk assessment playbook triggers the flow that includes activities to verify the eligibility of the supplier by creating risk assessments. • If you have installed both the Risk Assessments for Supplier Lifecycle Operations [com.snc.sn_supplier_tprm] and GRC: Third-party Risk Due Diligence Request [com.sn_tprm_onboarding] plugins, the Perform risk assessment playbook triggers the flow that includes activities to create a due diligence request, complete Inherent Risk Questionnaire (IRQ) assessments, and conduct risk assessments for a third-party or an engagement. **Create a case on behalf of a supplier from the Source-to-Pay Workspace** The supplier manager can create cases on behalf of suppliers in the Source-to-Pay Workspace.
Table Builder	**Standalone Form Builder access** Access a streamlined and standalone version of Form Builder through the Additional actions menu on any form on the platform without having to move through other applications to use it. **Access to Form Builder in Related Links section** Navigate directly to Form Builder from the Related Links section of any table. Form Builder is a streamlined form-building experience that combines the best features of Form Layout and Form Designer. **Access Form Builder from UI Builder** Access Form Builder and edit your forms directly from the UI Builder stage. **View preferred reference tables when creating a table from a spreadsheet** When you create a table from a spreadsheet in App Engine Studio, reference tables are listed in preferred order. You can see tables in your application and commonly used ServiceNow tables before a list of all other available reference tables. **New features from Table Builder for App Engine** Features such as schema view, spreadsheet view, flows, and PDF extractor that were previously only available

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Application or feature	Details
	in Table Builder for App Engine are now available in the consolidated Table Builder application.
Telecommunications Network Inventory	**Visualization of rack** Visualize your rack details such as placement of equipment at the front or rear, available and occupied rack slots, occupied equipment or shelf details. **Revision, operationalization, and decommission of a Configuration Item** Revise a CI to make changes, including modifications to related tables like attributes, connections, and relations. Operationalization enables you to merge these changes with the original CI, while decommissioning lets you retire or remove the CI from operation. **Visualization of network topology** Use the network topology view to see nodes (equipment), edges (connections), and termination points (interfaces) in your network to understand how they are organized and connected. You can visualize multiple topologies simultaneously using the search option. **Capacity management** Use capacity management to calculate and report the capacity of your network assets. This involves calculating the maximum, occupied, and available resources like ports, slots, or racks in your telecommunication network using functions and metrics. **Inventory management view** Check the Inventory Management view to understand inventory details, including the total count of equipment grouped by model, manufacturer, and life cycle state. Additionally, you can see the availability of racks, ports, and slots within a network site. **Define the cable details** Define the following network inventory instances. • Cable - Optical fiber cables link sites with open endpoints, indicating that they don't terminate directly to equipment. • Strand - Strands are the individual wires within the cables. • Channel - Channelization involves sub-rating the available bandwidth into smaller bandwidths. **Create a change request from Network Inventory Workspace** Use Telecommunications Network Inventory (TNI) design assign to modify physical and logical connection endpoints details, as well as add or remove members of a Link Aggregation Group (LAG).

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Application or feature	Details
Theme Builder	**Component editing** Edit individual components to better suit your brand and to meet accessibility compliance standards. The theme hooks you can edit are specific to each type of component. For more information, see the **Accessibility Information** section that follows. **New feature messaging** Learn about new features via a what's new modal when you first launch the updated version of Theme Builder. **Open in Theme Builder button** As of version 3.1, while customizing a UX theme record, an **Open in Theme Builder** button displays redirecting you to the editor page in a new tab. **Validation of JSON code for the theme records you create** As of version 3.1, Theme Builder logs errors and displays an alert for any invalid manual theming updates, helping to prevent saving an incorrect theme record. **Customize shape and topography values** As of version 3.1, view your customizations in the Global and Component style tabs.
Third-party Risk Management	**Event-driven management — automate assessment processes** Configure the rules that auto-generate and send questionnaires and document requests to engagements and third parties. For engagements and third parties that meet the criteria you define, you specify the schedule, questionnaire, and document request templates. You can automate all assessment types except onboarding. **New user group: Due diligence request assigners** Enable each member of the Due diligence request assigners group to receive an email notification of the new requests for due diligence. For requests that are in the **New** or **Unassigned** state, you need to specify the owner. Any group member can assign the owner. **New reports on the Due diligence management dashboard** Use the Due diligence management dashboard, as a third-party risk manager or assessor, to track, prioritize, and manage your responsibilities. **Tracking a managed activity** View managed activities in the usage analytics activities table for tracking and verification purposes in the Third-party Risk Management application. **New Standardized Information Gathering (SIG) questionnaire content**

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Application or feature	Details
	Use the updated SIG templates for 2024 after upgrading to version 18.x as part of the Third-party Risk Management application.
Threat Intelligence Security Center	**View Threat Intelligence Security Center Homepage** Threat Intelligence Security Center homepage provides the data visualization to the threat intelligence. **Threat Intelligence Security Center Catalog** The catalog provides a curated list of Threat Intelligence feeds and enrichment integrations by enabling them after adding the required information, and also schedule the feeds **Threat Intelligence Feeds** Ability that provides the integration of premium feeds to enhance threat intelligence. **TISC Enrichment Integrations** Enrichment capabilities, for the removal of false positives, confidence/scoring of indicators, validation of indicators, and the addition of contextual information. **Administration** The Administration module enables the users to define correlation rules for establishing relationships between observables. Customize threat score calculator for nuanced threat assessment and also the integration of internal intelligence encompassing VR, SIR, Assets, Services, and CMDB. **TISC integration with SIR Workspace** Seamless integration with SIR and data migration capabilities from Threat Intelligence to Threat Intelligence Security Center. **Threat Intelligence Security Center Library** Threat Analyst library is a dedicated Threat Intel Analyst Workspace for streamlined operations. **Threat Analyst Workbench** Ability to create cases or case tasks using Threat Analyst Workbench to create and track the threat investigations and analysis activities.
UI Builder	**Custom images** Upload custom images in the Icon and Image components to match your existing imagery and branding. **Modeless Dialogs** Overlay information on a page so you can interact with both the main content and the window content through a UI Builder Modeless Dialog.

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Application or feature	Details
	Integration of UI Builder and Form Builder Access Form Builder directly from within the form component on the UI Builder stage. **New theme for UI Builder** The ServiceNow® Tools and Admin theme is now applied to UI Builder to provide a consistent look and feel across builder applications. **Gap option available within columns** As of UI Builder version 25.2, if a column contains multiple components, set the gap between the components.
Upgrade Center	**Managing upgrade risk** Get notified of the possible conflicts that might result due to several customizations on a skipped metadata file, with a new UI message on the form pages of the metadata files. **Previous Resolutions related list** View the resolutions from previous upgrades for the selected skipped records using the Previous Resolutions related list.
User Experience Analytics	**Platform Analytics integration** Improved query capabilities for Platform Analytics integration **Funnels UIB component** Enable users to view funnels created in the Usage Insights dashboard.
Virtual Agent	**Now Assist in Virtual Agent** • Implement Now Assist in Virtual Agent conversations in Microsoft Teams and mobile channels. • Test and preview topics in either the mweb or nowassistpanel channel. • Added enhancements to Now Assist in Virtual Agent. • Create or manage LLM virtual agents using a new option on the Conversational Interfaces admin console or the new Assistants tab. • Filter analytics indicators in Now Assist in Virtual Agent Analytics using the new Assistant multi-select filter. • Enable Genius Results generated by Now Assist in portal search from a link within the Review section of . • When a user types an irrelevant utterance in the middle of a topic, unified search sees whether there are any results found. **LLM topic discovery in Virtual Agent**

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Application or feature	Details

	• Create topics that use LLM instead of Natural Language Understanding (NLU).
	• Analyze Now LLM responses to utterances while testing LLM topics.
	• Get in-depth testing details for LLM topics using the new **Topic discovery** and **Edit variables** tabs.
	
	LLM support in Virtual Agent Designer controls
	
	• Input Collector user input control:
	  ○ Use the new Input Collector control in LLM topics to gather data from users and create instructions with generative AI.
	  ○ Drag nodes in and out of the Input Collector instead of deleting and adding new ones.
	  ○ Drag nodes from one Input Collector to another if you have multiple Input Collectors on your canvas.
	  ○ Use the **From** and **To** drop-down lists to reorder inputs from the node on the table view.
	  ○ Activate the **Confirmation message** option in the Input Collector to summarize your inputs. Submit the inputs or restart the input collection process, by selecting **Yes** or **No** options, or entering a reply in plain language.
	• Secure Text user input control: Use the Secure Text control in LLM topics to gather and encrypt sensitive text, email, and other types of input from users.
	• Date Time user input control: Input DD-MM-YYYY format to the Date Time user input for regions using that format.
	
	Dynamically pick Virtual Agent notification actions
	
	When authoring a Virtual Agent topic, you can pass one or more notification actions as parameters instead of a single, static action. All actions must be predefined for the notification.
	
	Hide or reveal the Show me everything button
	
	Set the `glide.cs.disable_show_me_everything` system property for NLU/Keyword topic discovery. Alternatively, update values found in the default Script Action Utility control in Virtual Agent greeting topics that use LLM topic discovery.
	
	System properties
	
	The following new system properties affect AI Search results in mid-topic discovery:

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Application or feature	Details
	• *com.glide.cs.gen_ai.enable_mid_topic_ai_search* • *sn_nowassist_va.enable_mid_topic_ai_search_catalog_res* **Washington DC patch 1** Beginning with Washington DC patch 1, the following features are available: • Carousel user input control: Use the Carousel user input control in a LLM-enabled Virtual Agent topic to present a prompt and a horizontal series of labeled images. • Dynamic choice user input control property sheet: Use the **Allow the user to select more than one choice** field to allow users to choose multiple choices from the list display. • Latency feedback system property: The *com.glide.cs.message.processing.enabled* system property notifies requesters with a temporary latency message whenever the LLM is processing their request in the Virtual Agent web client and Now Assist panel. This system property is off by default and the latency message varies depending on the LLM call. • Use Virtual Agent API to support Now Assist experience across multiple provider channels. See Enable Now Assist experience in Virtual Agent API for more information. • Use Bot Interconnect to support Now Assist enabled primary and secondary bot use cases. **Washington DC patch 3** Beginning with Washington DC patch 3, the following features are available: • LLM topic migration: The topic migration workflow in Virtual Agent Designer allows you to convert your existing NLU/Keyword topics into new large language-model (LLM) topics. The topic migration workflow is available to admin and topic_migration_admin roles. • Dynamic Choice user input control: Using a script, requesters can view their previously selected choice values and also view and search through secondary field data. • LLM assistant associations: Any topic type can be associated with an LLM assistant. LLM topic blocks and custom controls that are not associated with an assistant, but are used within a topic that is associated with an LLM assistant, now display in the Topics page when filtering by the LLM assistant. • Now Assist in Virtual Agent guided setup entry point from Virtual Agent Designer: Selecting either **Settings** or **Manage** on the Virtual Agent Designer Topics page

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Application or feature	Details
	opens the Conversational Interfaces Guided Setup workflow. • Assistant drop-down list: The **Assistant** drop-down list appears in the chat test window when testing from a single topic when the **Include topic discovery** option is selected or when testing active LLM assistant topics from the Virtual Agent Topics page. When a topic is associated with just one LLM assistant, the **Assistant** drop-down list defaults to that assistant name. If you have multiple assistants, select which assistant you want to work with using the **Assistant** drop-down list. • New Virtual Agent translation table: The Text Translations for Dynamic Translation [sys_cs_dynamic_translation_text] table stores copies of the translations found in the Message [sys_ui_message] table and previously dynamically translated messages. • Promote or demote Virtual Agent LLM topics: Organize promoted LLM topics by assigning relative order values in the Promoted Skills [sys_cs_context_profile_promoted_skill] table. • Topic Properties tab: Setup Topics will remain associated with an Assistant in the topic Properties tab. • Topic creation form: Configure channels in LLM topics under Who can access this topic in the Advanced section of the Properties tab. **New system property** The *com.glide.cs.field.boolean.show.choice_picker* system property determines whether a Boolean node or a Dynamic Choice node with a single value displays to users whenever the Dynamic Choice node only has one single value associated. **Conversational Analytics dashboard in Platform Analytics experience** The Conversational Analytics dashboard in Platform Analytics experience now meets the compliance requirements of data regulated market environments, for example, Government Community Cloud (GCC). Platform Analytics provides a unified interface for visualizing multiple data sources. The dashboard contains indicators and breakdowns for rich visualizations and detailed analysis. **Washington DC patch 4** Beginning with Washington DC patch 4, the following features are available:

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Application or feature	Details
	• Create a topic form: Associate LLM-enabled Topics, Setup topics, Topic blocks, Small talk topics, and Custom controls with the Now Assist in Virtual Agent LLM assistant. • LLM topic testing: Provide feedback to the Now LLM using thumbs-up and thumbs-down controls when testing Text, Static choice list, Dynamic choice list, Boolean, Date time, and Carousel user inputs. • Insert a header card in a Static Choice or Dynamic Choice control: Toggle the Header card switch in the Advanced properties section of the LLM-enabled Static choice list and Dynamic choice list user inputs, to add photos or YouTube videos. • Genius Results in chat preview window: Genius Results for LLM topics show skill (topic) discovery, knowledge base (KB) articles, and catalog items in the **Analyze test phrases** tab of the chat preview window. • Topic migration updates: On the topic migration workflow's **Publish (optional) page**, select the LLM topic link to be redirected to that topic in Virtual Agent Designer through a new browser tab or window. Any edits that you make in Virtual Agent Designer are reflected in the topic migration's Publish (optional) page after refreshing. • Topic migration error log updates: New error messages were added to the topic migration workflow in Virtual Agent Designer and existing error messages were updated. • NDS cards in Virtual Agent: Next Experience Design System (NDS) cards carousel now appears to requesters in the Virtual Agent whenever multiple results are found from a Genius Result. Feedback with thumbs up or thumbs down is possible on each NDS card. • Proactive Triggers work with LLM topics: Proactive Triggers can be used with LLM topics if Now Assist in Virtual Agent is set up.
Visa Spoke	**Spoke actions** Use the Visa Spoke to manage all card disputes in the VROL (Visa Resolve Online) system. With Visa Spoke actions, you can search for transactions, collaborate with merchants, manage disputes, and perform other functions with enhanced security. You can also resolve disputes, access data, and utilize other features.
Vulnerability Response	**Compose a script for vulnerable items or remediation tasks in the Approval Configuration form**

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Application or feature	Details
	Compose a script in the Approval Configurations form for vulnerable items or remediation tasks on which an approval rule must be applied. **View list of vulnerable items in the Vulnerability Manager Workspace** View the list of active vulnerable items in the Vulnerability Manager Workspace using the active records count next to the View by drop-down in the Host vulnerabilities tab on the Home page. **Open active vulnerable items list in classic UI from the Vulnerability Manager Workspace** Navigate to the Classic UI's active vulnerable items list using the **View Classic link** in the Host Vulnerabilities tab on the home page of the Vulnerability Manager Workspace. **Refresh a remediation task in the Vulnerability Manager and IT Remediation Workspaces** Refresh a remediation task (VUL#) in the Vulnerability Manager and IT Remediation Workspaces to inspected if there are any additional records that belong to a remediation task. **Updating the risk score in the Vulnerability Manager and IT Remediation Workspaces** Update the risk score of a vulnerable item (VIT) using the **Calculate Risk Score** button in the Vulnerability Manager and IT Remediation Workspaces as per vulnerability calculators. **Setting up questionnaire for exception requests based on condition** Configure questionnaires based on conditions for exception requests. **Displaying records in workspaces upon clicking the links in email notifications** When links are clicked in an email notification, records open in Vulnerability Manager Workspace or IT Remediation Workspace based on the user's role. **Analysing the vulnerability landscape in the Vulnerability Manager Workspace** View an overall summary of active vulnerabilities through visual representation of risk ratings, remediation progress, assignment group workloads, and records in remediation tasks. **Acquiring the summary of a set of vulnerabilities using filters** Display a summary of a set of active vulnerabilities by filtering those vulnerabilities on the Home page of the Vulnerability Manager Workspace. **Associating compensating controls with a CVE and TPE for risk reduction in the Vulnerability Manager Workspace**

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Application or feature	Details
	Associate relevant compensating controls with a Common Vulnerability Entry (CVE) and Third-party Entry (TPE), which can be used for reducing risk in the Vulnerability Manager Workspace. **Disabling or enabling risk reduction requests in the Vulnerability Manager Workspace** Enable or disable risk reduction requests for vulnerabilities related to a CVE or TPE in the Vulnerability Manager Workspace. **Using bulk edit in the Vulnerability Manager Workspace** Perform the following tasks on multiple host vulnerable items (VITs) and remediation tasks simultaneously in the Vulnerability Manager Workspace: • Update the state of VITs. • Request an exception in bulk. • Mark VITs as false positive in bulk. • Update preferred solution for vulnerable items. • Assign VITs to an assignment group for remediation. • Remove assignments for vulnerable items. **Receiving notifications on false positive and exception requests** Receive notifications and reminders on false positive and exception requests change approval records by setting approval expiry and reminder dates on the approval rules. **Vulnerability Crisis Management** View timestamps to see the last assessment of the events. The **Assessment** tab on the workspace is visible only when the new assessments are created. View the link to major security incidents on the Vulnerability Manager Workspace for vulnerable items. **CISA Known Exploit Vulnerability (KEV) Integration** Import the Common Security Advisory Framework (CSAF) format through XML/JSON file import, API calls, or advisories, and map the solutions with the related vulnerabilities. **Cybersecurity Executive Dashboard** Access a unified view of your organization's security landscape through the Cybersecurity Executive Dashboard, which consolidates data from various products from within the ServiceNow Security Operations suite. **Quick start tests for Vulnerability Response.** After upgrades and deployments of new applications or integrations, run quick start tests to verify that Vulnerability Response still works. If you customized

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Application or feature	Details
	Vulnerability Response, copy the quick start tests and configure them for your customizations. **Update vulnerable items with data from last open detection (v21.1.2)** Update vulnerable items with the most recent and accurate data from the last open detection by setting the system property *sn_vul.show_last_open_detection* to true. The vulnerable items' IP address, SSL, Port, Protocol, DNS name, NetBIOS name, and Description values are updated with the last open detection values during ingestion and the change of configuration item (CI) (Reapply of CI lookup rule). To apply this update to the existing VITs, execute the *Update Last Open Detection Value To VITs* scheduled job. This ensures that the last open detection values are correctly updated on all the existing VITs. **Create auto-close rules (v22.0)** Vulnerability Managers can use the advanced auto-close rule functionality to automatically close stale detections along with their corresponding vulnerable items. **Solutions management improvements (v22.0)** Performance improvements have been made for faster processing of non-Microsoft solutions. **Generic framework to ingest data from any solution vendor (v22.0)** A new generic framework has been introduced, leveraging the Common Security Advisory Framework (CSAF), to facilitate faster information exchange and processing through integrations. Leading software vendors offer the CSAF format for describing vulnerabilities and solutions. Solution data can be imported either through file upload or API integration. **Exclude inactive installs from Exposure Assessment (v22.0)** A new system property, sn_vul.filter_inactive_sw_installs, has been introduced to determine whether inactive software installations should be filtered out for exposure assessment[store-future: BEGIN review]or Vulnerability Crisis Management (VCM)[End]. By default, the property is enabled in the base system. When the filter is enabled, only active installations are displayed. **Prevent detections from getting converted into vulnerable items (v22.1.2)** The Exclusion Rule feature in Vulnerability Response enables you to filter out low-priority vulnerabilities such as informational ones during ingestion, helping prevent the creation of vulnerable items. With this feature, only critical and high severity vulnerable items are created, thereby improving the overall performance of the product.

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Application or feature	Details
	Enhancements to the Unified Vulnerability Response Dashboard (v22.1.2) If you've created any exclusion rules, you can now access Exclusion Rule Reports on the Unified Vulnerability Response Dashboard. **Enhanced Cybersecurity Executive Dashboard (v2.1.3)** The Cybersecurity Executive Dashboard v2.1.3 includes the following enhancements: • Key metrics from Governance, Risk, and Compliance (GRC) that offers a comprehensive overview of your organization's cybersecurity posture. • Direct access to the GRC dashboard through the Cybersecurity Executive Dashboard for seamless navigation and integration of essential risk and compliance information. • Operational Technology metrics that provide a comprehensive security perspective across both IT and OT environments, facilitating thorough risk management and monitoring. • An enhanced user experience with an intuitive and distinguishable dashboard design that scales effectively to accommodate the evolving needs of your organization. • Improved accuracy and reliability in metrics to ensure that the data presented in the dashboards is accurate, supporting better decision-making and strategic planning.
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	**Vulnerability Response Integration with Microsoft Defender for IoT (Azure)** Use the Vulnerability Response Integration with Microsoft Defender for IoT (Azure) application with the Operational Technology Vulnerability Response application to track, prioritize, and resolve vulnerabilities on OT devices used in the production process.
Vulnerability Response integrations	**Black Duck Vulnerability Integration 1.0** Identify and mitigate the open-source code vulnerabilities detected by Black Duck Software Composition Analysis (SCA) tool ingested into Application Vulnerability Response to reduce the risks. **GitHub Application Vulnerability Integration v1.1** Import application information from your GitHub repositories with the GitHub Repos Integration. Imported data is stored in the Discovered Applications [sn_vul_app_release] table. The GitHub CodeScan and Dependabot integrations require current application data that is imported by the GitHub Repos Integration.

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Application or feature	Details
	Enhancements to the (OAuth) authentication credentials on the GitHub Configuration page. **Enhancements to the Veracode Vulnerability Integration v4.2** Select **Get More Details** on *Veracode* application vulnerable items (AVITs) on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table or from the list views in the Vulnerability Response Workspaces to view the following data imported from Veracode: • HTTP Source request and Source response details for Dynamic Application Security Testing (DAST) scans are displayed on the **HTTP Request/Response** related list. • Solution recommendations from Veracode are displayed on the **Findings** related list. • HTTP Source request, Source response, and recommendations are displayed on the **Details** tab In the Vulnerability Response workspaces. • The Description column is supported on the Application Vulnerable Item [sn_vul_app_vulnerable_item] table. **Enhancements to Application Vulnerability Response AVIT Vulnerability Integrations** View details such as total processing times, average times for pre- and post-integration run processes, and reports on the integration run records for the Fortify (v2.3), Invicti (v1.1), and Veracode (v4.2) Application Vulnerable Item (AVIT) Integrations. **Leverage Exploit Prediction Scoring System (EPSS) score for vulnerability prioritization** Enrich the NVD data in your instance to prioritize and remediate vulnerabilities by using the Exploit Prediction Scoring System (EPSS) integration to import the EPSS data that is related to common vulnerabilities and exposures (CVEs) from FIRST.org. **Ingest Known To Be Used in Ransomware Campaigns** Beginning with v21.0.5 of Vulnerability Response, a new field, **Known To Be Used in Ransomware Campaigns**, is ingested from the Cybersecurity & Infrastructure Security Agency (CISA) Known Exploited Vulnerabilities (KEVs) catalog. **Generate solutions by Rapid7 InsightVM using solution_id** Beginning with v21.0.5 of Vulnerability Response, there's an update in the solution creation process for Rapid7 InsightVM. Previously, solutions were generated based on the information provided in the **solution_summary**, **solution_fix**, and **solution_type** fields. However, with this update, Rapid7 InsightVM utilizes the solution_id sent by the scanner to create solutions even if the

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Application or feature	Details
	solution_summary, solution_fix, or solution_type fields are empty.
Workflow Studio	**Decision Builder** Access Decision Builder from Workflow Studio. Use Decision Builder to create and maintain decision rules. **Flow Designer** Access Flow Designer from Workflow Studio. Use Flow Designer to build multi-step flows from reusable components without having to code. **Integration Hub Connections dashboard** Access the Integration Hub Connections dashboard from Workflow Studio. Use the Integration Hub Connections dashboard to view and configure your connection and credential aliases through a simplified interface. **Playbooks** Access Playbooks from Workflow Studio. Use Playbooks to author cross-enterprise workflows and create a single, unified process.
Workforce Optimization for Customer Service	**Performance metrics for voice channel** Monitor and manage the health of voice queues. Integration of Amazon Connect with Workforce Optimization for Customer Service enables managers to monitor agent and queue performance of voice channel in real time. **Performance metrics for conversational channels** Monitor and manage the health of customer service on consumer messaging channels including WhatsApp, Facebook, LINE, and SMS. These performance metrics are visible in Channel Management. **Integrating Microsoft Outlook with Workforce Optimization for Customer Service** Synchronize the Workforce Optimization for Customer Service team calendar with Microsoft Outlook so managers and agents can view their schedules and events on Microsoft Outlook. **Agent shift sign up** Agents are notified when the schedule plan available for sign up is approaching its due date. Agents can indicate their preference for shifts within a schedule plan.
Workforce Optimization for ITSM	**Integrate Coaching with Learning with ServiceNow University** Gain ServiceNow skills using ServiceNow University after you integrate it with Coaching with Learning.
Workspace	**Maximum file size allowed for attachments**

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Application or feature	Details
	Setting the maximum file size provides storage space for attachments and documents in the workspace.
Zing text indexing and search engine	**Enable indexing of text in multi-row variable sets** Expand global search recall to include catalog items with content defined in your Service Catalog multi-row variable sets. Configure a system property to make Zing index content from multi-row variable sets for display in global search results.

Changes to Washington DC features and products

Cumulative release notes summary on changes to Washington DC features and products.

Existing products were updated and changed in Washington DC. This includes the renaming of certain buttons or features.

Application or feature	Details
AI Search	**Synonym matching and expansion retains terms defined as stop words** When evaluating synonym matches and expansions, AI Search retains search query terms defined as stop words. This behavior helps ensure that synonym matches return consistent results no matter which version of a synonym a user searches for. **Field changes on AI Search Genius Result Configuration form** On the AI Search Genius Result Configuration form, the **Genius result answer type** choice field has been removed. The **Genius result logic** script field has been replaced with separate *`AI Search`* **request processor** and *`AI Search`* **response processor** script fields.
API	**Changed scoped classes** Class / Methods DecisionTableAPI - Scoped, Global: The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time • Glide_duration • Longint GlideRecord - Scoped: A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple()

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Application or feature	Details

Class	Methods
	methods to force chunk record deletions and updates above a threshold.

Changed global classes

Class	Methods
DecisionTableAPI - Scoped, Global	The createAnswerElements() method now supports additional answer element types. • Due_date • Glide_date • Glide_date_time • Glide_duration • Longint
GlideRecord - Global	A new system property, glide.db.forced.chunk.threshold, allows the deleteMultiple() and updateMultiple() methods to force chunk record deletions and updates above a threshold.

Changed client APIs

Class	Methods
GlideForm (g_form) - Client	The addFormMessage() method has a new parameter *`options`* to add buttons to a form message.

Changed REST APIs

API	Endpoints
System for Cross-domain Identity Management (SCIM) API	The SCIM - PATCH /scim/Groups/{group_id} endpoint returns a new 204 status message when the SCIM UI property, `Enable Group Patch API response with No Content`, is successful.

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Application or feature	Details

Changed scoped classes available in the ServiceNow Store

Application	Version	Class	Methods
Customer Service Management	2.0.0	LeadtoCashCore - Scoped	• The LeadtoCashCore - getPrimitivesEPService(String sourceToTargetConfigID, Object context) method provides an new object parameter, *context*, which supports two options for displaying attribute values and for enabling the ability to invoke more than one instance at a time. • The LeadtoCashCore - createInstance(String headerSysIDs, String lineSysIDs, Boolean isTarget, Object additionalParams) method supports the ability to create one or more entities using multiple header or line IDs in the API script. • The LeadtoCashCore - delta(Object sourceJSON, Object dirtyJSON, Object additionalParams) method now supports multi-select use cases and retrieves action details in the source JSON. • The LeadtoCashCore - effect(Object sourceJSON, Object targetJSON, Object additionalParams) method now supports the ability to invoke effect() with empty arrays of various related items to mark them as 'no change' between source and target JSONs.
Automated Test Framework	2.3.8	Cloud Runner TestGenerationApi – Scoped, Global	TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope,

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Application or feature	Details

Application	Version	Class	Methods
			String scopeForGeneratingTests) - endpoint supports two new parameters, *separateUpdatePerScope* and *scopeForGeneratingTests*, which designate whether generated tests are separated into same or separate scopes.

Changed global classes available in the ServiceNow Store

Application	Version	Class	Methods
Automated Test Framework	2.3.8	Cloud Runner TestGenerationApi – Scoped, Global	The TestGenerationApi – startJob(String tableEncodedQuery, String userEncodedQuery, String catalogEncodedQuery, Number maxTestCount, Number maxTestCountPerTable, Number maxTestCountPerItem, String email, Boolean separateUpdateSetPerScope, String scopeForGeneratingTests) method supports the new *separateUpdatePerScope* parameter, which designates whether generated tests are separated into same or separate scopes.

Changed REST APIs available in the ServiceNow Store

Application	Version	API	Endpoints
Automated Test Framework	2.3.8	Cloud Runner Test Generation REST API	The Cloud Runner Test Generation - P test_generation endpoint supports *separateUpdatePerScope* and which designate whether generated t separate scopes.
Order Management for Telecommunications, Media, and Technology	8.0.1	Product Order Open API	A new system property, *sn_ind_tmt_orm.allowSpecV* impacts how change orders are proce sn_ind_tmt_orm/order/productOrder, order/productOrder endpoints. Wh (default), if the product inventory is a the order, the product inventory is aut

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<tr><th>Application</th><th>Version</th><th>API</th><th>Endpoints</th></tr>
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allows the order to be successfully pr</td></tr>
<tr><td>Order Management for Telecommunications, Media, and Technology</td><td>8.0.1</td><td>Service Order Open API</td><td>A new system property, sn_ind_tmt_orm.allowSpecV
impacts how change orders are proce
sn_ind_tmt_orm/order/serviceorder/{
serviceorder endpoints. When the
the service is a different version than
is automatically upgraded to the versi
referenced service specification. This
processed.</td></tr>
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<tr><td>Accounts Payable Operations</td><td>Invoice data transformation logic experience
Supplier detail lookup logic is enhanced to use tax registration number.
Efficiently handle invoices from multiple locales with different currencies and number formats. Accounts Payable Operations groups invoices based on the user's system locale.
Invoice exceptions
Invoice exceptions supporting credit memo have been enhanced.</td></tr>
<tr><td>Adoption Services</td><td>Guided setup
Use the new Guided setup player process backend powered by the Playbooks. App development team admins that create Guided Setups for their products now have all capabilities that are part of the Playbooks. This change creates a similar Guided setup player experience with new visual enhancements.
Create a guided setup
Use the new capabilities offered with the Playbooks backend to define the activities that Playbooks can support in addition to the existing activities of the Guided Setup builder. For example, you could use Conditional Flow, which would be introduced in the Guided Setup flow.</td></tr>
<tr><td>Advanced AI Search Management Tools</td><td>AI Search Analytics dashboard
The Date range interactive filter now allows you to access data from the last 180 days, rather than the last 90 days.</td></tr>
<tr><td>Advanced Risk</td><td>Risk identification configuration enhancement</td></tr>
</table>

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Application or feature	Details
	In the Risk identification configuration, risk administrators can add multiple tables and map them to the respective RAMs. **Migration of content from GRC Workspace to the ARA Workspace** All risk assessment workspace content has been re-created in the new ARA Workspace. With this change, the risk assessment content can be referenced from the ARA workspace instead of the GRC Workspace. All customizations that were made in the GRC Workspace aren't carried forward to the ARA Workspace. You must reapply those customizations to the available default pages in the ARA Workspace to see them during the risk assessment. **Migrating classic dashboards to the Next Experience** Starting with version 18.1.0 of the Advanced Risk and Risk Management applications, the following dashboards are available in the Next Experience: • Risk Overview **Note:** Risk Overview PA Premium dashboard is migrated from classic to the Next Experience and renamed as Risk Overview dashboard. • Operational Risk Management • Basel Dashboard • Continuous Risk Monitoring Overview • My Assessment Overview • Risk Event Overview • Risk Identification Overview • Risk Event Overview by Risk Class • Risk Event Overview by Entity **Domain separation in Risk Management** The following changes have been made to the domain assignment process to manage data segregation by the Managed Service Providers related to entities, and other related objects, such as risks, controls, and control objectives: • Profile generation job uses a domain iterator to generate entities and other related objects into the correct domains. • Revised domain inheritance and assignment logic by adding new business rules to assign the correct domain when creating entities, risks, controls, and related objects.

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Application or feature	Details
Agent Client Collector	**Automatic MID Server selection** • Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection. • Automatic MID Server selection is off by default. **Metric rules** Configure manual thresholds for generating metric alerts using the Metric Rules feature instead of the Static Thresholds UI. **Retrieving the metrics for cloud resources** Use Azure checks and policies to retrieve high-performance metrics for the virtual resources in the cloud. **Monitoring Technology Dashboards** • Filter metrics by the selected configuration item (CI) in the AWS and GCP Monitoring Technology Dashboards. • Use the updated Monitoring Technology Dashboard for Azure. The dashboard contains additional tabs which provide more information on your Azure infrastructure. • Viewing Monitoring Technology Dashboards requires the dashboard_admin role in addition to the existing agent_client_collector_admin role. **Agent table cleaner** Delete the agent records that have been disconnected or inactive for more than 30 days by using the Autoflush form. **SNMP checks** SNMP checks work by default with v3. **Set the agent log level** Starting in version 3.5.1, configure the agent log level through the ServiceNow® instance, without needing to access the `acc.yml` configuration file. **Host system requirements for Agent Client Collector Monitoring** Starting in version 3.5.1, utilize the updated minimum host system requirements when installing Agent Client Collector Monitoring. **Import a script include to enable using the Instance scan** Starting in version 3.5.1, import *`global.ACCInstanceScanUtil`* to enable using the Instance scan feature, as described in the KB1630132 knowledge base article.

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Application or feature	Details
Agent experience for CSM	**CSM Configurable Workspace record pages** The following record pages are the default pages for new customers: • CSM default record page • CSM Interaction record page The following record pages remain the default record pages for upgrade customers: • Record default • Interaction record page **Dynamic Related Records for Configurable Workspace** Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store. Any new enhancements to the dynamic related records feature are delivered through this store app. **Keyboard shortcuts** Use keyboard shortcuts to reduce the time required to complete various tasks. For more information, see the Accessibility information section that follows. **Reflow for Configurable Workspace** CSM Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. For more information, see the Accessibility information section that follows.
App Engine Studio	**Expanded user role access** To access App Engine Studio, you must have either an App Engine Studio User role or a Delegated Developer role for an app accessible in App Engine Studio.
Audit Management	**Analytics and Reporting Solutions for Audit Management in Next Experience UI Framework** Starting with version 18.1.0 of the Audit Management application, the Analytics and Reporting solutions for Audit Management such as the Audit Engagement Overview dashboard and Audit Manager dashboard are available in the Next Experience UI Framework.
Cloud Cost Management	**Updated default value of the system properties for spend analysis** The default value of the following system properties has changed:

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Application or feature	Details
	• *sn_cld_spend_core.metricbase_transform_limit*: Default value: 20000 • *sn_cld_spend_core.spend_report_per_chunk_workload_size* Default value: 500
Common Governance, Risk, and Compliance feature	**Issue management privileges** • For managing an issue, the same levels of privileges are assigned to the GRC manager and the GRC user. If you have the GRC manager role, the GRC user role, the Business User role, or the Business User Lite role, you can create an issue. • Create or update a remediation task if you're an Issue persona or if the remediation task is assigned to you. **Domain separation in GRC** The following changes have been made to the domain assignment process to manage data segregation by the Managed Service Providers related to entities, and other related objects, such as risks, controls, and control objectives: • Profile generation job uses a domain iterator to generate entities and other related objects into the correct domains. • Revised domain inheritance and assignment logic by adding new business rules to assign the correct domain when creating entities, risks, controls, and related objects.
Configuration Management Database (CMDB)	**CMDB Workspace store app** • Unified Map: ○ Configure the CIs that appear on maps by filtering CIs according to their life-cycle stage. For example, you can filter all end-of-life CIs so that only operational CIs appear on maps. For more information, see Configure operational states of CIs. ○ Limit the number of hierarchy levels shown for application service CIs by setting the map level. You can, for example, set the map level to a smaller number to reduce the overall size of a map to help improve performance. ○ View both the source CI and the target CI on the detail cards when you select a group member connection element on a map. ○ View all attributes for all Service Mapping endpoints, including the type of an endpoint.

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Application or feature	Details
	○ Highlight all the nodes associated with a card by selecting an application service or a related items card. ○ Show the details card for each CI associated with a dynamic CI group in the Attributes pane. ○ Configure the maximum number of levels from the home node to show on a map, by setting the system property *sn_cmdb_ws.unifiedmap.map_search_filter.max_levels* without having to add the property first. For more information, see Components installed with CMDB Workspace. • CMDB Data Manager integration into CMDB Workspace ○ All of the features of CMDB Data Manager are now available in CMDB Workspace. Administer policies and manage tasks, manage retirement definitions and exclusion lists, and review and approve or reject assigned tasks. ○ View analytics in various charts and counts for ongoing CMDB Data Manager processes. • Data Certification integration into CMDB Workspace Data Certification features are now fully supported in CMDB Workspace by using the Certification policy type in CMDB Data Manager. Review, certify, or edit field values for records in selected tables to ensure that those values are exactly as needed to support organizational tasks. View analytics in various charts and counts that also account for ongoing Data Certification processes. • De-duplication integration into CMDB Workspace ○ Remediate de-duplication tasks consistently and in bulk by creating libraries of de-duplication templates. ○ Remediate de-duplication tasks in a central location, the De-duplication dashboard. Remediate multiple de-duplication tasks in a single operation by running one or more templates. Track progress as templates run and review the remediation results. ○ See statistics and potential problem areas related to duplicate CIs in your CMDB by examining the De-duplication insights pane. • CMDB 360 experience in CMDB Workspace: Limit the scope of data in the Coverage tile in the CMDB 360 dashboard to only CMDB classes by using the *sn_cmdb_ws.ms.calculate_cmdb_only* system property. For more information, see Components related to CMDB 360.

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Application or feature	Details
	CMDB Health support of dot-walking when selecting a recommended field Identify recommended fields that aren't populated in reference tables by selecting a field from a referenced table for the CMDB Health recommended metric by using dot-walking and directly interacting with the CMDB Recommended Fields [cmdb_recommended_fields] table. **Capturing CMDB 360 data for non-CMDB classes** Enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) by setting the value of the *glide.identification_engine.multisource_non_cmdb_ci_ena* system property to true. **CMDB support for Product Instance** Prevent duplication when managing operational assets in your organization throughout their life cycles in the Hardware Asset Management application and workflows by using unique product instance identifiers (PID). **Access reduced for the sn_cmdb_editor user role** Starting with Washington DC Patch 10, the sn_cmdb_editor (CMDB Editor) and the sn_cmdb_admin (CMDB Admin) user roles no longer have create, update, or delete access to records in the Configuration Item [cmdb_ci] class.
Continuous Authorization and Monitoring	**Analytics and Reporting Solutions for CAM in Next Experience UI Framework** Starting with version 18.1.0 of Continuous Authorization and Monitoring application, the Analytics and Reporting solutions for CAM such as the CAM Overview, AO Overview, and SCA Overview dashboards are available in the Next Experience UI Framework. **Generating assessment procedure plans for a test plan** The **Control test** section of the Test template form is updated with additional fields such as Examine, Interview, and Test that draw control test guidelines from NIST. **Determine control effectiveness of a control test** Additional new fields such as Examine, Interview, and Test are added to the Test plan and Control test forms to test the control effectiveness. **Document implementation statement for a control** The Control form now has a new field called Implementation statement, which is required before moving the control to the Assess state. **Discussion field in the Control objective and Control forms**

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Application or feature	Details
	Based on the 800-53 controls, the Discussion content provided by NIST for each control is shipped by the base system at the control objective level, which is also updated in the Control form when the control is created.
Core ServiceNow AI Platform	**Warning when plugin upgrade or activation fails** A warning message now appears if the alter or create table operation fails when upgrading or activating a plugin. **System tables excluded from archive rules** You can no longer create archive rules for certain tables. **Link a destroy rule with an archive rule** You must now specify a related archive rule when creating an archive destroy rule. Linking an archive rule to the archive destroy rule improves performance when deleting archived records. **Peripheral records deleted with archive destroy** Peripheral records in the Journal Entry [sys_journal_field], Attachment [sys_attachment], and Sys Audit [sys_audit] tables are now automatically deleted when data is deleted during an archive destroy. **Enhanced Capacity feature in remote tables** Enhanced Capacity enables additional rows to be stored for a remote table if the retrieved data exceeds 1,000 rows. **Non-cancellable audit records** Reduce the chances of audit records not being written when a transaction is canceled with the new default setting. **Notification and meeting invitation changes on Granular Delegate form** The **All Notifications** and **Meeting invitations** options on the Granular Delegate form are now set to False by default, to avoid concerns around getting notifications that have security critical and sensitive data. You can select these options if you want the delegate to receive the delegation notification and meeting invitations. **Enhanced logging security improvements** Explore the new field in the node log lines to identify the script or component that generated the log message. Transaction start lines include a new field specifying what type of request was made. **Localization of product and application names** Existing product and application names are being localized incrementally in supported languages, starting with Dutch, French, French (Canadian), German, Korean, Italian, Japanese, Portuguese (Brazilian), and Spanish.

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Application or feature	Details
	New product and application names are localized in all supported languages.
Customer Service Management (CSM)	**Dynamic Related Records for Configurable Workspace** Starting with the Washington DC release, the Dynamic Related Records for the Configurable Workspace plugin (com.snc.uib.sn_dyn_rel_rec) has moved to the ServiceNow Store Any new enhancements to the dynamic related records feature will be delivered via this store app. **Case service selector enhancements** Use a keyword search and category filters in the Product Service select version of the case service selector to search for available services. View the available services in a card view and easily browse multiple pages of services. **Customer Contracts and Entitlements application** Activating the Customer Contracts and Entitlements plugin adds the Contracts and Entitlements module to the application navigator in CSM Configurable Workspace and removes the **New** UI action from the Contracts related list on the Account and Consumer forms. **Roles included with the Customer Service manager role** The customer service manager role (sn_customerservice_manager) includes the approver_user role. This role replaces the approval_admin role. Users with the customer service manager role can approve the approval requests that are assigned to them.
Data Discovery	**Default data patterns support modification and keywords** You're able to modify default data patterns and add keywords. **Edit active data patterns and target tables** You may now edit active data patterns and target tables for a job.
Data management for CSM	**Transfer related party configurations to sys_metadata** Transfer the Related Party Configuration [sn_customerservice_related_party_configuration] table to the Application File [sys_metadata] table across customer instances by using the update sets. **Associate an existing user to a consumer record** Starting with the Washington DC release, only administrators can associate a user with the consumer record. **Create users through the User lookup list on the Consumer form**

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Application or feature	Details
	Starting with the Washington DC release, you can create sys_users directly from the User lookup list on the consumer form. This functionality applies to both internal (snc_internal) and external (snc_external) users. **Integrate the Service Model Foundation with request management** Monitor the case progress as a business location staff member directly from the Business Location Service Portal (BLSP) after you submit a catalog request. **Support case creation for an external business location (EBL) staff** Enable your internal business location (IBL) and external business location (EBL) staff to track issues. Your staff can track cases on behalf of a business location against sold products that are deployed at a business location or against installed base items that are deployed at a business location. **Sales and Order Management core** • Use the enhanced entity configuration types to support covered products along with other context types like transaction headers, lines, charactersitics, and pricing adjustments. • Support the multi-instance selection for different sales and order management workflows. For example, select multiple sold products to perform the **Move**, **Add**, **Change** functions. Create a quote with the **Modify** action by updating the characteristics of an existing sold product, by adding new products or disconnecting existing products.
DevOps Change Velocity	**Enhanced automated change creation** Avoid issues that might occur in the automated change request creation guided procedure because of the tool connection state. **New state transition flows for DevOps change model** Move and track changes through added transition flows for the Change - DevOps - New and Change - DevOps - Schedule states in the DevOps change model. **Error handling for DevOps flows** View errors corresponding to a change request in the work notes of a change request and console logs of the pipeline tool when a business rule or data policy causes an issue while updating a change in the DevOps Change Request Manual Approval, DevOps Change Request Minimal Automation Approval, or DevOps Change Request Advanced Automation Approval flows.

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Application or feature	Details
	DevOpsChangeRelationshipHelper script to retrieve change data Retrieve data associated with a change request based on the specified relation type using the `DevOpsChangeRelationshipHelper` script include. **New property to specify retry limit** Specify the maximum number of times the discover action will be automatically retried after it reaches the rate limit using the *`Maximum limit for the number of times the discover action that exceeds the rate limit will be retried`* property. **Import request restart** Restart an import request from the Import Request record that couldn't be completed due to an error. **Automatically associate repositories** Repositories are automatically associated to applications when a corresponding pipeline identifies commits of repositories that are not yet associated. **Unit test type support for GitHub** Automatically publish unit test results of types NUnit, pytest, jest, JUnit, and XUnit from GitHub Actions workflows without any custom Application Programming Interface (API) calls. **Change request creation with errors in DevOps data retrieval** Enable change request creation even if there is an error in retrieving the DevOps data in a pipeline. **Multiple ServiceNow DevOps configurations in the same Jenkins instance** Configure multiple ServiceNow DevOps connections in one Jenkins server. **Custom actions for GitLab using Docker** Retrieve and update change request details associated with a GitLab pipeline and publish unit test results. Automatically update close code based on the overall pipeline execution status for simple GitLab pipelines. **Manual retry of downstream events** If an error occurs for an event, and there are subsequent downstream events associated with it, then you must manually retry each downstream event by selecting the **Retry** button. Automatically retrying of downstream events is not supported anymore. **Enhancements to DevOps Model change**

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Application or feature	Details
	• In-product guidance enables you to leverage DevOps models and easily create DevOps changes without disruption of your change process. • To make the Change - DevOps – Implement flow of the DevOps model more suitable for DevOps changes, change tasks are no longer automatically created. • The new Change – DevOps – Update execution state flow in the DevOps model means you no longer have to activate the DevOps Change Request Manual Approval flow to send a callback to the third-party orchestration tool. • Fast-track your change process by using a new DevOps Simplified change model, which doesn't contain the Assess state. Change approval for this model is based on the DevOps Simplified Model Change policy. **Branch details for artifacts and packages** Branch details from pipeline executions are now available for artifacts and packages for better tracking. **Create lists** Option to create customized lists added to the Changes, Tools, and Administration modules in the DevOps Change Workspace. **Jira Server connection using API key** Connect to your Jira Server using API key authentication rather than basic authentication. **GitHub Actions reruns** Re-running failed GitHub jobs will now use the existing change request created for the failed jobs instead of creating new change requests. **Generalized Docker Container solution to support any orchestration tool** Use the generalized and extensible Docker Container solution to integrate any orchestration tool with DevOps Change Velocity for invoking pipeline actions like change request creation and collecting relevant DevOps data without having to rely on tool specific plugins or extensions. **Simplified onboarding of planning tools that are not supported in the base system** Integrate planning tools that are not supported in the base system by leveraging transformer rules. GitLab Issues is now available as one of the planning tools and is built leveraging this new approach so you can discover plans, import work items, and configure webhooks for work items (issues) in GitLab. **Default BitBucket branch property**

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Application or feature	Details
	Specify the default Bitbucket branch name that must be used to create an import request in the *sn_devops.bitbucket_default_branch* property.
Dispute Rules Content Pack for Visa	**Dispute case playbook** The dispute questionnaire now presents questions based on the selected dispute category. As the questionnaire is filled out, the questionnaire view displays new questions based on the answers provided.
Document Intelligence	**Increase to default limits** The file size limit for attachments is increased to 10 MB. The maximum number of document tasks processed per instance per day is increased to 2,000. **Improvements to AI quality for invoices** Improve extraction outcomes by leveraging more powerful AI models, prebuilt use case configurations, and user-defined hints.
Document Services	**Service Portal experience for external users** Extend document management experience to external users to create and manage documents in Service Portal. **Microsoft SharePoint integration with Document Services** Integrate with Microsoft SharePoint to create, update, and collaborate on documents within the platform.
EMR Help	**EMR Help now in Healthcare and Life Sciences Service Management Core** Starting with the Washington DC release, when you install Healthcare and Life Sciences Service Management Core, EMR Help is installed as well.
ERP Canvas	**ERP Customization Mining no longer required for ERP Canvas** You can now install ERP Canvas without also installing ERP-CM. **Use ERP Model Management to create table joins** Create table joins in the **Manage entities** tab of the ERP Model Management page by adding parent and child tables as Table read entities, and then managing their order to create join conditions.
Encryption Key Management	**Web Service Consumer plugin tables reject access by default** To improve security, default access to tables in the Web Service Consumer (com.glide.web_service_consumer) plugin are set to **Reject**. The following tables are affected.

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Application or feature	Details
	• sys_rest_message • sys_rest_message_fn • sys_auth_profile_basic • sys_auth_profile_oauth2 • sys_soap_message • sys_soap_message_function • ws_security_x509_profile_outbound • ws_security_username_profile_outbound Default access to tables in the External App Authentication (com.glide.external.app) plugin are also set to **Reject**. The following tables are affected. • token_verification • hash_message_verification
Environmental, Social, and Governance Management	**Roles updated in the ESG Management application** Several roles such as ESG administrator, ESG data owner, and ESG program manager have been updated in the ESG Management. **Material topic table updated** The **State** field in the sn_esg_material_topic table has been updated to include states for risk assessment. The **Review** state of a material topic has also been renamed to **Approval**. **Microsoft 365 for ServiceNow Reporting table updated** The sn_esg_msoff_intg_o365_reporting_configuration table has been updated with the **track_configuration** field **New tables added to the ESG Management application** The following new tables are added to the ESG Management application: • sn_esg_disclosure_detail • sn_esg_disclosure_related_documents • sn_esg_disclosure_template • sn_esg_m2m_disclosure_metric_data_by_entity **New table added to the GRC: Metrics application** The sn_grc_metric_md_import table is added to the GRC: Metrics application. **New table added to the sn_esg_msoff_intg application** The sn_esg_msoff_intg_document_log table is added to the sn_esg_msoff_intg application. **New tables added to the sn_esg_sustain application**

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Application or feature	Details
	The following new tables are added to the sn_esg_sustain application • sn_esg_sustain_map_marker_configuration • sn_esg_sustain_map_data_range_configuration **New tables added to the sn_esg_risk_mgmt application** The following new tables are added to the sn_esg_risk_mgmt application: • sn_esg_risk_mgmt_m2m_risk_goal • sn_esg_risk_mgmt_m2m_risk_statement_goal **New tables added to the sn_rec_pg_vertical application** The following new tables are added to the sn_rec_pg_vertical application • sn_rec_pg_vertical_view_config • sn_rec_pg_vertical_view_group_entry • sn_rec_pg_vertical_view_group • sn_rec_pg_vertical_view_table **New table added to the sn-formula-builder-connected application** The sn_fb_connected_config table is added to the sn-formula-builder-connected application. **Attributes modified in the sn_grc_metric_base_definition table** The mandatory attribute has been removed from the **Description** column in the sn_grc_metric_base_definition table. The formula_internal column has been made read-only. **Changes made to the sn_grc_metric_composite_definition table** In the sn_grc_metric_composite_definition table, the **formula_internal** field has been set to read-only.
Field Service Management	**Migration of Field Service Management Core UI dashboards to Next Experience Dashboards** The following Next Experience Field Service Management dashboards provide a more efficient streamlined way for you to work: • Field Service Management overview • Field Service Contractor • Field Service Planned Maintenance • Field Service Performance Analytics
Financial Services Card Operations	**Enhancements to card disputes playbook**

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	Starting with the Washington DC release, the following playbook enhancements have been made to the card disputes:
	• Merged the playbook **Record generator** with the **Enter dispute details** activity.
	• Removed the **Write off** from the UI and moved its functionality to the **Set recovery option** task.
	• Changed the approval logic for:
	  ○ Immediate final credit cases where the dispute gets denied
	  ○ Investigate transactions task when a transaction is ineligible for a chargeback but a chargeback route is still pursued
	  ○ Review representment tasks when merchant should not be provided a credit
	• Added a Closure lane so that agents can manually close the case by filling in the **Resolution code** and **Resolution remarks** details.
	• Updated labels of Issue final credit and Choose recovery option to Set recovery option and Issue credit, respectively.

Financial Services Operations Core	**Case creation enhancements** The FSO interceptor is replaced with the Customer Service Management Product Service select version of the case type selector. This enhancement enables customer service agents to easily create new case records by selecting the appropriate case type from a list of available services. For details, see the Service type selector for Financial Services Operations article in the Now Support knowledge base.
Financial Services Operations Platform Analytics Solutions	**Modernized Financial Services Operations dashboards** The dashboards listed in the highlights section of this note have been migrated to the Platform Analytics Experience. If you're upgrading from a previous release, you can view these upgraded dashboards with your existing Core UI dashboards.
Flow Designer	**Flow execution details only record the first and last iterations of loops** Flow execution details only record the first and last iterations of a loop. This setting reduces the amount of execution details that the instance has to generate and store. You can change this setting on a flow-by-flow basis by creating a flow execution settings record.

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Application or feature	Details
Hardware Asset Management 10.0.0	**System property to cache asset and CI mappings** The *sn_itam_enable_cache_for_asset_ci_mapping* system property enables you to cache the following mappings: • Asset and CI fields • Asset state and CI install status • Asset state and CI hardware status
Health Log Analytics	**Lucene used in Elasticsearch library** Lucene may appear on vulnerability scans but is not exploitable. Lucene is included in the Health Log Analytics project for the Elasticsearch Data Input. The Elasticsearch library has a transitive dependency on Lucene. However, the Elasticsearch version used has its own safeguards and cannot be exploited in any way.
Healthcare and Life Sciences Service Management Core	**EMR Help enhanced for HCLS case creation** The EMR Help application has been enhanced to provide requesters with the capability to create additional HCLS cases. For more information on the EMR Help application, see Exploring EMR Help. **Data model further aligned with Customer Service Management (CSM)** The following updates have been made to the data model to take advantage of the core CSM install base item capabilities to track internal and external items: • The following tables now extend Install Base Item instead of Healthcare sold product: ◦ Member Plan [sn_hcls_member_plan] ◦ Medication [sn_hcls_medication] ◦ Immunization [sn_hcls_immunization] ◦ Enrolled Program [sn_hcls_enrolled_program] ◦ Enrolled Program Service [sn_hcls_enrolled_program_service] • This update impacts the following columns: ◦ The hcls_state field under table Enrolled Program and Enrolled Program Service tables has been deprecated and the state field from the Install Base table is used going forward. Data is moved from hcls_state field to state field.

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Application or feature	Details
	○ The parent column now refers to the parent install base item to ensure that proper parent-child relation is maintained. ○ The source_task column under the Enrolled Program and Enrolled Program Service tables is now tracked using the affected install base item m:m table. **Healthcare locations and organizations realigned for multi-industry cases** • The Healthcare Organization [sn_hcls_organization] table is now a standalone table and no longer extends Service Organization. ○ In some cases, custom tables might have a reference to a Company/Service Organization that can contain the value of a healthcare organization. In scenarios where custom columns refer to Service Organization and have Healthcare Organization data, reach out to Now Support for the migration script. ○ Parent field now refers to Healthcare organization. • Healthcare Location [sn_hcls_location] table is now a standalone table and no longer extends Service Organization. ○ Healthcare Cases, Install Base records, and Sold Product records can no longer be created for Healthcare Locations. For existing records of these types, the Healthcare Location value is replaced by the service organization value of the associated Healthcare Organization as a Healthcare location is always associated with a Healthcare Organization. ○ Service_organization_parent field data has been cloned to the parent location field. Parent location is used going forward. ○ Parent field data has been cloned to the organization field. Organization is used going forward. • Practitioner Location [sn_hcls_practitioner_facility] table is a standalone table and no longer extends Service Organization Member. ○ In instances where a mapping exists between a healthcare location and a practitioner, the mapping is updated to be between the healthcare organization (of the associated healthcare location) and that practitioner because Healthcare Location is now a standalone table and no longer extends the Business Location table. ○ Service_organization field data has been cloned to location field. Location is used going forward.

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Application or feature	Details
ITOM Cloud Accelerate	**Enhanced Cloud Service Catalog** Improved hierarchical structure of multiple repositories with the support of Terraform Connector IaC discovery capabilities. Support for integration of Google Cloud Platform with Terraform Open Source.
ITOM Health	**Retrieve metrics for cloud resources** Use Azure policies to retrieve high-performance metrics for virtual resources in the cloud. **Automatic MID Server selection** • Receive additional MID Server information to be used as alternative points of communication during automatic MID Server selection. • Automatic MID Server selection is off by default. **ITOM Licensing** ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM AIOps, ITOM Visibility, ITOM Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.
ITOM Optimization	**Cloud Admin Portal link** The Cloud Admin portal link to the user portal now points to Employee Center if you have installed and set up the Cloud Services Catalog plugin. If CSC is installed, admin and sn_cmp.cmp_root_admin roles can access this feature while switching to the Request portal. Cloud Services Catalog is now available as a part of ITOM Cloud Accelerate, which you can use to manage the life cycle of cloud resources. **ITOM Licensing** ITOM SU Licensing has been rebranded as ITOM/OT SU Licensing. ITOM/OT SU Licensing calculates and displays the usage of ITOM subscriptions based on subscription units. It enables you to access a comprehensive overview of the total number of licenses allocated to applications and configuration items (CIs), while offering an advanced feature set that provides visibility into the specific CIs covered by your licenses. You can view the subscription breakdown for ITOM AIOps, ITOM Visibility, ITOM

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Application or feature	Details
	Optimization, and ITOM Cloud Accelerate. For more details, see View which CIs have an ITOM license.
ITOM Visibility	**Enhanced Discovery and Service Mapping Patterns** Update your discovery capabilities through the following enhanced Discovery and Service Mapping Patterns: • Docker container identifier • Microsoft SQL Server and Cluster • Azure Datacenter Discovery pattern and Hardware Type pattern (1.15.0) **Service Mapping Unified Map support** Access the centralized Unified Node Map from the Service Mapping workspace and view features of both the dependency view and the service map. **Unmapped Servers with Candidates** Use unmapped servers aligned with identified application service candidates to create new application services. **Renamed ServiceNow® ITOM SU Licensing application** Renamed ServiceNow® ITOM SU Licensing to ServiceNow® ITOM/OT SU Licensing. **Cloud Operations Workspace name change** Starting with version 1.6.1, Cloud Operations Workspace has been renamed Cloud Discovery Workspace.
Industrial Process Manager	**Manage the Equipment Model section in the Industrial Process Manager Guided Setup** The Manage the equipment model section of the Industrial Process Manager Guided Setup has the following new enhancements: • The Assign Users task was removed. • The Create User Criteria for Site Users task was added. • The Assign Site Users - Can Read task was added. • The Assign Site Users - Can Edit task was added. **ISA Equipment Model enhancements** When you upgrade to version 1.0.12 of the ISA Equipment Model, the migration from site user access to user criteria and groups begins automatically and the following changes are made: • Improved site level access control to that uses user criteria to define read or write level user access to equipment model entity sites. With the additional assignment of OT viewer (cmdb_ot_viewer) or OT Editor (cmdb_ot_editor) roles, you can also have view or edit access to OT devices in the sites assigned accordingly.

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Application or feature	Details

	• When you upgrade to version 1.0.12 of ISA Equipment Model, existing site user records are migrated to an improved access control model using user criteria to preserve the same access permissions. For each site with ISA Entity Site User records, the following changes occur.
	  ○ For users with viewer access:
	  ▪ A new user criteria record is created and named **Read User Criteria for <site name> Site#[System Generated]**
	  ▪ A new user group with all site users from this site is created and named **Read Group for <site name> Site [System Generated]**
	  ▪ A new record in the new Equipment Model Entity View Access table (isa_entity_m2m_user_criteria_can_view) is created with the new user criteria and user group.
	  ○ For users with editor access:
	  ▪ A new user criteria record is created and named **Edit User Criteria for <site name> Site [System Generated]**
	  ▪ A new user group with all site users from this site is created and named **Edit Group for <site name> Site [System Generated]**
	  ▪ A new record in the new Equipment Model Entity Edit Access table (isa_entity_m2m_user_criteria_can_edit) is created with the new user criteria and user group.
	• The Site User application menu and Site Users related list on the Equipment Model Entity record for a site is removed.
	• All site user (isa_entity_site_user) records are set to inactive.
	• The **Site User – Can Read** and **Site User – Can Edit** application menu items are added to the ServiceNow AI Platform.
	• The **Can Read Equipment Models** and **Can Edit Equipment Models** related lists are added to the Equipment Model Entity record for a site.

Instance Data Replication	**Hermes-only replication** Newly-created replication sets now use Hermes Messaging Service. You can no longer create legacy replication sets. **Comparing replicated data between instances**

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Application or feature	Details
	Compare data in replication sets with data transformations, bidirectional replication, and discrete replication.
Integration Hub	**Open API step enhancements** The OpenAPI step has several improvements. You can now: • Save the request response as an attachment record. • Configure a retry policy to retry a request if the previous one fails or encounters any issues. • Sync step inputs and step outputs with action inputs and action outputs. Edit step outputs if required. • Modify the resource path, HTTP methods, query parameters, and headers of a request. • Add or remove error mapping to an action while resetting action inputs and action outputs. • Use *oneOf* and *anyOf* schema object properties in the schema. **Multi-layer caller inspection of records going to the ECC queue** Previously, there would be a single layer inspection of records or entities entering the ECC queue. Now, multiple layers calling each other must have a valid certificate and be validated before the record enters the ECC queue. By default, you can support the inspection of three layers.
Intelligence for CSM	**Task Intelligence Admin Console enhancements** Use the Task Intelligence Admin Console to perform the following tasks: • View the model performance for the top three recommendations and decide between auto-fill or recommend mode as the prediction preference based on the data. • View the model performance by field on the Admin Console dashboard. • Filter out inactive choice predictions. **Task intelligence model and UI enhancements** The following enhancements have been made in Task intelligence: • Introduced a new Now Assist system user for AI applications that captures AI changes in the card in the activity stream. This feature is also supported

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Application or feature	Details
	for Document Intelligence for Customer Service predictions. • Added an "Updating" message in the banner to let users know that AI predictions are currently being processed. **Guided Decisions enhancements** Use Guided Decisions to perform the following tasks: • Enable self-service for internal users by rendering decision trees in a Service Portal. • Link existing decision trees as children to your current decision tree. • Enable agents or customers to revisit or change the previous responses in the decision tree run-time experience. • Control the appearance of the **Dismiss** button in the decision tree run-time experience. Added the following enhancements to the decision trees: • Decision tree portal widgets that are available to external users • Outputs to decision trees so users can embed decision trees inside other trees. • Intermediate nodes to decision trees. **Recommended Actions enhancements** Define the number of records or values to return for the Task Intelligence Classification resource generator through the Top N Results feature. • User interface improvements so that agents can more easily replace Agent Assist with Recommended Actions. These improvements include a new Recommended Actions icon, configuration fields to support automatic search result experience, and the ability to filter on facets within a search source entity. • User interface improvements to the “Review and attach article” guidance. • A full view search experience in a subtab.
MID Server	**MID Server Password2 global policy change** Use the new "Reject" default behavior of the module access policies (MAPs) to help prevent any unauthorized access, unless explicitly declared in MAP records. All required MAPs for internal access are provided. Auto-generated MAPs are provided for external access. **MID Server unique logged-in users**

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<table>
<tr><th>Application or feature</th><th>Details</th></tr>
<tr><td></td><td>Use unique logged in users for each MID Server. See (KB1552863) MID Server Unique Logged In User for more information.
Improved wrapper configuration override
Enable the debug logs at the dist-upgrade wrapper level and test the changes by modifying the configuration with upgrade-wrapper-override.conf. For example, the default timeout may not be long enough for certain JVM level commands. You can increase the timeout with upgrade-wrapper-override.conf for the dist-upgrade wrapper configuration.</td></tr>
<tr><td>Mobile Platform</td><td>Mobile Playbooks enhancements
Navigate from mobile web screens to all native screens, including parametrized and scripted screens, custom map screens, and ServiceNow Virtual Agent chat.
Mobile Publishing enhancements
Use custom branded apps created with Mobile Publishing and use them on sub-production instances.</td></tr>
<tr><td>Next Experience</td><td>Impersonate user feature improved
The Impersonate user option on the User menu now expands as you impersonate the user multiple times. Up to six impersonations are shown before a scroll bar appears.</td></tr>
<tr><td>Next Experience Components</td><td>Components
<table>
<tr><th>Component</th><th>Enhancements</th></tr>
<tr><td>Activity Stream</td><td>• Hide the discard draft, pop-out button, create email, and view drafts buttons.
• Change the send email button style from primary to secondary.
• Display email subject when there are multiple modeless dialogs or when they are minimized.
• Insert email template and insert KB link with modeless dialog.</td></tr>
<tr><td>Attachments</td><td>New property for defining the maximum allowable size for an attachment.</td></tr>
<tr><td>Date - Time</td><td>Default time [initialTime] property that sets the default start time for the component. If not set, the time defaults to midnight.</td></tr>
</table></td></tr>
</table>

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Application or feature	Details

Component	Enhancements
Date-Time-interval	Customize the range of dates to display on the calendar using a relative date time picker.
Dropdown	Added a configurable label property.
Email Composer	• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts. • Improved page design density. • Added support for Modeless dialog experience.
Email Composer (mini)	• Attach Knowledge articles inline or as PDFs using Agent assist. • Auto-save drafts, discard drafts, save, and create drafts. • Improved page design density. • Support for Modeless dialog experience.
Heading	• Font header sizes decreased in Workspace to increase data density. • Hero heading size alternative to primary for users who still prefer the original, larger heading size.
Icon	Use custom icons in any standard image format. Custom icons aren’t added to the library on the instance and aren’t cached.
Image	Use custom images in any standard image format. Custom icons aren't added to the library on the instance and aren't cached.
Input	AI Indicator signals to users when a form field uses AI recommendations and provides more information about AI functionality.
Kanban board	• Enable dependency lines to indicate relationships between cards on the board. • Show the swimlane header in the row.

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Application or feature	Details	
	Component	**Enhancements**

	List selector	• Popovers triggered from items in the Available items and Selected items lists display details of the current record. You can configure the content of the popovers and select the items that show the trigger icon.
		• Select how the component is displayed. The choices are as follows:
		  ○ Compact
		  ○ 2 panels
		  ○ Dotwalk (default)
		• Prevent users from reordering items in the Selected Items list.
		• Reveal all hidden controls inside the component.

	Modeless dialog	• Define the header text that wraps to 2 lines and truncates after the second line. • Replace the initial variant color type with a primary or secondary type that adds color to the heading. • Add a button icon that triggers an action in the optional button slot. • Change where the modeless dialog appears when triggered by a user. By default it appears in the center, but you can have the dialog appear in the top left or right, or bottom left or right. • Use keyboard shortcuts to move the dialog up, down, left, and right.
	Recommended Actions	• Configurable panel title and tab headings. • Configurable tab order. • New Search tab that contains a search input field and cards for search results. • History moved from a tab to a new panel triggered from an iconic button. • Background color for hint text and an icon in the search results cards.
	Resizable panes	Keyboard key combination to change the layout to only left pane, both panes, and only right pane.

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Application or feature	Details

Component	Enhancements
Select	AI Indicator to signals to users when a form field uses AI recommendations and provides more information about AI functionality.
Textarea	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.
Typeahead	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.
Typeahead-multi	AI Indicator to signal to users when a form field uses AI recommendations and to provide more information about AI functionality.

Data visualization charts

Chart	Enhancement
Bar visualization	Pareto type of bar visualization. A Pareto chart is similar to the vertical bar chart, but it also includes a line graph. A Pareto chart displays vertical bars that represent individual values (frequency or cost) in descending order, and a line with data points that represent the cumulative total. The Pareto chart also marks the 80% point on the y-axis with a horizontal line, which the user can hide.
Indicator scorecard visualization	• Latest score bar that you can display for a graphical representation of the most recent indicator score. A blue bar for score of 1 or above, an orange bar for -1 and below, and no bar for 0 (zero) score. Score value displays upon hover. • Maximum number of groups can be specified (1-20). • Only breakdowns can be specified to be shown, and then you can also show all groups for the first breakdown.
Time series visualization	Date range picker that adds a date range drop-down that the user can use to change quickly the time range displayed to one of the predefined date ranges.

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Application or feature	Details
Next Experience Developer Tools	**Auto-stop recording on page load** Profiler can stop recording automatically after a page loads to test page performance. **Component view for event table** Analyze page performance with events grouped by components. **Collapse all rows in compare table** Find differences more quickly in compare view by collapsing all rows and only view rows with differences.
Notifications	**Dynamic actions linking for provider notifications** Link actions to content dynamically by using event params and the existing static actions in provider notifications actionable content creation. **Mandatory Category field in provider notifications** The category field for provider notifications is a required field.
Notify	**Enhanced security to access Notify** Control who can view and select the **Start conference call** and **Send SMS** UI actions for a **Task** record through assigning the notify_view role. The notify_view is the minimum required role for accessing Notify.
Now Assist	**Now Assist panel icon displays asynchronous notifications** The Now Assist icon displays an increased badge count if the Now Assist panel is closed and a new message is available. **Now Assist journey checklist on the Overview page** On the Now Assist Admin console Overview page, you can view a journey checklist to help plan and execute your generative AI implementation. Detailed steps include how to install plugins, turn on the Now Assist panel, activate skills, review account settings, and monitor skill performance. **New process for opting out of data sharing preferences** A user must be in the Generative AI Controller application scope and have the data_steward role to opt out of data sharing for the instance. **New input and prompt output configuration for record summarization** When activating or editing case or incident summarization skills, the new guided setup includes more options. The options for choosing the inputs provided to the LLM have been expanded. Prompt output

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Application or feature	Details
	customization with new section options has been added to help ensure agents have the information they need. **Code completion off by default** Turn on generating scripts from code with the *sn_now_assist_code.enable_promptless_experience* system property.
Now Assist for Customer Service Management (CSM)	**Minimum text requirement for case summarization** Enable the case summarization skill for the cases that have the minimum amount of information in the case activity stream. **AI icon support without a form reload** View the AI icons for the predicted fields as soon as the predictions are available. **Demo data for the case and interaction records** Use improved demo data to demonstrate the case summarization and resolution notes generation skills. **Case summarization enhancements** Use email and service level agreement (SLA) as input and provide a summary of the case across related records, such as emails and work notes in a record summarization. **Resolution notes enhancements** Use email as input to generate resolution notes for a case and propose a solution to the customer. **Chat summarization enhancements** Generate summaries when chats are transferred between the live agents and select the portals where chat summarization is accessible.
Operational Technology Change Management	**Updated layout of the OT change record on the Industrial Workspace** The OT change record in the Industrial Workspace was updated so that all existing related lists are included under the **Related Records** tab. **Change write user role (sn_ot_change_write)** The Change write user role (sn_ot_change_write) was updated so users that are assigned with this role can have IT change tasks assigned to them. They can also update the IT change task that they're assigned to.
Operational Technology Incident Management	**Updated layout of the OT incident record on the Industrial Workspace** The OT incident record in the Industrial Workspace was updated to include all existing related lists under the **Related Records** tab.

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Application or feature	Details
Operational Technology Manager	**OT landing page name change** The OT landing page is now referred to as the OT Manager dashboard. **New Industrial Workspace OT Manager dashboard experience** The OT Manager dashboard in the Industrial Workspace was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data: • **OT Devices** tab • **OT Vulnerabilities** tab **Pre-import OT Worksheet Entry Review (POWER) tool** Use distributed Microsoft Excel spreadsheets to import OT devices for better manageability of your OT system and its devices. The POWER tool includes the following new features: • Supports the import and classification of the Quality Inspection Control System [cmdb_ci_ot_qics] class. If you manually create an OT device in the SG-OT Excel Staging Table, the Quality Inspection Control System class is an option in the **What is the type of OT device?** task. • Supports capturing the Backup Storage Information [cmdb_backup_storage_information] class attributes on the staging table, staging table form, and the ETL. • Maps the **Status** field in a staging table record to the **Life Cycle Stage** and **Life Cycle Status** fields on a configuration item (CI) record. The **Status** field no longer maps to the **Install Status** field on a CI record. • Creates assets in the Industrial product model category for OT class devices. This enables compatibility with the Enterprise Asset Management product for full lifecycle management of OT class devices. • Create custom validations with the SGOTAssetCustomValidationExtensionPoint extension point. • Use the **New** button in the SG OT Excel Stagings table to manually add OT devices to the Configuration Management Database (CMDB). • Use the OT Staging User (ot_staginguser) role to enable users to create, edit, view, and run validations against the records in the SG OT Excel Stagings table. • Use the *`Equipment model entity path`* attribute in the SG OT Excel Stagings table to map devices to equipment model entities. • The OT display name column was added to the SG OT Excel Stagings table.

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	• Additional validations and validation messages were added for PLC devices both with and without the control modules. • Additional validations and validation messages for slot and rack attributes were added to the SG OT Excel Stagings table. • The *Operating system* attribute was added to the SG OT Excel Stagings table. • The *Rack* attribute was added to the SG OT Excel Stagings table. • Unclassified OT devices are given the ot_base device type. **CMDB OT class model updates** Utilize an enhanced OT user experience and make additional configurations with the following CMDB OT class model updates: • The Quality Inspection Control System [cmdb_ci_ot_qics] class represents the control systems that assist in quality and inspection functions. This new class is a child class of the OT Control System [cmdb_ci_ot_control] class. • The Backup Storage Information [cmdb_backup_storage_information] class helps manage backups of your OT device data. • The OT System Service [cmdb_ci_ot_system_service] class can model OT systems and their related software, hardware, and communication network components, such as a Distributed Control System (DCS). • You can now bulk-validate NIDS records from the list view instead of validating each NIDS record individually. • **Rack** was added as an identifier for the OT Control Module (cmdb_ci_ot_control_module) CI class. • The OT Control Systems with Modules list was added to both the Industrial Workspace list view under the Operational Technology (OT) module and the ServiceNow AI Platform under the Operational Technology (OT) module to show all available control systems and their control system modules. • The CMDB 360 Data related list was added to the OT parent class configuration item form and the OT Control Module class. • Class mappings were added for the Protocol Converter and Network Gear classes. • The **Show control modules in OT list views** system property was added.

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Application or feature	Details
Operational Technology Vulnerability Response	**New Industrial Workspace experience** The OT Manager dashboard in the Industrial Workspace was split up into the following tabs so that you can separately monitor your OT device data and OT vulnerability data: • **OT Devices** tab • **OT Vulnerabilities** tab
Order Management	**Enhanced order capture experience with order enrichment steps** After order capture, enable agents to enrich orders with additional order information before starting order fulfillment to avoid fallouts. This enrichment process triggers workflows that create the enrichment-related order tasks for applicable orders and order line items. **Monthly Recurring Charges and Non-Recurring Charges** Starting with the#Washington DC#elease,#Order Management uses the Pricing data model rather than the Product Offering data model to store pricing charges in price lists and price list lines. With this change, you can specify either a#Monthly Recurring Charge#(MRC) or a #Non-Recurring Charge#(NRC) for a product or order line, but not both. **Enhancements to the#ServiceNow TMF APIs** If you're using the Order Management for Telecommunications and Media application, the following ServiceNow® TMF API have been updated to support consumer orders that can be fulfilled in #Order Management if you have entitlements for telecommunications: • Product Order Open API (TMF622) • Service Order Open API (TMF641) • Product Inventory Open API (TMF637) • Technical Service Qualification Open API (TMF645) **Updates to the order to contract workflow** Admins can add contract start and end dates to an order contract on the order details page. **Enhanced order capture experience with order enrichment tasks** After order capture, enable agents to enrich orders with additional order information before starting order fulfillment to avoid fallouts. This enrichment process triggers workflows that create the enrichment-related order tasks for applicable orders and order line items. **Monthly Recurring Charges and Non Recurring Charges**

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	Starting with the Washington DC release, Order Management uses the Pricing data model rather than the Product Offering data model to store pricing charges in price lists and price list lines. With this change, you can now specify either a **Monthly Recurring Charge** (MRC) or a **Non Recurring Charge** (NRC) for a product or order line, but not both. **Enhancements to the ServiceNow TMF APIs** The following ServiceNow TMF APIs have been updated to support consumer orders that can be fulfilled in Order Management for Telecommunications, Media, and Technology: • Product Order Open API (TMF622) • Service Order Open API (TMF641) • Product Inventory Open API (TMF637) • Technical Service Qualification Open API (TMF645)
Platform Analytics Experience	**Many-to-many filters** Unified filters now support many-to-many relationships, where a value on the filter source table can match multiple values on the target table and vice versa. **Pivot table improvements** • Multiple columns are supported, with up to three group-by values selected as columns. • You can select different choice fields as group-by values with multiple data sources. This ability is also available in bar visualizations. • Header alignment now matches the alignment of content in the columns. **Indicator scorecard improvements** • The breakdown distribution can now be shown for an indicator. If you select only one indicator to show, you can show the distribution of scores across the elements of up to two breakdowns. You can also enable viewers to change the breakdowns that are shown. • Metrics on list-type scorecards now include a latest score bar. • You can now add dividing lines between rows as well as columns on pivot-type scorecards. **Customizable dashboard background colors** The dashboard editor can set a background color for the whole dashboard or for individual dashboard tabs. **Data visualizations can be added to a dashboard from the Visualization Designer**

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Application or feature	Details
	A visualization editor with editing rights can add the visualization they're working on to a dashboard from inside the Visualization Designer. **Manual and automatic dashboard refresh** Any dashboard viewer can refresh the data on a dashboard. A dashboard administrator can schedule automated dashboard refreshes. **Owner information** You can add the owner and owner group to the details of dashboards, saved data visualizations, and saved filters. **Customizable chart interaction** In data visualizations, you can set the navigation when a viewer selects a segment of a chart. You can enable the viewer to drill down to data or to open an internal or external URL. **Bar and pie visualizations support act as filter** You can configure pie and bar visualizations (excluding Pareto) to act as filters. If a viewer then selects a pie segment or a bar column, all other visualizations on that dashboard tab are filtered for matching values. **Metric formatting support for manual data in data visualizations** Metric formatting is now available for manual JSON data sources. This feature was formerly available only for predefined data sources such as tables and indicators.
Policy and Compliance Management	**Performance enhancements in processing indicator jobs** To support parallel processing capabilities, two additional custom queues have been introduced. One is the Indicator Data Queue for processing indicators, and the other is the Supporting Data Queue for handling events related to control, risk, and issue updates. A new job is introduced to collect supporting data, which significantly aids in improving the data handling processes. New fields have been introduced in the Indicator template form to support percentage sampling. To streamline data handling, the data storage system is updated with storing sample data in JSON format. This new approach enables a more structured and efficient storage, enhancing data retrieval process and analysis. The **Due date duration (days)** field is added in the Indicator template and Indicator forms to capture the due date of the indicator task. Based on this due date, the indicator task owners receive reminder emails. **Analytics and Reporting solutions for Policy and Compliance Management in Next Experience UI Framework** Starting with version 18.1.0 of the Policy and Compliance Management application, the Analytics and Reporting

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Application or feature	Details
	solutions for Policy and Compliance are available in the Next Experience UI Framework.
Predictive Intelligence	**Pre-trained models for similarity and clustering solutions** With the new pre-trained models, you won't need your own word corpus when creating new solutions. **Important:** With the Washington DC release, clustering and similarity models use Workflow solutions. When existing solutions with a word corpus are retrained after upgrading, they become Workflow solutions, and the **Word Corpus** field is no longer visible on the form.
Product Catalog Management and Pricing Management	**Product Catalog Management changes** • Export and import entities: The **Export Catalog** option was renamed to Export Entities, which now supports the transfer of pricing entities from one ServiceNow instance to another, in addition to product catalog entities. You export pricing entities as JSON files, which you can then import to other ServiceNow instances. Starting with the May 2024 release, exporting product offerings now includes related characteristics and characteristic options. • Configuration State Model API Framework: The configuration state model provides system methods that enable your developers to set and read configuration states when scripting with extension points to control node visibility and editability. **Pricing Management changes** • Matrix versioning: Create a matrix version when context variables change. • Single or multiple rule configuration: Configure single or multiple rules in the Standard Adjustment Matrix. If multiple rules match and the option is marked true, all applicable pricing rules are applied when evaluating adjustments for product offers. If the option isn't selected, the first rule based on priority is applied for adjustment calculation. • Product offering characteristics in pricing matrices: Support product offering characteristics and options in decision rules for pricing matrices. • Parallel execution of pricing transactions: Set system properties that enable the pricing engine to run parallel processing of pricing transactions, which improves performance. • Extension point for pricing adjustments: Use the PricingAdjustmentsExtensionPoint to customize

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Application or feature	Details
	pricing adjustments that are defined in the Standard Adjustment Matrix or the Configuration Component Price Adjustment Matrix.
Robotic Process Automation (RPA) Hub	**Manage plugins from a single location** In the RPA Desktop Design Studio, install, view, update, or remove plugins from the **Plugin Manager** window or the **Plugins** node in the **Project Explorer** pane. **New location for the Attachments and Flow Designer components in the Toolbox pane** In RPA Desktop Design Studio, the Attachments and Flow Designer components are available under the new ServiceNow category in the Toolbox pane.
Security Center	**Hardening settings baseline** Baseline v2.0 is new in the Washington DC (v1.3). Baseline v4.0 is new in the May Store release (v1.5). New baselines include new, updated, and removed hardening settings.
Security Incident Response	**Microsoft Azure Sentinel integration** **Microsoft Azure Sentinel integration** • Any new or updated changes made in Microsoft Azure Sentinel will automatically update the respective SIR incident data while mapping the Microsoft Azure Sentinel fields. For more information, seeMap the Microsoft Azure Sentinel incident fields. • Pull all open and closed Azure Sentinel incidents for the period up to 6 months. For more information, see Schedule the Microsoft Azure Sentinel incident retrieval.
Self-Service and Omnichannel engagement for CSM	**Portal Mega Menu widget** The Portal Mega Menu widget has the following enhancements: • Enables you to access and navigate through a wide range of menu items on your mobile device using the Portal Mega Menu widget. • Display a cart, wish list, guided tour, or scripted lists such as notification, approval, or survey on the header of your portal.
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	**Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) application name change** The Service Graph Connector for Microsoft Defender for IoT (on-premises) was renamed to Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console).

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Application or feature	Details
Service Operations Workspace for IT Service Management	**Landing page changes** Starting in version 5.0, the following changes are applicable: • To view all records associated with a donut card, you should now select the center of the donut area. • To view the recently visited pages in Service Operations Workspace, you should now select the **History** menu.
Service Portal	**Critical notifications aren't automatically dismissed** Show critical notifications tagged with the `sn-sticky-notification` HTML class attribute until you specifically dismiss them even when automatic dismissal is enabled for non-critical notifications with the *`glide.service-portal.notification_timeout.seconds`* system property. **Unified user consent for tracking user experience analytics** Opt in to or out of tracking user experience analytics once for all platform interfaces. Previously, changes to your user consent selection to track user experience analytics in other platform interfaces weren't honored in portals and vice versa. This choice is now stored centrally with the user consent management (UCM) capability used by the rest of the platform so a change for one interface is honored for all interfaces. For more information about user consent management, see User privacy, tracking, and user consent management in Usage Insights in the Usage Insights documentation.
Skills Intelligence	**Related role groups table** Two new columns have been added to support lateral career progression. For more information, see Create related role groups. **Job level progression** Career progression between the same job levels is no longer possible.
Software Asset Management	**Adobe and Microsoft 365 integration functionalities moved to Software Asset Management – SaaS License Management** For quick turnaround of enhancements and fixes, the Adobe and Microsoft 365 integration functionalities have moved to the Software Asset Management – SaaS License Management store application.

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Application or feature	Details
Sourcing and Procurement Operations	**Sourcing and Procurement Operations integration with Project Management** Implemented content changes to the intake form that an employee or requester fills in with project details to be captured in the integration experience with the Strategic Portfolio Management (SPM) product. **Note:** These project questions are only available on the intake form if the employee or requester has access to SPM. There's no impact on existing customers. **Complete sourcing checkout** Implemented content changes within the sourcing checkout form for items without pricing in the Shopping Hub product catalog to align with the same intake questions in the off-catalog experience in Employee Center. Existing customers using both Shopping Hub and Employee Center see an alignment of questions in both experiences. As a requester, provide the contact details of a supplier that you're interested in working with during intake of catalog items where pricing is needed. A supplier contact record is stored and created for procurement fulfillers to use when reviewing sourcing or purchasing details. Both existing and new customers see these changes. **Requesting for products or services that you don't see on ShoppingHub** Modified the intake form experience for requesters or employees requesting for multiple goods or services, or both, from Employee Center. These include the "I need a good" and "I need a service" intake forms or record producers. Additionally, there's a new summary page within Employee Center to confirm the submission and item details. If existing customers take this new feature, they must apply the modified record producer payload to capture multiple goods or services, or both. Changes were made to the default intake form to enable each good or service, or both, to have the same or different delivery or service address, and dates. Existing customers can apply this experience to their own intake forms with their own questions. **Sourcing and Procurement Operations integration with third-party sourcing solutions** Implemented an additional ability within the integration framework for third-party sourcing tools to know when to close bids now, before the bids end date. In addition, if a

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Application or feature	Details
	supplier award has been made in a third-party sourcing tool, the award response would return to ServiceNow. **Note:** Currently, only a single supplier response can be returned to ServiceNow. Default email content and in-product alert messages are implemented to inform the employee or requester and the sourcing manager or fulfiller when a Request for Quote (RFQ) has been created in the third-party sourcing tool, and when a supplier award can be made in ServiceNow. Existing customers are additionally impacted by a consolidation of decision tables used to trigger the third-party sourcing tool integration. While one is deprecated, another is active and in use. Existing customers must ensure that they use the active decision table only. Customers with the entire Source-to-Pay (S2P) product suite, or any of the individual products within the S2P suite, now share the same workspace, where content within the workspace is role-based. Fulfillers see multiple or single landing pages, and have access to different lists based on their roles. Existing customers who built their own workspace landing pages for SPO, SLO, or APO will see their landing pages within the single workspace. A new related list tab for emails is now available to capture all business correspondence done over emails. This tab will display both sent and draft emails. Simplified the purchase line form for fulfillers to view contextual details within the sourcing and negotiation workflows, and the purchasing workflows. Existing customers will see a change in their form layout in both workspace and Platform views. Simplified the sourcing request form for fulfillers to easily navigate and discover fields that matter, to make sourcing decisions. Existing customers will see a change in their form layout in both workspace and Platform views. Enhanced the usability such that a fulfiller can now create a case with just one click from the Source-to-Pay Workspace. Simplified the case form for fulfillers to view only relevant fields. These will be rendered automatically depending on the type of the record. For example, if a related purchase requisition is populated, then the fulfiller will see the **Order dependent on case** field, and not the **Sourcing decision dependent on case** and **Qualification dependent on case** fields. Similarly, fields like **Created date** will no longer be visible because they are not adding any value to the case form and are just making it crowded.

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Application or feature	Details
	Create a procurement task As fulfillers, you can create procurement tasks with specific actions types from the Source-to-Pay Workspace pages, and assign them to employees or shoppers. The supported action types are Submit a form, Sign a document, and Upload a document. This helps shoppers understand what is expected of them to complete the tasks. There's no impact on existing customers for tasks that are already created, and these new changes are effected with the upgrade. **Shopper to-dos** As shoppers, you can see tasks such as Submit a form, Sign a document, and Upload a document in your to-do list in Shopping Hub. **Sourcing and Procurement Operations integration with Employee Center** As employees, you can see tasks such as Submit a form, Sign a document, and Upload a document in your task page in Employee Center. You can also view the completed tasks in the **Completed** tab in your task page in Employee Center. **Order a product with quick checkout** As requesters or employees, you can submit a request to purchase a good or service with a past date within the intake form experience. These requests continue to be marked as after-the-fact purchases. Existing customers see the past date validation removed from the intake forms, so past dates are captured and passed to the database as valid responses. Shoppers can now navigate to punchout supplier sites from Shopping Hub or Employee Center and make purchases from external sites. Level 1 cXML-based punchout is now supported. A separate link is available for navigating to third-party supplier sites. A new widget page that lists out all third-party punchout supplier sites is also available. Introduced back-end workflows, interface tables, and logic to support Level 1 cXML protocol based punchout to third-party supplier sites. Shoppers can now view and make single supplier internal bundle purchases from Shopping Hub. Introduced back-end workflows and logic to support these single supplier internal bundle purchases. **Using ShoppingHub** Implemented additional user experience analytics for Shopping Hub to track user sessions, page activity, and navigation within My Purchases, to better understand product usage and user experience. Existing and new customers with the user experience application can see

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Application or feature	Details
	this event tracking to understand their users' Shopping Hub usage. **Sourcing and Purchasing Automation** Addressed a workflow compliance issue where the state within the sourcing and purchasing workflows could be changed manually, bypassing automation, thus causing downstream workflow and usability issues. The **State** field is made read-only, so that the state flow can adhere to the designed workflow and automation. Existing customers can no longer change the state manually for sourcing request, purchase lines, negotiation event, negotiation, and purchase requisition tables. **Spendint API** Enhanced the common integration framework to include: • Inbound tables for purchase order, receipt, and cost allocations, which when populated create purchase orders, receipts, and cost allocations in the Sourcing and Procurement Operations tables. • Scheduled jobs primary flow, which can be used by partners to develop jobs to fetch the data from ERP systems. • Common error handling framework, which can be used as a standard framework for integrating with any ERPs. **Note:** There's no impact on existing customers and these changes come in effect only with this upgrade. As fulfillers, view the integration error tasks that are being generated as part of the new integration framework structure. **Components installed with Sourcing and Procurement Operations** Provide alignment between all Source-to-Pay (S2P) products and expose more commonly used data points to the end user by rescoping the **Supplier** field to the Service Task (sn_spend_sdc_service_task) table. With this, all tables extending the Service Task table can pull in the **Supplier** field for a better task experience. If you're an existing customer, you can see the **Supplier** field deprecated from the Supplier Task table and made available in the Service Task table through a fixed script. **Common Service Delivery** Introduced new actions and user pages to support Supplier Lifecycle Operations task management features.
Strategic Planning	**Enable or disable scoring frameworks**

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Application or feature	Details
	Enable or disable the base system scoring frameworks as needed. Enabling or disabling the scoring frameworks can be done only by administrators.
Subscription Management	**New Subscription Management experience** The legacy Subscription Management experience was replaced in this release by a more efficient and streamlined interface.
Supplier Lifecycle Operations	**Case playbook for specific supplier case types** The Case playbook has been updated to no longer include approval activities for completing the following supplier case types: • Supplier support request • General inquiry **Playbook for updating the supplier primary data** The Review supplier primary data playbook has been updated to no longer include approval activities for completing the following supplier case types: • Banking information change request • Supplier information change request • Supplier location change request
Third-party Risk Management	**Terminated third parties are now available for new DD requests for onboarding** You can now reactivate a third party that is in the **Terminated** status. You can select a terminated third party when you're creating due diligence requests for onboarding new engagements. If such a request is accepted and closed, the third party's status is changed to **Active**. **New [sn_svdp.allow_assessor_edit] property of Third-Party Risk Assessor role** The default setting for the [sn_svdp.allow_assessor_edit] property enables Third-party risk assessors [sn_vdr_risk_asmt.vendor_assessor] to answer questions or modify responses in third-party questionnaires. For instructions on setting this property, see Configure TPRM properties. **New [sn_vdr_risk_asmt.vendor_risk_admin] role** The new [sn_vdr_risk_asmt.vendor_risk_admin] role can create and edit questionnaire templates and contains all the permissions of the [vendor_risk _manager] and [assessment_admin] roles. The permissions for creating and editing questionnaire templates have been removed from the [sn_vdr_risk_asmt.vendor_risk_manager].

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Application or feature	Details
	For more information, see Roles in Third-party Risk Management. **New Active option** The new Active option enables Third-party risk managers [sn_vdr_risk_asmt.vendor_risk_manager] to turn a tier-based assessment submission rule on or off. When all rules are turned off, third-party risk assessments aren't automatically generated by tier changes. For more information, see Create an automated risk assessment when the assigned risk tier changes—Legacy process. **New configurations automatically attach external questionnaires to assessments** You can now add questionnaires automatically to third-party risk assessments based on the final risk tiers that are calculated at the IRQ assessment or engagement level. This change is in addition to the existing feature that adds questionnaires to the third-party risk assessments in the due diligence workflow based on the responses from the IRQ questionnaire. The level at which the risk tier is calculated can be configured. **Vendor Risk dashboard in Next Experience UI Framework** Starting with version 18.1.3 of the Third-party Risk Management application, the Vendor Risk dashboard is no longer supported as part of the Next Experience UI Framework. The Vendor Risk dashboard is available for existing users that have installed Third-party Risk Management prior to 18.1.3.
UI Builder	**Column layout improvements** Reorder, delete, add, and rename columns in column layouts from the content tree and the stage. **Controller component configuration improvements** Use the simplified component configuration for controller properties to more easily connect to data and scripts from UI Builder pages. **Simplified data binding** Bind data visually using a simplified process for specifying tables, variables, and formulas. **Data resource configuration improvements** Browse, locate, add, and configure data resources using the new data drawer. **Simplified addition of tabs** Add tabs in UI Builder pages right from the stage. **Improved image selection process** More easily browse available platform icons to use in the Icon component. **Simplified data binding**

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Application or feature	Details
	As of UI Builder version 25.2, search for data bindings, browse data in a JSON view, and use undo-redo to correct any typos while binding.
User Experience Analytics	**Basic tracking** Basic tracking is disabled when the user opts out.
Virtual Agent	**Now Assist in Virtual Agent changes** Improved flow and enhancements for the Now Assist in Virtual Agent guided setup: • Assistants tab contains a list of each Virtual Agent and the ability to create new ones. • Skills for each Virtual Agent can be activated or deactivated. • A skill can be deactivated across the entire instance. • Each Virtual Agent can be associated with a search profile other than the default Virtual Agent search profile. • The chat experience has advanced configurations that can replace the default setting. • Promoted topics can be defined in Virtual Agent Designer (VAD) and reordered within the setup. Fallback options are used to route the user to a live agent, restart a conversation, or create an incident. AI search is triggered for knowledge base articles or catalog items when skills are not configured for the user. **Web client public page default change** Changed the public page defaults for new customers from **Active** is **True** to **Active** is **False** for the following pages: • $sn-va-web-client-app • sn_va_web_client_app_embed If desired, enable **Public access** in **Conversational Interfaces** > **Settings** > **General** for web client on portals only. **System property changes** The following changes were made to improve the conversational catalog experience: • *glide.cs.runtime.max_silent_fields*: The default value was changed from 150 to 600. • *glide.cs.runtime.user_input_max_length*: The default value was changed from 10240 to 409600. **Virtual Agent Designer user input controls**

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Application or feature	Details
	The **Additional instructions for LLM** field was removed from all LLM-enabled user input controls in Virtual Agent Designer in Washington DC patch 1 and added back in Washington DC patch 3.
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	**Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application name change** The Vulnerability Response Integration with Microsoft Defender for IoT (on-premises) application was renamed to the Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) application.
Workspace	**Record preview in Configurable Workspace** Select the information icon () within a field to preview a record before opening it. Record preview available by using the Form bundle component within the Form component or using the standard record page template. **Encrypt attachments added to a form** Select module encryption when adding attachments within a form to maintain which roles have access to view the attachments. **Save email drafts** The manual **Save** button is no longer available on the email client. Email drafts save automatically after a number of seconds. Create a new email draft and view email drafts while saving the current email draft automatically. System admins disable auto-save or change the time between auto-save refreshes with property *glide.email_client.auto_save_enable*. **Add email addresses into recipient fields** Copy and paste email addresses into the recipient fields in the email client. **Insert link to knowledge article in email** Use Agent Assist to add a link to a knowledge article in an email to requesters. **Pop-up dialog for Compose panel** Interact with the Compose panel from a pop-up dialog to work with other areas of your workspace form simultaneously. **Email composer in UIB**

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Application or feature	Details
	Properties added in UIB for Email Composer to configure the **Send Email** button, insert links in emails, control the **Create New Email**, **Discard**, and **View drafts** buttons, and adjust the column layout. Event added in UIB for Email Composer to maintain the email subject after it's changed. **Supported field types for forms** Workspace supports the following field types in forms: Integer_date, XML, Script, Script_plain, Condition_string, Slushbucket. **Declarative actions configuration improvements** Collection of improvements to address declarative actions configuration experience including automatic creation of UXF Form Action and UX Form Action Layout Item records to reduce the number of manual disparate steps required to set up declarative actions, updates to navigation access to declarative actions, and support for icons and more button colors. **Translations via payload for UXF Client Actions** Translate text defined in your declarative actions payload by wrapping the value in a translate() call with single or double quotes. **Unify actions in form layout** Any existing layout displays an alert message with a button to unify actions which consolidates form actions into a single list for simplified display adjustments. New layouts are consolidated automatically.

Removed features and products in Washington DC

Cumulative release notes summary on features that were removed from Washington DC features and products.

Some features were removed as part of Washington DC product updates.

Application or feature	Details
Advanced Risk	• The **Save** button on the risk assessment form has been removed. The risk assessment form is automatically saved. • The stepper component was removed from the **Approvals** tab in the risk assessment form when there's no approval configured within the assessment scope. This removal simplifies the user experience and declutters the interface, making it more intuitive.
Clone Admin Console	The requirement to have at least one custom preserver in any custom clone profile for a clone request to be placed has been removed. You can now have a custom clone profile with only base system preservers to place a clone request.

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Application or feature	Details
Compliance Case Management	• The **New** button in the Impacted and Related areas on the Compliance case form has been removed and replaced by the **Add** button.
Dispute Rules Content Pack for Visa	• The VROL questionnaire decision tree has been removed. We have introduced the Visa Dispute Questionnaire [sn_bom_visa_cp_visa_dispute_questionnaire] table to reflect the format of the VROL questionnaire more accurately. Refer to Components installed with the Dispute Rules Content Pack for Visa plugin for more information.
Generative AI Controller	• The QnA capability has been removed and the action has been removed from Virtual Agent Designer and Flow Designer.
Healthcare and Life Sciences Service Management Core	• The Consumable Model [cmdb_consumable_product_model] table has been removed from the data model.
Industrial Process Manager	• The Site Users menu item that contained the ISA Entity Site Users [isa_entity_site_user] table was removed from the Equipment Model - ISA module on the ServiceNow AI Platform.
Mobile Platform	Mobile Studio used for mobile app configuration has been removed from the Washington DC release. Mobile configuration is performed using the following tools: a web-based UI, Mobile App Builder, and Mobile Card Builder.
Operational Technology Incident Management	The **Opened** column was removed from the lists under the OT Incident module in the Industrial Workspace list view.

Operational Technology Manager	• The **New** button has been removed from the **All OT Devices** list view and its corresponding list views.
	• The **New** button has been removed from the Equipment Model Entities related list in the Quality Inspection Control System [cmdb_ci_ot_qics] form.
	• The following system properties were removed from the Service Graph Connector for Operational Technology (Excel):
	  ○ *sn_otsm_sgc.excel.nested.columns.max.level*
	  ○ *sn_otsm_sgc.excel.nested.column.delimitter*
	• The name validations for the OT devices that are classed as control modules in the SG OT Excel Stagings [sg_ot_excel_staging] table was removed.
	• The *Name* attribute was removed from the OT Control Module identification rules.

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Application or feature	Details
	• The ability to manually create Network Intrusion Detection System (NIDS) class records was removed. • Control modules are no longer shown in any list view except under **OT Control Systems with Modules**.
Playbooks in Workflow Studio	• The trigger license requirement has been removed, allowing you to use any entitled table to trigger a playbook.
Regulatory Change Management	GRC: Regulatory Change Management no longer supports dashboard in the classic UI.
Service Operations Workspace for IT Service Management	Starting in version 5.0, the following options are removed from the landing page: • Second-level cards that were displayed upon selecting a first-level donut card • **View all** button for donut cards • **Recently Viewed** section
Subscription Management	• The Subscribed Users related list has been removed from the subscription form. • The Subscribed Users related list and the Role Subscription Attributes related list have been removed from the role form. • The Manage Subscriptions related list has been removed from the group form. • The Custom Application Inventory module has been removed. • The App Engine Usage dashboard has been removed. You can access details about your App Engine custom table entitlements by viewing your App Engine subscription details. For details on auditing App Engine V1 usage, see KB0999383 . • The Domain Compliance Overview dashboard has been removed. Subscription Management no longer supports domain separation.
User Experience Analytics	User Experience Analytics API version 2.1.4 has been withdrawn from store.
Virtual Agent	• The **What is the reason AI is collecting inputs from the user?** field was removed from the **Input Collector** control in Virtual Agent Designer. • The Topics category with the topic description was removed from the **Prompt discovery** tab in the Virtual Agent Designer chat preview window.

Deprecation information for all Washington DC features and products

Cumulative release notes summary on deprecation information for Washington DC features and products.

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For more information about plugins in Washington DC, refer to and .

Application or feature	Details
Advanced Risk	• Starting with version 18.1.0 of the Advanced Risk and Risk Management applications, the following dashboards are deprecated: ○ Advanced Risk Assessment Overview ○ Exposure by Entity ○ Exposure by Risk Statement ○ Risk Overview ○ Risk Register ○ Project Risk Overview Dashboard If you're on a legacy release or already using these dashboards, you can continue to use them.
Agent experience for CSM	CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Benchmarks	Starting with the Washington DC release, the Benchmarks legacy dashboard and recommendations on the KPI details page are being prepared for future deprecation. The legacy dashboard is hidden and is no longer installed on new instances but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Cloud Cost Management	The Cloud Cost Management Core UI interface and Cloud Spend dashboard are planned for future deprecation.
Configuration Management Database (CMDB)	• Starting with the Washington DC release, CMDB Data Manager that is built on Core UI (UI 16) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. CMDB Workspace provides the latest experience for this functionality.
Core ServiceNow AI Platform	• Starting with the Washington DC release, Internet Explorer and Internet Explorer mode in Edge are no longer supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Customer Service Management (CSM)	Starting with the Washington DC release, the Product Model and Catalog Items Relationship plugin is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184]

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Application or feature	Details
	article in the Now Support knowledge base. For more information, see Product Model and Catalog Items Relationship plugin deprecation. CSM Agent Workspace is now deprecated and no longer supported or available for new activation. CSM Configurable Workspace provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
Dynamic Translation	• IBM has announced the deprecation of the IBM Watson Translator Service for IBM Cloud in all regions. As of June 10, 2023, the Language Translator tile will be removed from the IBM Cloud Platform for new customers; only existing customers will be able to access the product. As of June 10, 2024, the service will reach its End of Support date. As of December 10, 2024, the service will be withdrawn entirely and will no longer be available to any customers. For more information, see https://cloud.ibm.com/docs/language-translator?topic=language-translator-release-notes.
Encryption Key Management	Starting with the Washington DC release, Database Encryption is being prepared for future deprecation. Cloud Encryption is the replacement solution for data at rest encryption. For details, see Encryption and Key Management.

Environmental, Social, and Governance Management	• The metric_status field has been removed from the sn_grc_metric_base_definition table.
	• The metric_status field has been removed from the sn_grc_metric_metric table.
	• The rollup_formula field has been deprecated from the sn_grc_metric_composite_definition table.
	• The following tables are deprecated:
	  ○ sn_esg_m2m_risk_goal
	  ○ sn_esg_m2m_risk_statement_goal

Field Service Management	Starting with the Zurich release, the **Enable capacity** constraint for Schedule Optimization is being prepared for future deprecation. It will be no longer be applied for Schedule Optimization. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Financial Services Operations Core	As part of the Customer Service Management (CSM) service definition uptake initiative, the FSO service definition category table is now deprecated and no longer supported or available for new activation. Instead, the FSO service definitions category data has been migrated to CSM's service category and service category relation tables. For more information, see the Deprecation Process [KB0867184] article in the Now Support knowledge base and theService type selector for Financial Services Operations article.

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Application or feature	Details
	Starting with the Washington DC release, the following requestor roles and the related UI actions are now deprecated and no longer supported or available for new activation. • sn_bom_loan.b2c_requestor • sn_bom_credit_card.requestor • sn_bom_deposit_b2b.requestor • sn_bom_loan_b2b.requestor • sn_bom_compl.requestor • sn_ins_policy_b2c.requestor • sn_bom_payment.requestor • sn_bom_deposit_b2c.requestor • sn_ins_policy_b2b.requestor • sn_bom.fs_requestor • sn_bom.b2c_requestor • sn_bom.b2b_requestor • sn_bom.requestor
Flow Designer	Deprecated the system property com.snc.process_flow.reporting.iteration.lastn that specifies the number of loop iterations that a flow generates execution details for. This property only applies to flows created prior to the Washington DC release. New flows only generate execution details for the first and last iterations of a loop. To report on all iterations of a loop, create a flow execution settings record for the flow instead. For more information about flow execution settings, see Flow execution settings.
Hardware Asset Management 10.0.0	The Hardware Asset Management Core UI deprecation is planned for future releases. Beginning with the Washington DC release, limited support is provided for the Hardware Asset Management Core UI interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, the best approach is to move to the Workspace experience. For more information, see Hardware Asset Workspace.
Healthcare and Life Sciences Service Management Core	• The Healthcare Sold Product [sn_hcls_sold_product] table has been deprecated. • The Payer Plan [sn_hcls_payer_plan] table has been deprecated. Where this table was previously used, the Medical Insurance Model table [sn_ent_medical_insurance_model] is used going forward. • The Medication Product Model [sn_hcls_medication_product] table has been deprecated. Where this table was previously used, the

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Application or feature	Details
	Medication Model [sn_ent_medication_model] table is used going forward. • The Vaccine Product [sn_hcls_vaccine_product] table has been deprecated. Where this table was previously used, the Vaccination Model [sn_ent_vaccination_model] table is used going forward. For all deprecated tables, existing customer data is moved to the new tables when the upgrade occurs. Codeset records of type **Medication code** and **Form code** will be copied from the HCLS codeset to ENT model classification. Records in the new tables refer to codeset type records in the ENT model classification table.
ITOM Optimization	**Deprecation of CAPI and Cloud Spend and Usage dashboards** Starting with the Washington DC release: The Cloud API dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Services Catalog application provides this functionality now. The Cloud Spend and Usage Dashboard will be hidden and no longer activated on new instances but will continue to be supported. The Cloud Insights Billing application provides this functionality now. Both the applications are being prepared for future deprecation. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.
ITOM Visibility	**Deprecation of CAPI** Starting with the Washington DC release, Cloud API Discovery is being prepared for future deprecation. It will be hidden and no longer activated on new instances but will continue to be supported. Pattern-based Discovery provides the latest experience for the CAPI functionality. Starting with version 1.6.0, the Firewall Audits and Reporting dashboard is deprecated. Starting with version 1.6.0, the Certificate Management Dashboard dashboard is deprecated. Its features have been moved to the Next Experience UI's Polaris theme dashboard. For details, see the Application/Plugin Deprecation Process [KB0867184] article in the Now Support knowledge base.
ITSM Predictive Intelligence Workbench	Starting with the Washington DC release, the Predictive Intelligence Workbench ITSM content (com.sn_piwb_itsm_content) plugin is being prepared for future deprecation. The plugin will be hidden and no

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Application or feature	Details
	longer activated on new instances but will continue to be supported. Task Intelligence admin console provides the latest experience for this functionality. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Identity and Authentication	• The MultiSSO v1 is deprecated. Upgrade to MutliSSO v2 from MultiSSO v1. For more information, refer to the knowledge article MultiSSO v2 upgrade instructions [KB9756504] in the Now Support Knowledge Base. • The SAML 1.1 and SAML 1.1 Single Sign-On - Update 1 plugin is deprecated. The SAML-based identity providers (IdP) have already migrated to SAML 2.0. To use SAML 2.0, you must install the MultiSSO and configure your identity provider. • The OpenID SSO plugin is deprecated. To use OpenID Connect (OIDC), you must install the MultiSSO and configure your OIDC-based identity provider.
Integration Hub	Starting with Washington DC release, OpenAPI support in the REST step is being prepared for future deprecation. It will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
Investment Funding	The View Past Funding Details dashboard view is deprecated.
Knowledge Management	• Starting with the Washington DC release, the Knowledge Management v3 homepage (com.snc.knowledge3) is being prepared for future deprecation. It will be hidden and no longer activated on new instances but it will continue to be supported. The Knowledge Management Service Portal provides the latest experience for this functionality. • For more information, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.
MID Server	• Containerized Windows MID Servers are no longer supported. The download link for the Windows MID Server docker recipe is removed. You can still use the old Windows MID Server docker recipe, but there's no official support. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information. • Auto-deployment and auto-deletion through a dedicated deployment MID Server are no longer supported. Deployment templates are no longer supported and new deployment templates can't be used or created. However, existing deployment requests

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Application or feature	Details
	with existing templates still work. See (KB1559617) Deprecated Containerized MID Server Features in Washington DC for more information.
Order Management	Starting with the Vancouver release, Order Management for Customer Service Management is being prepared for future deprecation. It's hidden and no longer installed on new instances but continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
Platform Analytics Experience	• Core UI Reporting functionality is deprecated in favor of Data visualizations in Platform Analytics for net new instances and instances that have migrated to the Platform Analytics experience. • Core UI Dashboards functionality is deprecated in favor of Platform Analytics dashboards for net new instances and instances that have migrated to the Platform Analytics experience.
Predictive Intelligence	• Support for creating new regression solutions was removed. You will still be able to train and edit existing solutions, but you won't be able to create new ones.
Product Catalog Management and Pricing Management	• The *Enable single row match only with highest priority* (sn_csm_pricing.matrix_result_single_match_record) system property for Pricing Management has been deprecated starting with the May 2024 release of Sales and Order Management applications. Use the **Matrix** field in the Rule selection criteria to set the priority for pricing properties for the Standard Adjustment Matrix.
Security Incident Response	ServiceNow® Security Incident Response no longer supports the following integrations: • Recorded Future • Trusted Security Circles For more information about these deprecations, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

Software Asset Management	• Cisco Webex Meetings integration is no longer deployed or enhanced. Instead, use the Cisco Webex integration profile to integrate with Webex Meetings and other Webex applications.
	• Starting with the Washington DC release, the following two quick start tests are deprecated:
	  ○ SAM - Validate Reconciliation for Custom Product
	  ○ SAM - Pin and Unpin Publishers on License Workbench

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Application or feature	Details
	• The Microsoft 365 user activity according to the subscription report on the Optimization and savings dashboard in the Asset analytics view is deprecated. This report has been replaced by the new Microsoft 365 subscription details report.
Sourcing and Procurement Operations	Starting with the Washington DC release, classic ShoppingHub [com.snc.sn_shop] is being prepared for future deprecation. If you're an existing customer who has upgraded, you may choose to continue with the existing ShoppingHub plugin and skip Shopping Hub [com.snc.sn_spend_uib]. However, for the UI Builder (UIB) experience, you must install the Shopping Hub plugin. Remember that you can't go back to the existing ShoppingHub plugin after you've installed this Shopping Hub plugin. Supplier risk assessment and supplier tiering assessment cases have been retired and replaced by the due diligence case, to follow the new Third-Party Risk Management (TPRM) data model changes.
Strategic Planning	**Product idea deprecations** The product idea overview page has been deprecated in the Washington DC release.
Supplier Lifecycle Operations	**Source-to-Pay Workspace** Starting with the Washington DC release, Supplier Manager Workspace is being prepared for future deprecation. It will be hidden and no longer be activated on new instances but will continue to be supported. Source-to-Pay Workspace provides the latest experience for this functionality. **Enable deprecated case types after upgrade** The **Conduct a risk assessment** and **Conduct a tiering risk assessment** case types have been deprecated. However, you can enable both the case types for use after you upgrade to Washington DC. A new case type, Due diligence has been added that provides the functionality for conducting risk assessments.
System Clone	Starting with the Washington DC release, the legacy System Clone Request page (clone_instance.do) is being prepared for future deprecation. Starting in the Y release, you're redirected to the Clone Admin Console when accessing the System Clone Request page (clone_instance.do). For details regarding the deprecation process, see the Deprecation Process [KB0867184] article in the Now Support Knowledge Base.

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Application or feature	Details
Table Builder for App Engine	The Table Builder for App Engine application has been combined with the Table Builder application. For more information, see Table Builder release notes.

Activation information for all Washington DC features and products

Cumulative release notes summary on activation information for Washington DC features and products.

Some products and features require specific subscriptions, roles, or licenses. Other features are part of the and are active by default.

Application or feature	Details
AI Search	AI Search is a ServiceNow AI Platform feature that is active by default.
API	The following APIs are available by default: • `DecisionTableAPI` • `DuplicateTemplate` • `GlideAggregate` • `GlideForm` • `GlideRecord` • `ProductInstance` • `SPWidgetAccessControl` • `XMLDocument2` • `XMLNode` The following APIs require plugin activation: • The `OnCallContactPrefTemplate` and `OnCallEscalationTemplateSNC` APIs require the On-Call Scheduling (com.snc.on_call_rotation) plugin to be activated. • The `ProcessMiningForExternalData` API requires the Process Mining for external data (sn_po_extdata) plugin to be activated.
Accounts Payable Operations	Install Accounts Payable Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Adoption Services	Adoption Services is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Advanced AI Search Management Tools	Install Advanced AI Search Management Tools by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced Risk	Install Advanced Risk by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Advanced Work Assignment	Advanced Work Assignment is a ServiceNow AI Platform feature that is available with activation of the Glide Advanced work Assignment plugin (com.glide.awa). For details, see Get started with Advanced Work Assignment.
Agent Chat	Agent Chat is a ServiceNow AI Platform feature that is available with activation of the Agent Chat plugin (com.glide.interaction.awa). For details, see Configuring Agent Chat.
Agent Client Collector	Agent Client Collector is available with activation of the Agent Client Collector Framework plugin (sn_agent) and the Agent Client Collector Monitoring plugin (sn_itmon) in an instance on which Event Management is installed.
Agent Workspace for HR Case Management	Install Agent Workspace for HR Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Agent experience for CSM	Install CSM Configurable Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
App Engine Studio	Install App Engine Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Application Manager	Application Manager is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Application Portfolio Management	Application Portfolio Management is available with activation of the Application Portfolio Management (com.snc.apm) plugin. For details, see Application Portfolio Management.
Application Vulnerability Response	Install Application Vulnerability Response by requesting Vulnerability Response from the ServiceNow Store. Application Vulnerability Response is included as part of the Vulnerability Response application. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Audit Management	Install Audit Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Automated Test Framework	Automated Test Framework is a ServiceNow AI Platform feature that is active by default. **Note:** By default, the system property that is used to run automated tests is turned off to prevent you from accidentally running these tests on a production system. To avoid data corruption or an outage, run tests only on development, test, and other non-production instances. For more information, see Enable or disable executing Automated Test Framework tests. To use the quick start tests for an application, activate the plugin that is associated with the application. For more information, see Available quick start tests by application or feature. Set the *sn_atf.runner.enabled* property to **True** to activate the content pack for the ATF Test Generator and Cloud Runner store application.
Benchmarks	Benchmarks is a ServiceNow AI Platform feature that is active by default. The new Benchmarks dashboard is automatically installed with Washington DC and is available from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. For more information, see Enable Benchmarks.
Business Continuity Management	Install Business Continuity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the

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Application or feature	Details
	store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Clone Admin Console	Clone Admin Console is a ServiceNow AI Platform feature that is active by default.
Cloud Cost Management	Install Cloud Cost Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Beginning with the Washington DC release, limited support is provided for the Cloud Cost Management Core UI interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, the best approach is to move to the Workspace experience.
Coaching	Coaching is available with activation of the Coaching (com.sn_coaching) plugin, which requires a separate subscription. For details, see Request Coaching.
Collaborative Work Management	Install Collaborative Work Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Common Governance, Risk, and Compliance feature	Install GRC by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Compliance Case Management	Install Compliance Case Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Configuration Compliance	Install Configuration Compliance by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Configuration Management Database (CMDB)	CMDB is a ServiceNow AI Platform feature that is active by default.
Container Vulnerability Response	Install Container Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Continuous Authorization and Monitoring	Install Continuous Authorization and Monitoring by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Core ServiceNow AI Platform	Core ServiceNow AI Platform is a ServiceNow AI Platform feature that is active by default.
Creator Studio	Install Creator Studio by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Customer Contracts and Entitlements	Install Customer Contracts and Entitlements by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Customer Contracts and Entitlements is available with activation of the Customer Contracts and Entitlements (com.sn_pss_core) plugin, which requires a separate subscription. For details, see Configure Customer Contracts and Entitlements. **Note:** With the activation of Customer Contracts and Entitlements, new contracts and entitlements are created using the new data model only. The new entitlement verification APIs and change workflows are based on the new data model. Older contracts and entitlements remain available for viewing.
Customer Service Management (CSM)	Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management.

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Application or feature	Details
	Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management.
Data management for CSM	Customer Service Management is a ServiceNow AI Platform feature that is available with activation of the Customer Service Management plugin (com.sn_customerservice). For details, see Activate Customer Service Management. Additional Customer Service Management features are available with the activation of other plugins. For details, see Additional plugins for Customer Service Management. Sales and Order Management is a Order Management feature that is available with the activation of the Lead to Cash Core plugin (com.snd.l2c.core).
Decision Builder	Decision Builder is available with activation of the Decision Builder plugin (sn_decision_design). For details, see Update to the latest version of Decision Builder.
Delegated Development	Delegated Development is a ServiceNow AI Platform feature that is active by default.
DevOps Change Velocity	Install DevOps Change Velocity by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Digital End-User Experience	Install DEX by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Digital Portfolio Management	Install Digital Portfolio Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dispute Rules Content Pack for Visa	Install Dispute Rules Content Pack for Visa by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Document Intelligence	Install Document Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. The Document Intelligence application (sn_docintel) depends on the Document Intelligence plugin (com.glide.platform_ml_di), Predictive Intelligence (com.glide.platform_ml), and Document Intelligence UIB Component (com.sn_docintel_iframe). For more details, see Install Document Intelligence.
Document Services	Document Services is a ServiceNow AI Platform feature that is active by default. Document Management is available with activation of the Document Management plugin (com.snc.platform_document_management). For details, see Activate Document Management. Multi Provider Document Services Framework. Install Multi Provider Document Services Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Document Templates	Install Document Templates by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Dynamic Translation	Dynamic Translation is a ServiceNow AI Platform feature that is available with activation of the Dynamic Translation plugin (com.glide.dynamic_translation). For details, see Activate Dynamic Translation.
EMR Help	Install EMR Help by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
ERP Canvas	Install ERP Canvas by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
ERP Customization Mining	Install ERP-CM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Employee Center	Install Employee Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Encryption Key Management	The Platform Encryption subscription bundle is a group commercial entitlement that includes Column Level Encryption Enterprise, Cloud Encryption, and Database Encryption. Column Level Encryption Enterprise is the unlimited license of Column Level Encryption. The Enterprise plugin is available with the activation of the com.glide.now.platform.encryption plugin. For details, see Encryption and Key Management subscription bundle.
Enterprise Asset Management	Install Enterprise Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Environmental, Social, and Governance Management	Install ESG Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Event Management	Event Management is available with activation of the Event Management plugin (com.glideapp.itom.snac). For details, see Request Event Management.
Field Service Management	Field Service Management is a ServiceNow AI Platform feature that is available with activation of the Field Service Management plugin (field_service_management). For details, see Activate Field Service Management. Additional Field Service Management features are available with the activation of other plugins. For details, see Additional plugins for Field Service Management. Field Service Marketplace is available with activation of the Field Service Marketplace plugin (com.snc.fsm_marketplace). For details, see Activate Field Service Marketplace.

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Application or feature	Details
Financial Services Operations Platform Analytics Solutions	Platform Analytics Experience is a ServiceNow AI Platform feature that is active by default.
Flow Designer	Flow Designer is a ServiceNow AI Platform feature that is active by default.
Generative AI Controller	Generative AI Controller is a ServiceNow AI Platform feature that is available with activation of any Now Assist application. For details, see Installing Generative AI Controller.
Goal Framework	Install Goal Framework by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Goal Framework for SPM	Install Goal Framework for SPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Hardware Asset Management 10.0.0	Install Hardware Asset Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Health Log Analytics	Install Health Log Analytics by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Healthcare and Life Sciences Service Management Core	Install Healthcare and Life Sciences Service Management Core by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Hermes Messaging Service	Hermes Messaging Service is a ServiceNow AI Platform feature that is available with activation of the ServiceNow Stream Connect plugins (com.glide.hub.flow_trigger.kafka or com.glide.hub.action_step.kafka) or installation of the Log Export Service application. For details, seeHermes Messaging Service activation.

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Application or feature	Details
ITOM Cloud Accelerate	The ITOM Cloud Accelerate features are available as an application at Cloud Accelerate, on the ServiceNow Store. Contact your ServiceNow sales representative to procure the ITOM Cloud Accelerate entitlement. The Cloud Service Catalog application is available with the ITOM Cloud Accelerate entitlements. Alternatively, you can install it by requesting them from https://store.servicenow.com/sn_appstore_store.do#!/store/application/bc3429fc24e02910f877b722d6bbdcaf. You must have ServiceNow Employee Center as a prerequisite to launch and use the Cloud Service Catalog application. **Note:** Cloud Provisioning and Governance is already included as a part of ITOM entitlements so you don't need to procure it separately. For details, see Request the Cloud Provisioning and Governance application. **Note:** License migration: If you have exchangeable Cloud Optimization licenses, contact your ServiceNow account representative to migrate your licenses to ITOM Cloud Accelerate without charge.
ITOM Health	ITOM AIOps is available with activation of the Event Management plugin (com.glideapp.itom.snac). You must purchase a more comprehensive ITOM AIOps package, ITOM Predictive AIOps, to enable working with Health Log Analytics. For details, see Event Management setup.
ITOM Optimization	The Cloud Provisioning and Governance application is available with activation of the CPG (com.snc.cloud.mgmt) plugin, and it requires a separate subscription. For details, see Cloud Provisioning and Governance Application.
ITOM Visibility	ITOM Visibility is available with activation of the Discovery (com.snc.discovery) plugin and the Service Mapping (com.snc.service-mapping) plugin, which require the ITOM Visibility subscription. For details, see Request Discovery and Request Service Mapping. For full ITOM Visibility functionality, install the latest ITOM Visibility out-of-band applications from the ServiceNow Store. For cumulative release note information for all released apps, see the ServiceNow Store version history release notes.
ITSM Mobile Agent	Install ITSM Mobile Agent by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
ITSM Predictive Intelligence Workbench	ITSM Predictive Intelligence Workbench is a ServiceNow AI Platform feature that is available with activation of the Predictive Intelligence Workbench (com.sn_piwb_ml) plugin. For details, see Activate ITSM Predictive Intelligence Workbench.
ITSM Success Dashboard	Install ITSM Success Dashboard by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Identity and Authentication	Authentication is a ServiceNow AI Platform feature that is active by default.
Incident Management	Incident Management is active by default with the Incident plugin (com.snc.incident).
Industrial Process Manager	Install Industrial Process Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. **Note:** Industrial Process Manager is automatically installed with Operational Technology Incident Management and Operational Technology Change Management.
Instance Data Replication	Instance Data Replication is a ServiceNow AI Platform feature that is available with activation of the IDR (com.glide.idr) plugin, which requires a separate subscription. For details, see Request an Instance Data Replication subscription.
Integration Hub	Integration Hub is included in Automation Engine and is available with activation of an Automation Engine subscription package. For details, see https://www.servicenow.com/products/automation-engine.html.
Intelligence for CSM	Install the Guided Decisions, Recommended Actions, and Task Intelligence applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Investment Funding	Investment Funding is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Journey designer	Install Journey designer by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Knowledge Management	Knowledge Management is a ServiceNow AI Platform feature that is active by default. The Knowledge Management Service Portal is available with its plugin (com.snc.knowledge_serviceportal) that is active by default. Activate the Knowledge Management Advanced plugin (com.snc.knowledge_advanced) to enable advanced features for Knowledge Management. For more information, see Activate the Knowledge Management Advanced plugin Additional plugins that enable various Knowledge Management features are available. For more information, see Additional plugins for Knowledge Management. Activate the Sitemap Generator plugin (sn_ux_seo_sitemap) to define and automatically generate XML sitemaps to improve the search engine optimization (SEO) of your public portal pages. You must also activate the Sitemap configuration record (sitemap_config_KB) and the sitemap configuration definition. For more information, see Configure Sitemap Generator record.
MID Server	MID Server is a ServiceNow AI Platform feature that is active by default.
Manager Hub	Install Manager Hub by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Mentoring	Mentoring can be installed with the activation of the Employee Connections plugin, which is part of ServiceNow® Talent Development Core. For more information, see Talent Development.
Mobile Platform	ServiceNow Mobile Platform is a ServiceNow AI Platform® feature that is active by default.
Natural Language Query	Natural Language Query is a ServiceNow AI Platform feature that is active by default.
Next Experience	Next Experience is a ServiceNow AI Platform feature that is active by default when the user loads or upgrades to the Washington DC release. An opt-out system property can be created prior to upgrade

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Application or feature	Details
	if there are known problems with turning on Next Experience on an instance.
Next Experience Components	Next Experience Components is a ServiceNow AI Platform feature that is active by default.
Next Experience Developer Tools	Download Next Experience Developer Tools from the Google Chrome Web Store.
Notifications	Notifications is a ServiceNow AI Platform feature that is active by default.
Notify	Notify is a ServiceNow AI Platform feature that is available with activation of the Notify (com.snc.notify) plugin. For details, see Notify.
Now Assist	Now Assist features are available with activation of any Now Assist plugin. The following plugins are available: • Now Assist for Creator • Now Assist for Customer Service Management (CSM) • Now Assist for Field Service Management (FSM) • Now Assist for HR Service Delivery (HRSD) • • Now Assist for IT Service Management (ITSM) • Now Assist for Strategic Portfolio Management (SPM) **Note:** The generative AI features that are available with Now Assist plugins may vary. For more information, see Install Now Assist plugins.
Now Assist for Creator	Install Now Assist for Creator by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for Customer Service Management (CSM)	Now Assist features are available with activation of the Now Assist for CSM plugin. For more information, see Install Now Assist plugins.
Now Assist for HR Service Delivery (HRSD)	Install Now Assist for HRSD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Now Assist for IT Operations Management (ITOM)	Now Assist for ITOM is available with activation of the ITOM plugin in the Now Assist Admin console. For more information, see .
Now Assist for Strategic Portfolio Management (SPM)	Now Assist features are available with activation of the Now Assist for Strategic Portfolio Management (SPM) plugin. For more information, see Install Now Assist plugins.
On-Call Scheduling	On-Call Scheduling is available with activation of the ServiceNow AI Platform On-Call Scheduling plugin (com.snc.on_call_rotation). For details, see Activate On-Call Scheduling. Activating this plugin activates the following third-party libraries: • FullCalendar library • DHTMLX scheduler **Note:** The On-Call Scheduling (com.snc.on_call_rotation) plugin is active by default for zBoot customers.
Operational Resilience	Install Operational Resilience by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Change Management	Install Operational Technology Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. **Note:** Operational Technology Change Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager.
Operational Technology Incident Management	Install Operational Technology Incident Management v2 by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
	Note: Operational Technology Incident Management now includes the Industrial Process Manager, and can be used with or without Operational Technology Manager.
Operational Technology Knowledge Management	Operational Technology Knowledge Management is included with the Operational Technology Incident Management application. You must have the Operational Technology Incident Management application (version 2.0.2) installed and configured, so that you can configure Operational Technology Knowledge Management. No additional plugins are needed. Install Operational Technology Incident Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Manager	Install Operational Technology Manager by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Operational Technology Request Management	Operational Technology Request Management is included with the Industrial Workspace Common. No additional plugins are needed.
Operational Technology Vulnerability Response	Install Operational Technology Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Opportunity Management	Install Opportunity Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Order Management	Install Order Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Install Order Management for Telecommunications, Media, and Technology by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative

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Application or feature	Details
	release notes information for all released apps, see the ServiceNow Store version history release notes.
Password Reset	Password Reset is a ServiceNow AI Platform feature that is active by default.
Performance Analytics	Complimentary Performance Analytics for Incident Management is active by default. You cannot create indicators or breakdowns with this complimentary application. The full features of Performance Analytics are available with a subscription. Activate the Performance Analytics Premium plugin that matches your subscription. For details, see Activating your Performance Analytics subscription.
Platform Analytics Experience	Platform Analytics Experience is a ServiceNow AI Platform feature that is active by default. This version includes all updates to the Platform Analytics components that have been released on the ServiceNow® Store since the Vancouver release. Any updates after the Washington DC release will be available on the ServiceNow Store.
Playbooks in Workflow Studio	While the interface lives in Workflow Studio, they are separate ServiceNow Store apps. Workflow Studio is part of the ServiceNow AI Platform® and available by default. Get the latest playbooks functionality by downloading the app in the ServiceNow Store. To use the playbook generation feature in Workflow Studio, upgrade to the 25.2 release, and download the Now Assist for Creator application. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Policy and Compliance Management	Install GRC: Policy and Compliance Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Portfolio Planning	Install Portfolio Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Privacy Management	Install Privacy Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For

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Application or feature	Details
	cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Proactive Service Experience Workflows	The telecommunications trouble ticket notification feature is available in the Proactive Service Experience Workflows with activation of the API Notification Management (sn_notif_api_mgmt) plugin. Install Proactive Service Experience Workflows by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Process Mining	Process Mining is available with activation of the sn_po plugin.
Product Catalog Management and Pricing Management	The Product Catalog Management and Pricing Management features are included with each Sales and Order Management store application and don't need activation. **Note:** Depending on your entitlements, you can install the Pricing Matrix Management application for pricing matrixes and the Product Configurator feature from the ServiceNow Store.
Project Portfolio Management	Project Portfolio Management is available with activation of the PPM Standard (com.snc.financial_planning_pmo) plugin. For more information on activation, see Activate PPM Standard (Project Portfolio Management). Install Strategic Spend Tracking for PPM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Project Workspace	Install Project Workspace by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Public Sector Digital Services	Install Public Sector Digital Services applications by requesting them from the ServiceNow Store. For details on installing the applications, see Configuring Public Sector Digital Services. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Quote Management	Install Quote Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and

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Application or feature	Details
	for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Regulatory Change Management	Install Regulatory Change Management by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Resource Management Workspace	Resource Management Workspace is a ServiceNow AI Platform feature that is active by default.
Robotic Process Automation (RPA) Hub	Install RPA Hub by requesting it from the ServiceNow Store. For cumulative release notes information on RPA Hub, see RPA Hub release notes. For cumulative release notes information on RPA Desktop Design Studio, see RPA Plugin Bundle release notes. For cumulative release notes information on RPA sample templates, see RPA sample template release notes. If you have previously downloaded the application from the ServiceNow Store and a new version is available, you can update it in your ServiceNow AI Platform instance at **All** > **System Applications** > **All Available Applications**.
Security Center	Security Center is a store release and must be installed from the ServiceNow store.
Security Incident Response	Install Security Incident Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Security Posture Control	Install the Security Posture Control Core, Asset Security Posture Management (ASPM), and the Configuration Compliance applications for Security Posture Control by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Self-Service and Omnichannel engagement for CSM	Install the Engagement Messenger, playbook for CSM, and Omnichannel applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available

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Application or feature	Details
	apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Bridge	Install Service Exchange by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Builder	Install Service Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Catalog	Service Catalog is a ServiceNow AI Platform feature that is active by default.
Service Graph Connector Integration for Claroty CTD	Install Service Graph Connector Integration for Claroty CTD by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Graph Connector for Microsoft Defender for IoT (Azure)	Install ServiceNow® Service Graph Connector for Microsoft Defender for IoT (Azure) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Install Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Service Operations Workspace for IT Service Management	Service Operations Workspace for ITSM is active by default and its default version is 2.1 in Washington DC. When you upgrade from any previous release to Washington DC from ServiceNow Store, Service Operations Workspace for ITSM 2.1 is automatically installed.
Service Portal	Service Portal is a ServiceNow AI Platform feature that is active by default.

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Application or feature	Details
Sidebar	Install Sidebar by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Skills Intelligence	Install Skills Intelligence by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Software Asset Management	Software Asset Management is available with activation of the Activate all Software Asset Management Professional plugins, including the Software Asset Workspace plugin (com.sn_samp_master_ws). Activating this plugin automatically activates the Activate all Software Asset Management Professional plugin (com.sn_samp_master) and the Software Asset Workspace plugin (com.sn_sam_workspace). After the new plugin is activated, you can't access the classic user interface. For details about the plugins and how to request them, see Request Software Asset Management. In the ServiceNow AI Platform® Washington DC release, there's limited support for the Software Asset Management classic user interface. While it remains active in your instance, including when you upgrade to a new ServiceNow AI Platform® release, you can move to the new workspace for an intuitive and personalized experience. For releases prior to Utah, if you activated the older Software Asset Management Professional plugin (com.sn_samp_master), the Software Asset Workspace is available with activation of the Software Asset Workspace plugin (com.sn_sam_workspace). After the Workspace plugin is activated, you can't revert to the classic user interface. For details about the plugins and how to request them, see Request the Software Asset Management plugins. To activate Next Experience, make sure that the *glide.ui.polaris.experience* system property in your instance is set to true. Install the following Software Asset Management applications by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. • Software Asset Management - SaaS License Management • Data Collection for Oracle Global Licensing and Advisory Services • IBM License Compliance for Software Asset Management

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Application or feature	Details
	• ITAM Health Check • Software Asset Management Playbooks and Guided Setup
Sourcing and Procurement Operations	Install Sourcing and Procurement Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Strategic Planning	Install Strategic Planning by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Subscription Management	Subscription Management is a ServiceNow AI Platform feature that is active by default.
Supplier Lifecycle Operations	Install Supplier Lifecycle Operations by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
System Clone	System Clone is a ServiceNow AI Platform feature that is active by default.
Table Builder	Table Builder is a ServiceNow AI Platform feature that is active by default when you install App Engine Studio.
Talent Development Core	Install Talent Development by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the ServiceNow Store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Telecommunications Network Inventory	The Telecommunications Network Inventory application is a ServiceNow AI Platform feature that is available with activation of the Network Inventory Advanced plugin (sn_ni_adv). For details, see Install Telecommunications Network Inventory.
Theme Builder	Install Theme Builder by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Third-party Risk Management	Install TPRM by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes. Quick start tests for TPRM. After upgrades and deployments of new applications or integrations, run quick start tests to verify that TPRM works as expected. If you customized TPRM, copy the quick start tests and configure them for your customizations.
Threat Intelligence Security Center	Install Threat Intelligence Security Center by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
UI Builder	UI Builder is active by default. You can update to the latest version of UI Builder by downloading it from the ServiceNow Store.
Upgrade Center	Upgrade Center is a ServiceNow AI Platform feature that is active by default.
User Experience Analytics	Usage Insights is a ServiceNow AI Platform feature that is active by default.
Virtual Agent	Virtual Agent is a ServiceNow AI Platform feature that is available with activation of the Glide Virtual Agent plugin (com.glide.cs.chatbot), which requires a separate subscription. For details, see Activate Virtual Agent. **Note:** The Glide Virtual Agent plugin initially installs the Topic Recommendations and Conversational Analytics apps. Subsequent updates to these apps must be installed from the ServiceNow Store. ServiceNow® Virtual Agent Lite is a subset of the Virtual Agent platform that is available to ServiceNow® IT Service Management (ITSM) customers. It doesn't require activation and works with ITSM Virtual Agent Lite conversations, which are also available to ITSM customers.
Vulnerability Response	Install Vulnerability Response by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.

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Application or feature	Details
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Install Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console) by requesting it from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Vulnerability Response integrations	Install supported third-party integration applications for Vulnerability Response by requesting them from the ServiceNow Store. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Walk-up Experience	Walk-up Experience is a ServiceNow AI Platform feature that is available with activation of the Walk-up Experience plugin (com.snc.walkup). For details, see Activate Walk-up Experience.
Workflow Studio	Workflow Studio is a ServiceNow AI Platform feature that is active by default. Each application within Workflow Studio has its own activation information and requirements. See the documentation for each component for more information about activation and subscription requirements.
Workforce Optimization for ITSM	Install the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application by requesting it from the ServiceNow Store. For details, see Activate Workforce Optimization for ITSM. Visit the ServiceNow Store website to view all the available apps and for information about submitting requests to the store. For cumulative release notes information for all released apps, see the ServiceNow Store version history release notes.
Workspace	Workspace is a ServiceNow AI Platform® feature that is active by default.
Zing text indexing and search engine	Zing text indexing and search engine is a ServiceNow AI Platform® feature that is active by default.

Additional requirements for all Washington DC features and products

Cumulative release notes summary on additional requirements for Washington DC features and products.

To use certain products, specific setups or third-party requirements are required.

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Application or feature	Details
Advanced AI Search Management Tools	You must have the Usage Insights API application installed from the ServiceNow Store in order to use Advanced AI Search Management Tools.
Creator Studio	You must have an App Engine Enterprise license to use Creator Studio.
ERP Canvas	SAP ECC and S/4 HANA are currently the only available systems that integrate with ERP Canvas. You need the following on your ERP system: • SAP ECC (minimum SAP Netweaver 7.3) • SAP S/4HANA (all versions supported) • SAP Java Connector
Instance Data Replication	The consumer and producer must both be running at least the San Diego release to support the custom coalesce feature. This release requirement also applies to support for concurrent job execution.
Now Assist	The Next Experience UI Framework must be enabled to use the Now Assist panel.
Now Assist for Customer Service Management (CSM)	The Now Assist for CSM application requires a Customer Service Management Pro Plus or Enterprise Plus license. Starting with Vancouver Patch 4, Now Assist for CSM is supported.
Now Assist for IT Operations Management (ITOM)	Now Assist for ITOM is supported on Vancouver Patch 7 and later releases.
Now Assist for Strategic Portfolio Management (SPM)	The Now Assist for SPM application requires a Strategic Portfolio Management (SPM) Pro plus license. Now Assist for SPM is supported from Washington DC patch 3 release.
Robotic Process Automation (RPA) Hub	To use the Unattended Robot application, the minimum requirements are as follows: • Intel Processor (1vCPU). • 4-GB RAM. • Minimum 20-GB free disk space after installing the OS, patches, and base software. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019.

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Application or feature	Details
	• .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. To use the Unattended Robot application, the recommended requirements are: • Intel Processor (4vCPU). • 8-GB RAM. • Minimum 50-GB free disk space after installing the OS, patches, and base software. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. An unattended robot is mapped to only one machine. Virtual Machines (VMs) that are used for the Unattended Robot application must be persistent and constantly on. To use the Attended Robot application, the minimum requirements are as follows: • Intel Processor (1vCPU). • 4-GB RAM. • Minimum 20-GB free disk space after installing OS, patches, and base software. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. To use the Attended Robot application, the recommended requirements are as follows: • Intel Processor (4vCPU). • 8-GB RAM. • Minimum 50-GB free disk space after installing the OS, patches, and base software. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • DPI scaling setting must be deactivated. An attended robot is mapped to only one user. To use the RPA Desktop Design Studio application, the minimum requirements are as follows:

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Application or feature	Details
	• Intel Processor (Core i5 or later) • 4-GB RAM. • 20-GB free disk space. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • Monitor with 1920x1080p resolution. • DPI scaling setting must be deactivated. To use the RPA Desktop Design Studio application, the recommended requirements are as follows: • Intel Processor (Core i7). • 8-GB RAM. • 50-GB free disk space. • Microsoft Windows 10 or Windows Server 2016 or Windows Server 2019. • .NET Framework 4.7.1 or later. • Monitor with 1920x1080p resolution. • DPI scaling setting must be deactivated.
Self-Service and Omnichannel engagement for CSM	Starting with the Vancouver release, the chat client was enabled by default only for authenticated users. To enable the chat client for unauthenticated users to be able to access Virtual Agent chat and Live Agent chat, you must enable the *$sn-va-web-client-app* and *sn_va_web_client_app_embed* pages for public access. For more information, see Make UI pages public or private.
Skills Intelligence	Note the following requirements for additional functionality: • The Skills Intelligence Workspace plugin (sn_skills_int_ws) must be installed for the workspace experience. • Skills Industry data plugin (sn_skills_data) is required to access the industry skills data.
Virtual Agent	Now Assist in Virtual Agent requires a license for at least one Now Assist product: • Now Assist for Customer Service Management (CSM) • Now Assist for HR Service Delivery (HRSD) • Now Assist for IT Service Management (ITSM)

Browser requirements for all Washington DC features and products

Cumulative release notes summary on browser requirements for Washington DC features and products.

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Several products have specific browser requirements. Review this information to ensure you are using the correct browsers and browser versions.

Application or feature	Details
AI Search	AI Search does not support Internet Explorer.
Advanced Work Assignment	Advanced Work Assignment doesn't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge-Chromium or one of the other supported browsers that are listed in Browser support.
Agent experience for CSM	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Automated Test Framework	Automated Test Framework supports running tests only from desktop browsers. You can't run tests or test suites from tablets, mobile browsers, or the mobile UI. Some desktop browsers require additional configuration. For more information, see Browser recommendations for Automated Test Framework. Automated Test Framework offers limited support for test design on tablets. You can't add new custom UI test steps from tablets because tablets can't retrieve components. Review any existing custom UI test steps that were added from a desktop browser instead.
Collaborative Work Management	Live user presence in Docs is not supported in the Safari browser.
Customer Service Management (CSM)	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Data management for CSM	Starting with the Washington DC release, ServiceNow® Data Management doesn't support mobile devices and Internet Explorer. For more information, see Browser support.
Digital End-User Experience	For the web/SaaS application, enable the DEX browser extension for monitoring web/SaaS applications to collect various operational or performance-based metrics on your system. For more information, see Enable DEX browser extension for monitoring web/SaaS applications.
Environmental, Social, and Governance Management	The new formula builder feature is supported on all browsers except Safari.

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Application or feature	Details
Next Experience	The Washington DC release no longer supports Internet Explorer 11. You can't log in through that browser. The iOS version of Firefox is also not supported.
Next Experience Developer Tools	Download Next Experience Developer Tools from the Google Chrome Web Store.
Now Assist	Now Assist supports various browsers, including Google Chrome and Microsoft Edge. Now Assist isn't supported in Microsoft Internet Explorer
Opportunity Management	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Order Management	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support. ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Policy and Compliance Management	GRC: Policy and Compliance Management requires the latest public release and two previous release versions of the following browsers: • Google Chrome • Firefox and Firefox Extended Support Release (ESR) • Microsoft Edge Chromium • Safari 12.0 and later versions
Quote Management	ServiceNow workspaces don't support mobile devices, Internet Explorer, or Microsoft Edge. Instead, use Microsoft Edge - Chromium or one of the other supported browsers listed in Browser support.
Robotic Process Automation (RPA) Hub	ServiceNow workspaces don't support mobile devices. For more information about the list of supported browsers, see Browser support.
Self-Service and Omnichannel engagement for CSM	Internet Explorer is not supported.
Service Portal	The Washington DC release doesn't support Internet Explorer 11. The iOS version of Firefox doesn't support Service Portal pages.

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Application or feature	Details
Table Builder	Internet Explorer isn't supported.
UI Builder	Internet Explorer isn't supported.
User Experience Analytics	To optimize your Usage Insights, use either a Google Chrome or Apple Safari browser.
Virtual Agent	Virtual Agent supports various browsers, including Google Chrome and Microsoft Edge. For more information, see Browser support.
Walk-up Experience	Access Walk-up Experience through the ServiceNow® Workspace. ServiceNow workspaces don't support mobile devices. Starting with the Orlando release, ServiceNow workspaces don't support Internet Explorer or Microsoft Edge. Instead, use Microsoft Edge Chromium or one of the other supported browsers listed in Browser support. If you're on New York or an earlier release and using Internet Explorer 11 or Microsoft Edge with any workspace, such as ServiceNow® CSM Agent Workspace or ServiceNow® Vendor Management Workspace, you must first migrate to a newer browser. After you upgrade to a new browser, you can upgrade to at least the Orlando release. For more information, see the Internet Explorer 11 Performance [KB0683275] article in the Now Support Knowledge Base.

Accessibility information for all Washington DC features and products

Cumulative release notes summary on accessibility information for Washington DC features and products. Some products have specific accessibility information or exceptions.

Important:

To find documentation about accessibility features in ServiceNow products, see Product documentation for accessibility.

To view accessibility conformance reports (ACRs) for currently supported releases, see Accessibility conformance reports.

Application or feature	Details
Agent experience for CSM	**Accessibility improvements** Accessibility improvements were completed to create a configurable workspace that supports WCAG 2.1 Level AA conformance. **Reflow** The Configurable Workspace supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content

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Application or feature	Details
	or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details. **Keyboard shortcuts** Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse. Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS). This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks. Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information. **Keyboard shortcuts for creating comments, work notes, and emails** Use keyboard shortcuts to create comments, work notes, and emails when using the Front-line case page in CSM Configurable Workspace.
Document Intelligence	**[store-future: BEGIN review]Support for reflow[End]** [store-future: BEGIN review]The sn-docintel-iframe component was updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent

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Application or feature	Details

	to 320 CSS pixels or a height equivalent to 256 CSS pixels.[End]
	
	[store-future: BEGIN review]
	
	This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.
	
	[End]
	
	General accessibility enhancements
	
	Various Document Intelligence features were updated to create a more accessible user experience.
	
	• Updated controls and messages to provide correct labels and other relevant information to Assistive Technology users (for example, screen reader users).
	• Provided alternative text for informative images and icons so that the purpose of those images is conveyed to Assistive Technology users.
	• Improved color contrast for text and images to meet minimum standard guidelines:
	  ○ Regular sized text has a minimum contrast ratio of at least 4.5:1.
	  ○ Graphics and user-interface components have a minimum contrast ratio of at least 3:1.
	• Standardized design patterns for components to improve screen reader detection.
	• Updated Call to actions (CTAs) and tooltips so they can be dismissed via a keyboard, without moving a mouse or pointer. For example, using the Escape key.
	• Corrected focus order issue with **Auto-fill mode** check box controls.
	• Corrected focus order issue with the Auto-fill mode thumbnail sidebar.
	• Updated **Auto-fill mode – Custom Select** to provide additional visual cues to convey selected state info, instead of using color only to convey the information.
	• Updated **Auto-fill mode – Custom Select** to programmatically indicate the ABC toggle control's selected state.
	• Updated so that text size can be increased to 200% through your browser settings without loss of content or functionality.

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Application or feature	Details
	• Updated to allow changes to text spacing without loss of content or functionality. For example, some users apply custom text spacing styles to browser content to improve readability.
Document Services	• Updated Document Viewer to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers). • Updated to programmatically inform Assistive Technology users when an invalid page number is entered in the Page Number input field. • Added a tooltip for the Page Number input field in Document Viewer. Both a visual label and programmatic label are provided to users.
Intelligence for CSM	**Support for reflow** The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Version 28.0.0 of Recommended Actions: • sn-template-modal-worknotes • sn-component-attach-article-guidance • sn-next-best-action-list-connected • sn-guidance-experience-list-connected Version 25.1.0 of Guided Decisions: • sn-guided-decision-card • sn-guided-decision-playbook-card This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.
Knowledge Management	**Dark Theme** Enable the Next Experience Dark Theme in the Now Mobile app and Agent Mobile applications. This option is commonly used to alleviate eye strain and improve readability. **Support for Reflow**

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Application or feature	Details
	The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. • sn-knowledge-content • sn-related-content • sn-star-rating • sn-comparator • sn-attach-article-guidance • sn-nested-comments • sn-knowledge-detail • sn-knowledge-socialqa-answer • sn-knowledge-socialqa-detail • sn-knowledge-discussion-wrapper • sn-timeago In addition, the following pages were updated to support reflow: • Knowledge View (kb_view) • Knowledge Article Template Selector Modal • Knowledge Category Picker (kb_category_picker) • Translation compare • Request translation • Version compare This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.
Mobile Platform	**Data visualization** Accessibility improvements for the data visualization feature include the following updates: • Enhanced support for screen readers, with a specific focus on the VoiceOver functionality. This improvement ensures that users relying on screen readers can seamlessly navigate and comprehend the content within data visualization charts. • Text within data visualization charts can now be resized, accommodating users who may need larger text for

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Application or feature	Details
	better readability. This support enables text to be increased significantly without any loss of content or functionality. • Enable a dark theme or mode in Mobile Platform. This option is commonly used to alleviate eye strain and improve readability.
Next Experience	The following features have been added to improve overall accessibility in the Next Experience. **Next Experience keyboard shortcuts** Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse. Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS). This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks. Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information. **Reflow** The Next Experience supports reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. Page layouts are transformed into a vertical, stacked view automatically when users increase browser zoom to 400%. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

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Application or feature	Details
Next Experience Components	The following accessibility enhancements were made to the Next Experience Components in the Washington DC release. **Support for magnification software and screen readers** The following Next Experience Components were updated to match programmatic labels to visual labels. This enhancement provides improved support for ZoomText (a type of magnification software) and other types of Assistive Technology (for example, screen readers). This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. • Agent chat [sn-agent-chat] • Agent inbox [sn-agent-inbox] • Canvas tabs [sn-canvas-tabs] • Chat input [sn-chat-input] • Chat mention suggestion [sn-chat-mention-suggestion] • Checklist [now-checklist] • Date time calendar [now-date-time-calendar] • Document viewer [sn-document-viewer] • Drag and drop [sn-drag-and-drop] • Field select [sn-record-field-list-reorder-list] • List selector [sn-list-selector] • Notification setting popover content [notification-setting-popover-content] • Presence popover content [sn-presence-popover-content] **Support for reflow** The following components were updated to support reflow, which enables pages and content to be zoomed up to 400% through your browser settings without loss of content or functionality. Additionally, content can be enlarged without scrolling in two dimensions at a width equivalent to 320 CSS pixels or a height equivalent to 256 CSS pixels. This enhancement helps users with low vision or who have trouble seeing web content in a browser due to monitor size, device type, poor lighting, or other situations. Reflow can be turned off with a system property for instances, experiences, and pages. See Reflow for Configurable Workspace for details.

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Application or feature	Details
	• Action bar [now-record-common-uiactionbar] • Agent chat [sn-agent-chat] • Appointment calendar [now-appointment-calendar] • Bar chart [now-vis-bar] • Bubble visualization [now-vis-bubble-wrapper] • Calendar [now-calendar] • Carousel [sn-carousel] • Checklist [now-checklist] • Contact card [sn-contact-card] • Content tree [now-content-tree] • Contextual sidebar [now-contectual-sidebar] • Customer activity [sn-customer-activity] • Date range picker [now-date-range-picker] • Dial chart [now-vis-dial] • Document display [sn-document-display] • Document intelligence [sn-docintel-iframe] • Express list [sn-itom-aiops-list] • Filter [now-filter] • Form [now-record-form-selection-column-layout] • Gauge chart [now-vis-gauge] • Geomap visualization [now-vis-geomap-wrapper] • Heatmap visualization [now-vis-heatmap-wrapper] • ITOM Metric Explorer [sn-itom-metric-explorer] • Kanban board [now-visual-board] • Knowledge blocks [sn-knowledge-blocks-connected-uib] • Knowledge content [sn-knowledge-content] • List selector [sn-list-selector] • Pagination control [now-pagination] • Pie/donut visualization [now-vis-pie-wrapper] • Pivot table visualization [sn-multipivot] • Playbook activity viewer [now-playbook-activity-viewer] • Playbook experience [now-playbook-experience-connected] • Playbook modals [now-playbook-modals] • Playbook stage picker [now-playbook-stage-picker] • Service Health Dashboard New [sn-itom-service-dashboard]

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Application or feature	Details
	• Single score [now-score-advanced] • Timeseries visualization [now-vis-timeseries-wrapper] **Support for speech-to-text** The following Next Experience Components were updated to match visual labels to their accessible labels. If the accessible label is different from the visual label, speech-to-text software can't identify and activate the interactive element. Matched visual and accessible labels enable speech-to-text software, such as Dragon Naturally Speaking, to identify these components in the user interface rather than doing a slow grid-based navigation offered by the speech-to-text assistant technologies. • Dropdown [now-dropdown] • Input [now-input] • Record list [now-record-list] • Record number [now-record-number] • Text link [now-text-link] • Toggle [now-toggle] • Typeahead [now-typeahead] • Typeahead multi [now-typeahead-multi] **General accessibility enhancements** The following components were updated to meet internationally recognized accessibility standards. • Appointment calendar [now-appointment-calendar] • Calendar [now-calendar] • Checklist [now-checklist] • Contact card [sn-contact-card] • Content tree [now-content-tree] • Kanban [now-visual-board] • Playbook activity picker [now-playbook-activity-picker] • Radio group [now-radio-group]
Platform Analytics Experience	**Keyboard navigation changed in dashboards** The keyboard navigation button has been removed from dashboard widgets that have focus. You can press the Spacebar on widgets that have focus to enable moving the widget with the arrow keys. **Color contrast in time series data visualizations** Contrast in time series visualizations has been improved.

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Application or feature	Details
Portfolio Planning	**Support for truncation** The following views of the Portfolio Planning Workspace were updated to show the truncated text for non-interactive elements when the "Enable keyboard focus on truncated text" accessibility user preference is turned on: • List view of the **Prioritization** tab • Hierarchy view of the **Prioritization** tab • Timeline view of portfolio plan and free-form roadmaps • Capacity Planning This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences. **Invisible Controls** The following views of the Portfolio Planning Workspace were updated to automatically display controls that aren't normally visible when the *`Show all buttons without the need to hover`* accessibility user preference is turned on: • List view of the **Prioritization** tab • Hierarchy view of the **Prioritization** tab • Timeline view of portfolio plan and free-form roadmaps • Capacity Planning This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.
Strategic Planning	**Support for truncation** The following views of the Strategic Planning Workspace were updated to show the truncated text for non-interactive elements when the *`Enable keyboard focus on truncated text`* accessibility user preference is turned on. • List view of the **Prioritization** tab and the Goals page • Hierarchy views of the **Prioritization** tab and the Goals page • Timeline view of portfolio plan and free-form roadmaps • Scoring • Capacity Planning

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Application or feature	Details
	This enhancement supports sighted users who rely solely on a keyboard to use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences. **Invisible Controls** The following views of the Strategic Planning Workspace were updated to automatically display controls that aren't normally visible when the *Show all buttons without the need to hover* accessibility user preference is turned on. • List view of the **Prioritization** tab and the Goals page • Hierarchy view of the **Prioritization** tab and the Goals page • Timeline view of portfolio plan and free-form roadmaps • Scoring • Capacity Planning This enhancement supports users with cognitive and physical disabilities, such as low vision or mobility limitations, who use the ServiceNow platform. For more information, see Configure Next Experience accessibility preferences.
Theme Builder	**Adjust components to meet accessibility standards** Use new Accessibility checker capabilities to ensure you're meeting conformant color contrast levels as you apply your own brand and colors to your web or mobile instance. See Adjust components to meet accessibility standards for details.
Workspace	**Keyboard shortcuts** Forty keyboard shortcuts are now available to help you navigate across configurable workspace pages faster and more effectively without a mouse device. Shortcuts are contextual to the page that you're on and to the operating system that you're using. View the keyboard shortcuts that are available to you on a particular page through the keyboard shortcut modal. You can open the modal by selecting **Keyboard shortcuts** from the Next Experience User Preferences menu, or by using a keyboard shortcut (**Control + /** for Windows or **Command + /** for macOS). This enhancement helps non-mouse and keyboard-only users or users with mobility issues and cognitive impairments to reduce the time required to complete various tasks.

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Application or feature	Details
	Previously, a limited number of keyboard shortcuts were available when the **Enable special keyboard shortcuts** Next Experience user preference was turned on. Those shortcuts are included in the new keyboard shortcut framework and are accessible via the new modal. See Configure Next Experience accessibility preferences for additional information.

Product localization information in Washington DC

Cumulative release notes summary on new Washington DC features and products.

Some products may have specific localization requirements or behavior in Washington DC.

Application or feature	Details
AI Search	AI Search supports international languages. For details of language support by feature, see Internationalization support for AI Search.
Decision Builder	The Localization Framework is integrated in Decision Builder. However, because the Edit in Excel feature doesn't support localization, you cannot use this feature in any instance that doesn't use English.
Digital End-User Experience	Localization is applicable to DEX in all the languages that are supported by the ServiceNow AI Platform.
Health Log Analytics	The current available languages for Health Log Analytics are US English, UK English, French, German, Italian, Japanese, and Spanish. The default language is US English.
Now Assist	Now Assist is currently available for English only.
Robotic Process Automation (RPA) Hub	RPA Hub supports international languages. For more information, see Internationalization support for RPA Hub.
Virtual Agent	The ServiceNow® Localization Framework is integrated in Virtual Agent.

Changes to plugins in the Washington DC release

This table lists the existing plugins that were deprecated, planned for deprecation, renamed, or changed in some way.

- Planned for deprecation: In preparation for the future deprecation. The application is being prepared for future deprecation. The plugin will be hidden and no longer available for activation but will continue to be supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.

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- Deprecated: The application is no longer deployed, enhanced, or supported. For details, see the Deprecation Process [KB0867184] article in the Now Support knowledge base.
- Maintenance mode: The application will have no new enhancements or activations but will have continued support.

Deprecated plugins

This table lists the existing plugins that were deprecated in Washington DC and Vancouver.

Plugin	Status	Description	Details
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the documentation.
Item Designer [com.glideapp.servicecatalog.item_designer]	Deprecated in Washington DC	The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.catalo
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace enables you to integrate Customer Service Management with other applications.	Install the CSM Configurable Workspace application from the ServiceNow Store.
Customer Service Management for Orders [com.snc.csm.order]	Deprecated in Washington DC	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application.	Install the Order Management store application.
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Deprecated in Washington DC	Enables self-service for customers to request services	Install the Customer Service Case Types plugin (com.snc.csm_case_types)

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Plugin	Status	Description	Details
		on products by creating relationships between product models and catalog items.	and use the service definition feature.
Central Dispatch [com.snc.central_dispatch]	Deprecated in Washington DC	Provides both a list and calendar view of unassigned tasks.	Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_works
Journey Accelerator v4.0.3 and below [com.sn_ja]	Deprecated in Washington DC	Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer.
Mobile Studio [com.glide.sg-studio]	Deprecated in Washington DC	Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps.	Transition to replacement Mobile App Builder.
HTML Processor [n/a]	Deprecated in Washington DC		Review KB1119956 for steps to disable this feature on your instance.
Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader)	Deprecated in Washington DC	Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations.	Review the guidance for building a customer bade reader client.
ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace]	Deprecated in Washington DC	Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.

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Plugin	Status	Description	Details
		using ITSM Agent Workspace.	
Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace]	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from the ServiceNow Store.
CMDB Search [com.snc.cmdb_search]	Deprecated in Vancouver.	Provides enhanced capabilities for searching the CMDB.	Transition to CMDB Workspace.
Conversational Integration with Google Assistant [com.sn.va.google.assistant]	Deprecated in Vancouver.	Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics.	Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the 'Conversational Integration with Google Assistant' store application also is end.
DevOps Config Insights [com.snc.devops.config.insights]	Deprecated in Vancouver.	Displays reports to quickly identify configuration errors and take action.	The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now released with the DevOps Config application. No customer action is required with this change.
Field Service Management Mobile (Legacy) [com.snc.work_management_m]	Deprecated in Vancouver.	Helps your organization manage location-based work more efficiently and safely.	Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an

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Plugin	Status	Description	Details
			improved native experience and better offline capabilities.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.	Provides actions to perform Google Hangouts tasks when events occur in ServiceNow.	If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store.
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		
ITSM Workforce Optimization [sn_wfo_itsm, sn_wfo_itsm_cnt]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location.	Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store.
Map plugin [com.snc.fsm_map]	Deprecated in Vancouver.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_works
Service Management Geolocation Mobile [com.snc.service_management_m]	Deprecated in Vancouver.	Provides a menu in the mobile UI for Service Management Geolocation.	Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience.
Standardized Information Gathering (SIG) Assessment [com.snc.sig_asmt_core]	Deprecated in Vancouver.	Processor that was required for importing answers to the SIG questionnaire via excel sheets.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application.
Standardized Information Gathering (SIG) Questionnaire	Deprecated in Vancouver.	Store application that was	Migrate to the GRC: SIG

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Plugin	Status	Description	Details
[com.sn_sig_app]		distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow.	Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the SIG Questionnaire (2023, 2022, 2021).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.	Supports expanded use cases for Tanium capabilities.	Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow Store.
Workforce Optimization for CSM (Legacy) [com_snc_wfo_csm]	Deprecated in Vancouver.	Provides Channel Management, Team Performance, Scheduling, Skill Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction.	Transition to the Workforce Optimization for CSM application that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder.
Workforce Optimization for ITSM (Legacy) [com.snc.wfo_itsm]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace.	Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

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Plugin	Status	Description	Details
DevOps Config [com.snc.devops_config] • DevOps Config Exporter Content Pack [com.snc.devops.config.exporter.content] • DevOps Config Policy Content Pack [com.snc.devops.config.policy.content] • Configuration Data Management [com.sn_cdm] • Context Menu Component for Configuration Data Management UI [com.servicenow_cdm_context_menu]	Planned for deprecation on customer's specific contract end term for the DevOps Config application.	Manages and validates configuration data in your DevOps environment using a single system.	
GRC: DevOps Accelerator [com.sn_grc_devops]	Planned for deprecation in the Y release	Enables your customers to evaluate the compliance for DevOps policies and GRC control objectives integrating with Policy as a Code Engine (PaCE).	
Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content]	Planned for deprecation in the Y release	Enables a customer to seed domain specific content to provide implementation guidance for use cases created through Predictive Intelligence Workbench	Install the Task Intelligence for ITSM application from the ServiceNow Store and use the Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation.
Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps]	Planned for deprecation in the Y release	Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues.	Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation.
Order Management for Customer Service Management [com.sn_csm_order_mgmt]	Planned for deprecation in September	Order Management provides the ability	Install the new Order Management

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Plugin	Status	Description	Details
	2028 or Order Management subscription term end date (whichever is earlier)	to create, manage, and track orders.	application from the ServiceNow Store and review the documentation for configuration guidance.
IBM Dynamic Translation [com.glide.ibm_translation_spoke]	Planned for deprecation in December 2024	This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available.	IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation services with Google and Microsoft.
Site Reliability Metrics and [com.sn_srm]	Planned for deprecation in the Y release	Captures application performance signals from the Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Site Reliability Operations [com.sn_srops]	Planned for deprecation in the Y release	Increases the visibility of microservices in a single workspace by onboarding teams and registering	Install the Service Reliability Management application from the ServiceNow Store and review the launch

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Plugin	Status	Description	Details
		services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation.	blog to learn more about the application and features.
Knowledge Management v3 [com.snc.knowledge3]	Planned for deprecation in the Y release	The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release.	Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceportal) using the guidance in Configuring Knowledge Management, and set the system property sn_km_portal.glide.knowman.servic to true to activate redirection from the v3 homepage to the Portal.
Cloud Discovery setup using classic Cloud Discovery	Planned for deprecation in the X release.	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.
Cloud Spend Dashboard [sn_sam_cld_spend]	Planned for deprecation in the X release.	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Planned for deprecation in the X release.	Enables you to package your content into a campaign and publish the content to groups on	No replacement. If you are using this application, you have the option to maintain the unsupported

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Plugin	Status	Description	Details
		Workplace from Facebook.	application as custom code.
Facilities Service Management [com.snc.facilities_service_automation]	Planned for deprecation in March 2025 or last subscription term end.	Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. Integration files installed when the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is also installed. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	Transition to Workplace Service Delivery.
Facilities Visualization Workbench [com.snc.facilities_service_automation.fvw]	Planned for deprecation in March 2025 or subscription term end.	Enables the interactive floor plan functionality.	Transition to Workplace Service Delivery.
Field Service Map [com.snc.fsm_map]	Planned for deprecation in the X release.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Finance Service Management [com.snc.finance_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production	

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Plugin	Status	Description	Details
		instances may require a separate license. Contact ServiceNow for details.	
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Planned for deprecation in the X release.		Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Planned for deprecation in the X release.	Offers ESG frameworks such as authority documents and citations and provides the related metric definitions. This enables the customers to expedite their ESG regulatory compliance journey and put them at the forefront of the regulatory compliance landscape.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see Unified content management.
HR Agent Mobile [com.sn_hr_mobile_agent]	Planned for deprecation in the X release.		No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Planned for deprecation in the X release.	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management (Configurable)

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Plugin	Status	Description	Details
			and Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal]	Planned for deprecation in the X release.	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Planned for deprecation in the X release.	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center.	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center.
ITSM Pro - Service Owner Workspace [com.spm_owner_workspace]	Planned for deprecation on subscription term end or on migration to Digital Portfolio Management.	Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services.	Migrate to Digital Portfolio Management on the ServiceNow Store.
MaestroRS [app-irm-bcm]	Planned for deprecation on customer's specific contract end term for MaestroRS application.		Activate the four Business Continuity Management replacement applications on the ServiceNow Store; • GRC: Business Continuity Management – Core • GRC: Business Continuity Planning

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Plugin	Status	Description	Details
			• GRC: Business Impact Analysis • GRC: Business Continuity Management – Components
Marketing Service Management [com.snc.marketing_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Microsoft AD Spoke for IntegrationHub [com.sn.ad.spoke]	Planned for deprecation on contract end date or March 2028 (whichever is earlier).	Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD.	Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583].
Social Q&A [com.sn_kb_social_qa]	Planned for deprecation in a future release.	Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. By default, this plugin is active for existing customers upgrading to the Paris release. Beginning with	

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Plugin	Status	Description	Details
		Paris, the plugin is inactive for new customers.	
Service Graph Connector for ExtraHop [com.snc.cmdb.extrahop_integration]	Planned for deprecation in the X release.	Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance.	Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Planned for deprecation in the X release.	The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see Unified content management
Trusted Security Circles [sn_ti], [sn_tis_a]	Planned for deprecation in September 2023 or last subscription term end.		
Vendor Performance Management [com.snc.vendor_performance], [com.snc.vendor_ticket]	Planned for deprecation in March 2024 or subscription term end.	Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views.	Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package.

Renamed and changed plugins

This table lists the existing plugins that were renamed or changed in Vancouver or Washington DC.

Plugin	Status	Description	Details
Manufacturing Common [com.sn_mfg_common]	Renamed in Vancouver.	Common dependencies that enable you to use the Operational Technology solution.	Renamed to Industrial Workspace Common.

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Plugin	Status	Description	Details
Manufacturing Process Manager [com.sn_otsm]	Renamed in Vancouver.	Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities.	Renamed to Industrial Process Manager.
Process Optimization Content Pack for FSM [com.snc.fsm_process_optimization]	Renamed in Vancouver.	Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes.	Renamed to Process Mining Conent Pack for FSM.
Software Asset Management Playbook [com.sn_sam_playbook]	Renamed in Vancouver.	Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities.	Renamed to Software Asset Management Playbooks and Guided Setups.
Virtual Agent API (sn_va_as_service)	Changed in Washington DC.	Integrates any chat interface or a bot with Virtual Agent or Agent Chat.	The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ut plugin is now a dependency.
Workplace Safety Management [sn_wsd_core]	Renamed in Vancouver.	Helps to create a safe, seamless and managed processes for employees in the workplace.	Renamed to Workplace Core.

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice)	

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Plugin	Status	Description	Details
		plugin will activate this plugin.	
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.		
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.	
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.		
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.		
CSM Account Hierarchy	Maintenance mode only.		

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Plugin	Status	Description	Details
[com.snc.sn_csm_account_hierarchy]			
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.		
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.		
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.		
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.		

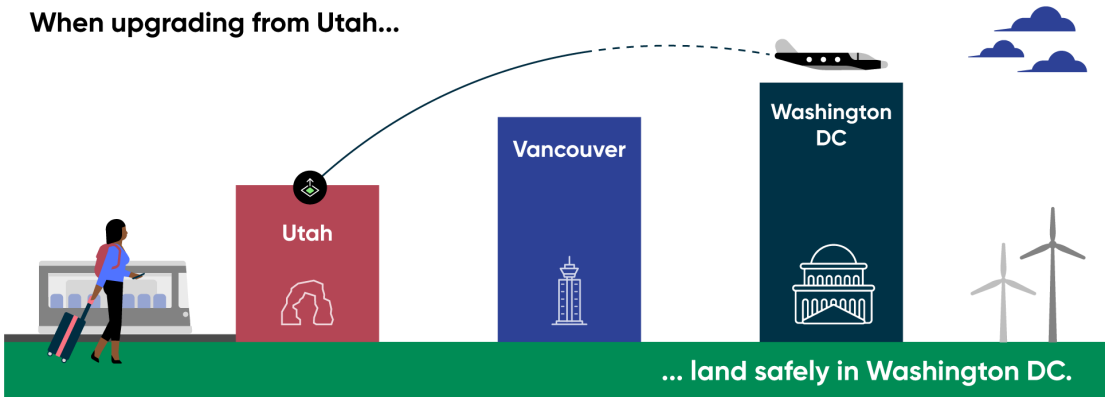
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Plugin	Status	Description	Details
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	

Release notes for upgrading from Utah

When you upgrade from the Utah release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Utah to Washington DC



Combined product release notes

Detailed information on new products and features from Utah to Washington DC

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins from Utah to Washington DC

List of new, changed, renamed, and deprecated plugins

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Accessibility and conformance	Available patches and hotfixes	Browser support
		
Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	Release notes for fixed issues	Supported browser versions and additional requirements for specific products

Note:
The Utah release includes additional out-of-box report_view ACLs that may affect access to reports. Use the ACL Assessment for Reports application to verify that reports continue to function as part of upgrade testing. See KB1226564 for additional details.

Combined product release notes for upgrades from Utah to Washington DC

To help you upgrade from Utah to Washington DC, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Utah to Washington DC

The table below has a list of all products available between Utah and Washington DC. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Admin Center	Link
Adoption Services	Link
Advanced Risk	Link
Advanced Work Assignment	Link

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Product	Combined release notes
Agent Chat	Link
Agent Chat and Sidebar	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agent Workspace for HR Case Management	Link
AI Governance	Link
AI Search	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Studio	Link
Application Management	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link
Benchmarks	Link
Business Continuity Management	Link

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Product	Combined release notes
Career Assessment	Link
Career Conversations	Link
Care Team Operations for Biomed	Link
Care Team Operations for Healthcare IT	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link
Clinical Device Management	Link
Clone Admin Console	Link
Cloud Cost Management	Link
Cloud Cost Management 8.0.0	Link
Cloud Provisioning and Governance	Link
Coaching	Link
Code Signing	Link
Collaborative Work Management	Link
Commercial Lines Claims	Link
Common Core	Link
Common Governance, Risk, and Compliance feature	Link
Common GRC feature	Link
Compliance Case Management	Link

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Product	Combined release notes
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link
Container Vulnerability Response	Link
Continuous Authorization and Monitoring	Link
Continuous Authorization and Monitoring (CAM)	Link
Conversational Interfaces	Link
Core Now Platform	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link
Customer Service Management (CSM)	Link
Data Discovery	Link
Data Loss Prevention Incident Response	Link
Data Management	Link
Data management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision Builder in Workflow Studio	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link

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Product	Combined release notes
DevOps Change Velocity	Link
DevOps Config	Link
Digital End-User Experience	Link
Digital Portfolio Management	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Domain Separation	Link
Dynamic Translation	Link
Employee Center	Link
Employee Document Management	Link
Employee Relations	Link
EMR Help	Link
Encryption Key Management	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link

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Product	Combined release notes
Equifax spoke	Link
ERP Canvas	Link
ERP Customization Mining	Link
ERP Data Hub	Link
Event Management	Link
Export to PowerPoint for Strategic Portfolio Management	Link
External Content Connectors	Link
Field Service Management	Link
Field Service Management for Telecommunication	Link
Financial Services Card Operations	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with FRISS	Link
Financial Services Operations Integration with Guidewire	Link
Financial Services Operations Integration with Jack Henry jXchange	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link

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Product	Combined release notes
Goal Framework for SPM	Link
Governance, Risk, and Compliance	Link
Granular Delegation	Link
Hardware Asset Management	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Hardware Asset Management 7.0.0	Link
Hardware Asset Management 8.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Computerized Maintenance Management System	Link
Healthcare Operations Core	Link
Health Log Analytics	Link
Hermes Messaging Service	Link
HR Multi Instance Integration	Link
HR Service Delivery	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery Integration with Magnit	Link
HR Service Delivery Integration with Workday Learning	Link
Identity	Link
Identity and Authentication	Link

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Product	Combined release notes
Incident Management	Link
Individual Life Claims	Link
Industrial Process Manager	Link
Instance Data Replication	Link
Insurance claims	Link
Insurance Claims Core	Link
Integration Hub	Link
Intelligence for CSM	Link
Intelligent Servicing for Fraud	Link
Investment Funding	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Optimization ITOM Optimization	Link
ITOM Visibility	Link
ITSM Agent Workspace	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
ITSM Virtual Agent	Link

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Product	Combined release notes
Journey designer	Link
Journey designer 2.0	Link
Knowledge Graph	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Learning	Link
Localization Framework	Link
Manager Hub	Link
Manufacturing Commercial Operations	Link
Mentoring	Link
MetricBase	Link
Microsoft Azure DevOps Integration for Agile Development	Link
MID Server	Link
Mobile	Link
Mobile Platform	Link
Natural Language Query	Link
Natural Language Understanding	Link
Next Experience	Link
Next Experience Components	Link

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Product	Combined release notes
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist AI Agents	Link
Now Assist Analytics	Link
Now Assist for Configuration Management Database (CMDB)	Link
Now Assist for Creator	Link
Now Assist for CSM	Link
Now Assist for Customer Service Management (CSM)	Link
Now Assist for Enterprise Architecture (EA)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Security Incident Response	Link
Now Assist for Security Operations	Link
Now Assist for Service Graph Connectors (SGC)	Link
Now Assist for Source-to-Pay Operations	Link

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Product	Combined release notes
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist in AI Search	Link
Now Assist in Document Intelligence	Link
Now Assist in Virtual Agent	Link
Now Assist Skill Kit	Link
Now Mobile	Link
Now Mobile app	Link
Now Platform core feature	Link
Omnichannel Callback	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Incident Management v2	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link
Opportunity Management	Link

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Product	Combined release notes
Opportunity Marketplace	Link
Order Management	Link
Order Management for Customer Service Management	Link
Order Management for Telecommunications, Media, and Technology	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Personal Lines Claims	Link
Platform Analytics Experience	Link
Platform Analytics Workspace	Link
Platform Security	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link
Proactive Prompts	Link

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Product	Combined release notes
Proactive Service Experience Workflows	Link
Proactive Service Experience Workflows (Technology)	Link
Proactive Service Experience Workflows (Telecommunications)	Link
Proactive Triggers	Link
Problem Management	Link
Process Automation Designer	Link
Process Mining	Link
Process Optimization	Link
Product Catalog Management and Pricing Management	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Quote Management	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link
Reporting	Link
Request Management	Link
Resource Management Workspace	Link
Responsive dashboards	Link

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Product	Combined release notes
Retail Core	Link
Retail Operations	Link
Retail Task Management Core	Link
Robotic Process Automation (RPA) Hub	Link
RPA Hub	Link
Sales Agreement Management	Link
Scaled Agile Framework (SAFe)	Link
Scripting	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-Service and Omnichannel engagement for CSM	Link
Service Bridge	Link
Service Bridge (Technology)	Link
Service Bridge (Telecommunications)	Link
Service Builder	Link
Service Catalog	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link

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Product	Combined release notes
Service Graph Connector Integration for Claroty CTD	Link
Service Level Management	Link
ServiceNow Add-in for Microsoft 365	Link
ServiceNow IDE	Link
ServiceNow SDK	Link
ServiceNow Studio	Link
Service Observability	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Sitemap Generator	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link
Sourcing and Procurement Operations	Link
Strategic Planning	Link

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Product	Combined release notes
Strategic Portfolio Management for Telecom	Link
Stream Connect dashboard	Link
Subscription Management	Link
Supplier Lifecycle Operations	Link
Synthetic monitoring	Link
System Clone	Link
System Update Sets	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development	Link
Talent Development Core	Link
Task Intelligence for ITSM	Link
Technology Provider Service Management	Link
Telecommunications Network Inventory	Link
Telecommunications Service Management	Link
Telecommunications Service Operations Management	Link
Telecommunications Service Operations Management (TSOM)	Link
Theme Builder	Link
Third-party Risk Management	Link
Threat Intelligence Security Center	Link

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Product	Combined release notes
UI Builder	Link
UI Component CLI Extension	Link
Upgrade Center	Link
User Experience Analytics	Link
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Visual Task Boards	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link
Walk-up Experience	Link
Workflow Studio	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link

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Product	Combined release notes
Workspace	Link
Zing text indexing and search engine	Link

Changes to plugins from Utah to Washington DC

Before you upgrade from Utah to Washington DC, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Utah and Vancouver plugin changes

See Utah plugin changes for more information.

See Vancouver plugin changes for more information.

Deprecated plugins from Utah to Washington DC

This table lists the existing plugins that were deprecated in Vancouver or Utah.

Plugin	Status	Description	Details
Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader)	Deprecated in Washington DC	Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations.	Review the guidance for building a customer bade reader client.
Central Dispatch [com.snc.central_dispatch]	Deprecated in Washington DC	Provides both a list and calendar view of unassigned tasks.	Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_works
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the documentation.
Cloud Provisioning and Governance - Terraform Connector for IBM Cloud	Deprecated in Utah.		
CMDB: IT Fundamentals [com.sn_apphealth]	Deprecated in Utah.		Transition to CMDB Data Workspace/ Insights and Data Foundation Dashboard.

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Plugin	Status	Description	Details
CMDB Search [com.snc.cmdb_search]	Deprecated in Vancouver.	Provides enhanced capabilities for searching the CMDB.	Transition to CMDB Workspace.
Connect Support [com.glide.connect.support]	Deprecated in Utah.	Builds on the Connect messaging platform and enables support agents to provide real-time assistance to end users, using queues.	Migrate to Advanced Work Assignment and Agent Chat on the Agent Workspace.
Conversational Integration with Google Assistant [com.sn.va.google.assistant]	Deprecated in Vancouver.	Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics.	Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the 'Conversational Integration with Google Assistant' store application also is end.
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace enables you to integrate Customer Service Management with other applications.	Install the CSM Configurable Workspace application from the ServiceNow Store.
Customer Service Management for Orders [com.snc.csm.order]	Deprecated in Washington DC	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service Management application.	Install the Order Management store application.
DevOps Config Insights [com.snc.devops.config.insights]	Deprecated in Vancouver.	Displays reports to quickly identify configuration errors and take action.	The DevOps Config Insights Dashboard that was released earlier with the DevOps

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Plugin	Status	Description	Details
			Config Insights application is now released with the DevOps Config application. No customer action is required with this change.
Field Service Management Mobile (Legacy) [com.snc.work_management_m]	Deprecated in Vancouver.	Helps your organization manage location-based work more efficiently and safely.	Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and better offline capabilities.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.	Provides actions to perform Google Hangouts tasks when events occur in ServiceNow.	If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store.
HTML Processor [n/a]	Deprecated in Washington DC		Review KB1119956 for steps to disable this feature on your instance.
IBM Connector [com.sn.cmp.ibm]	Deprecated in Utah.		Select and activate alternative capability, Integrations Hub or Integrations with Anisble.
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		
Item Designer [com.glideapp.servicecatalog.item_designer]	Deprecated in Washington DC	The Service Catalog item designer enables	The Catalog Builder plugin is activated

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Plugin	Status	Description	Details
		non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	by default on all instances (com.glideapp.servicecatalog.catalo
ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace]	Deprecated in Washington DC	Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace.	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.
ITSM Workforce Optimization [sn_wfo_itsm, sn_wfo_itsm_cnt]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location.	Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store.
Journey Accelerator v4.0.3 and below [com.sn_ja]	Deprecated in Washington DC	Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer.
Legal Service Management [com.snc.legal_service_automation, com.snc.marketing_service_automation, com.snc.finance_service_automation]	Deprecated in Utah.	Lets you launch Legal Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact	Customer should find a replacement technology.

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Plugin	Status	Description	Details
		ServiceNow for details.	
Map plugin [com.snc.fsm_map]	Deprecated in Vancouver.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_works
Mobile Studio [com.glide.sg-studio]	Deprecated in Washington DC	Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps.	Transition to replacement Mobile App Builder.
OpenID Single Sign-On [com.snc.integrations.sso.openid]	Deprecated in Utah.		Transition to "Integration - Multiple Provider Single Sign-On Installer " plugin (com.snc.integration.sso.multi.instal and configure IDP to use the SSO feature.
Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace]	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from the ServiceNow Store.
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Deprecated in Washington DC	Enables self-service for customers to request services on products by creating relationships between product models and catalog items.	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.
SAML 1.1 Single Sign-on - Update 1 [com.snc.sso.saml11.update1] SAML 1.1 Single Sign-On [com.snc.sso.saml11] Integration - OpenID SSO	Deprecated in Utah.	Legacy version of single sign-on used with an external OpenID Provider (OP). OpenID Connect is provided in London but is limited to web services.	Transition to the "Integration - Multiple Provider Single Sign-On Installer" plugin (com.snc.integration.sso.multi.instal and configure IDP to use OIDC-based SSO feature.

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Plugin	Status	Description	Details
[com.snc.integration.sso.openid]			
Service Management Geolocation Mobile [com.snc.service_management_m]	Deprecated in Vancouver.	Provides a menu in the mobile UI for Service Management Geolocation.	Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience.
Software Asset Management Classic UI	Deprecated in Utah.	Classic user interface for Software Asset Management (com.snc.software_asset_management).	Migrate to Software Asset Workspace (com.sn_sam_workspace) to use the new user interface.
Standardized Information Gathering (SIG) Assessment [com.snc.sig_asmt_core]	Deprecated in Vancouver.	Processor that was required for importing answers to the SIG questionnaire via excel sheets.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application.
Standardized Information Gathering (SIG) Questionnaire [com.sn_sig_app]	Deprecated in Vancouver.	Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the SIG Questionnaire (2023, 2022, 2021).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.	Supports expanded use cases for Tanium capabilities.	Install the Tanium Integration for Security Operations released by Tanium on the ServiceNow Store.
Vendor Manager Workspace (Legacy) [com.snc.vlm.vmw]	Deprecated in Utah.	Access to the Vendor Manager Workspace.	Migrate to the new workspace, Vendor Management Workspace on the ServiceNow Store.
Workforce Optimization for CSM (Legacy) [com_snc_wfo_csm]	Deprecated in Vancouver.	Provides Channel Management, Team Performance, Scheduling, Skill Determination	Transition to the Workforce Optimization for CSM application that is available on

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Plugin	Status	Description	Details
		and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction.	the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder.
Workforce Optimization for ITSM (Legacy) [com.snc.wfo_itsm]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace.	Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder.

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
DevOps Config [com.snc.devops_config] • DevOps Config Exporter Content Pack [com.snc.devops.config.exporter.content] • DevOps Config Policy Content Pack [com.snc.devops.config.policy.content] • Configuration Data Management [com.sn_cdm] • Context Menu Component for Configuration Data Management UI [com.servicenow_cdm_context_menu]	Planned for deprecation on customer's specific contract end term for the DevOps Config application.	Manages and validates configuration data in your DevOps environment using a single system.	
GRC: DevOps Accelerator [com.sn_grc_devops]	Planned for deprecation in the Y release	Enables your customers to evaluate the compliance	

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Plugin	Status	Description	Details
		for DevOps policies and GRC control objectives integrating with Policy as a Code Engine (PaCE).	
Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content]	Planned for deprecation in the Y release	Enables a customer to seed domain specific content to provide implementation guidance for use cases created through Predictive Intelligence Workbench	Install the Task Intelligence for ITSM application from the ServiceNow Store and use the Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation.
Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps]	Planned for deprecation in the Y release	Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues.	Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation.
Order Management for Customer Service Management [com.sn_csm_order_mgmt]	Planned for deprecation in September 2028 or Order Management subscription term end date (whichever is earlier)	Order Management provides the ability to create, manage, and track orders.	Install the new Order Management application from the ServiceNow Store and review the documentation for configuration guidance.
IBM Dynamic Translation [com.glide.ibm_translation_spoke]	Planned for deprecation in December 2024	This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available.	IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic

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Plugin	Status	Description	Details
			Translation services with Google and Microsoft.
Site Reliability Metrics and [com.sn_srm]	Planned for deprecation in the Y release	Captures application performance signals from the Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service Level Objectives (SLOs), Error Budgets (EB), and policy-based actions.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Site Reliability Operations [com.sn_srops]	Planned for deprecation in the Y release	Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Knowledge Management v3 [com.snc.knowledge3]	Planned for deprecation in the Y release	The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release.	Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceportal) using the guidance in Configuring Knowledge Management,

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Plugin	Status	Description	Details
			and set the system property sn_km_portal.glide.knowman.servic to true to activate redirection from the v3 homepage to the Portal.
Cloud Discovery setup using classic Cloud Discovery	Planned for deprecation in the X release.	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.
Cloud Spend Dashboard [sn_sam_cld_spend]	Planned for deprecation in the X release.	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Planned for deprecation in the X release.	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code.
Facilities Service Management [com.snc.facilities_service_automation]	Planned for deprecation in March 2025 or last subscription term end.	Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. Integration files installed when the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is also installed.	Transition to Workplace Service Delivery.

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Plugin	Status	Description	Details
		Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Facilities Visualization Workbench [com.snc.facilities_service_automation.fvw]	Planned for deprecation in March 2025 or subscription term end.	Enables the interactive floor plan functionality.	Transition to Workplace Service Delivery.
Field Service Map [com.snc.fsm_map]	Planned for deprecation in the X release.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Finance Service Management [com.snc.finance_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Planned for deprecation in the X release.		Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Planned for deprecation in the X release.	Offers ESG frameworks such as authority documents and citations and provides the related metric definitions. This enables the	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see Unified content management.

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Plugin	Status	Description	Details
		customers to expedite their ESG regulatory compliance journey and put them at the forefront of the regulatory compliance landscape.	
HR Agent Mobile [com.sn_hr_mobile_agent]	Planned for deprecation in the X release.		No replacement. If you are using this plugin, you have the option to maintain the unsupported plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Planned for deprecation in the X release.	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management (Configurable) and Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal]	Planned for deprecation in the X release.	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Planned for deprecation in the X release.	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center.	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center.

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Plugin	Status	Description	Details
ITSM Pro - Service Owner Workspace [com.spm_owner_workspace]	Planned for deprecation on subscription term end or on migration to Digital Portfolio Management.	Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services.	Migrate to Digital Portfolio Management on the ServiceNow Store.
MaestroRS [app-irm-bcm]	Planned for deprecation on customer's specific contract end term for MaestroRS application.		Activate the four Business Continuity Management replacement applications on the ServiceNow Store; • GRC: Business Continuity Management – Core • GRC: Business Continuity Planning • GRC: Business Impact Analysis • GRC: Business Continuity Management – Components
Marketing Service Management [com.snc.marketing_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Microsoft AD Spoke for IntegrationHub	Planned for deprecation on	Provides actions that a Process	Install the Microsoft Active

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Plugin	Status	Description	Details
[com.sn.ad.spoke]	contract end date or March 2028 (whichever is earlier).	Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD.	Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583].
Social Q&A [com.sn_kb_social_qa]	Planned for deprecation in a future release.	Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and uses existing Knowledge functionality such as user criteria and multiple knowledge bases. By default, this plugin is active for existing customers upgrading to the Paris release. Beginning with Paris, the plugin is inactive for new customers.	
Service Graph Connector for ExtraHop [com.snc.cmdb.extrahop_integration]	Planned for deprecation in the X release.	Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance.	Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Planned for deprecation in the X release.	The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see Unified content management

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Plugin	Status	Description	Details
Trusted Security Circles [sn_ti], [sn_tis_a]	Planned for deprecation in September 2023 or last subscription term end.		
Vendor Performance Management [com.snc.vendor_performance], [com.snc.vendor_ticket]	Planned for deprecation in March 2024 or subscription term end.	Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views.	Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package.

Renamed and changed plugins from Utah to Washington DC

This table lists the existing plugins that were renamed or changed in Utah, Vancouver, or Washington DC.

Plugin	Status	Description	Details
Virtual Agent API (sn_va_as_service)	Changed in Washington DC.	Integrates any chat interface or a bot with Virtual Agent or Agent Chat.	The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ut plugin is now a dependency.
Advanced Goal Framework [sn_gfa]	Renamed in Utah.	Provides the capability to monitor the goal progress in real-time by automating the actual value of the targets from any source present on the ServiceNow AI Platform.	Renamed to Goal Framework for SPM.
Alignment Planner Workspace [sn_align_ws]	Renamed in Utah.	Prioritize, roadmap, and track work for traditional waterfall approaches and enhance your project and demand management.	Renamed to Portfolio Planning.
Cloud Insights [sn_clin]	Renamed in Utah.	Enables to analyze the full range of costs associated with your cloud assets so you can identify and	Renamed to Cloud Cost Management.

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Plugin	Status	Description	Details
		take action on opportunities to optimize operations and save money.	
Lenses for Alignment Planner Workspace [sn_apw_advanced]	Renamed in Utah.	Prioritize all work, align goals, visually roadmap, and track progress when using Agile, waterfall, or hybrid approaches.	Renamed to Strategic Planning.
Manufacturing Common [com.sn_mfg_common]	Renamed in Vancouver.	Common dependencies that enable you to use the Operational Technology solution.	Renamed to Industrial Workspace Common.
Manufacturing Process Manager [com.sn_otsm]	Renamed in Vancouver.	Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities.	Renamed to Industrial Process Manager.
Process Optimization Content Pack for FSM [com.snc.fsm_process_optimization]	Renamed in Vancouver.	Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes.	Renamed to Process Mining Conent Pack for FSM.
Software Asset Management Playbook [com.sn_sam_playbook]	Renamed in Vancouver.	Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities.	Renamed to Software Asset Management Playbooks and Guided Setups.
Workplace Safety Management [sn_wsd_core]	Renamed in Vancouver.	Helps to create a safe, seamless and managed processes for	Renamed to Workplace Core.

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Plugin	Status	Description	Details
		employees in the workplace.	

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages, and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.		
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.	

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Plugin	Status	Description	Details
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.		
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.		
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.		
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.		
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.		
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.		
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and	

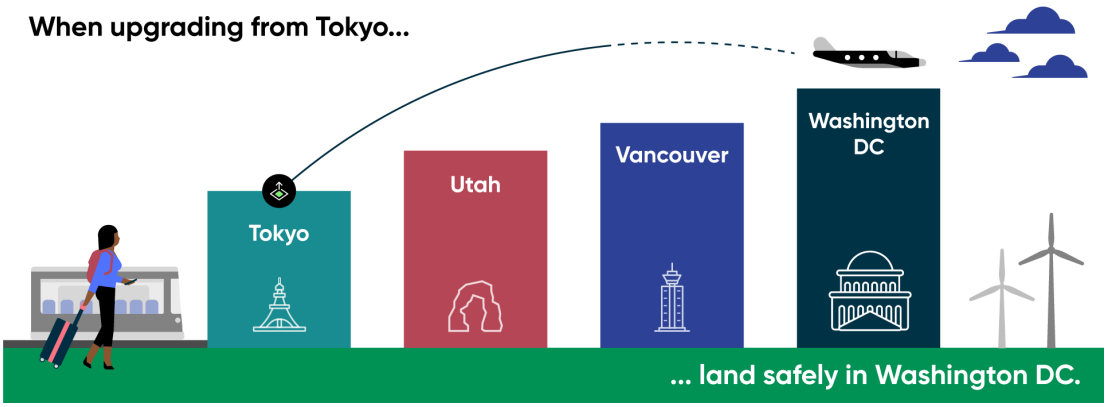
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Plugin	Status	Description	Details
		fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.		
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	

Release notes for upgrading from Tokyo

When you upgrade from the Tokyo release, understand the fixes in each release version, notable changes for the user interface, browser support, plugin updates, and each feature's upgrade and migration tasks if applicable.

Upgrading from Tokyo to Washington DC



Combined product release notes

Detailed information on new products and features from Tokyo to Washington DC

Personalized PRB release notes

Generate a list of issues that were fixed between your current version and available target versions

Changes to plugins from Tokyo to Washington DC

List of new, changed, renamed, and deprecated plugins

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Accessibility and conformance	Available patches and hotfixes	Browser support
		
Accessibility conformance reports based on the voluntary product accessibility template (VPAT)	Release notes for fixed issues	Supported browser versions and additional requirements for specific products

Note:
The Utah release includes additional out-of-box report_view ACLs that may affect access to reports. Use the ACL Assessment for Reports application to verify that reports continue to function as part of upgrade testing. See KB1226564 for additional details.

Combined product release notes for upgrades from Tokyo to Washington DC

To help you upgrade from Tokyo to Washington DC, we have combined the cross-family release notes for each product onto one page. Select the products you have to customize the release notes results.

Select your products to view release notes from Tokyo to Washington DC

The table below has a list of all products available between Tokyo and Washington DC. Use the **Filter by** feature to select the products you are interested in. The table will filter to show you the combined release notes for your selected products. Click on the links to read the combined release notes for each product.

Product	Combined release notes
Access Management	Link
Account Lifecycle Events	Link
Accounts Payable Operations	Link
Admin Center	Link
Adoption Services	Link
Advanced Goal Framework	Link
Advanced Risk	Link

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Product	Combined release notes
Advanced Work Assignment	Link
Agent Chat	Link
Agent Chat and Sidebar	Link
Agent Client Collector	Link
Agent experience for CSM	Link
Agent Workspace for HR Case Management	Link
Agile Development 2.0	Link
AI Search	Link
Alignment Planner Workspace	Link
Analytics, Intelligence, and Reporting	Link
API	Link
App Engine Studio	Link
Application Management	Link
Application Manager	Link
Application Portfolio Management	Link
Application Vulnerability Response	Link
Assessments and Surveys	Link
Audit Management	Link
Authentication	Link
Automated Test Framework	Link

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Product	Combined release notes
Benchmarks	Link
Business Continuity Management	Link
Career Assessment	Link
Career Conversations	Link
Case and Knowledge Management	Link
Case management for CSM	Link
Change Management	Link
Clinical Device Management	Link
Clone Admin Console	Link
Cloud Cost Management	Link
Cloud Cost Management 8.0.0	Link
Cloud Provisioning and Governance	Link
Coaching	Link
Collaborative Work Management	Link
Commercial Lines Claims	Link
Common Governance, Risk, and Compliance feature	Link
Common GRC feature	Link
Compliance Case Management	Link
Configuration Compliance	Link
Configuration Management Database (CMDB)	Link

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Product	Combined release notes
Container Vulnerability Response	Link
Continuous Authorization and Monitoring	Link
Continuous Authorization and Monitoring (CAM)	Link
Conversational Interfaces	Link
Conversational Interfaces Home	Link
Core Now Platform	Link
Creator Studio	Link
Customer Contracts and Entitlements	Link
Customer Service Management (CSM)	Link
Dashboards	Link
Data Discovery	Link
Data Management	Link
Data management for CSM	Link
Data Privacy	Link
Data Separation	Link
Decision Builder	Link
Decision tables in Workflow Studio	Link
Delegated Development	Link
DevOps Change Velocity	Link
DevOps Config	Link

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Product	Combined release notes
Digital End-User Experience	Link
Digital Portfolio Management	Link
Dispute Content Pack for US Regulations	Link
Dispute Rules Content Pack for Mastercard	Link
Dispute Rules Content Pack for Visa	Link
Document Intelligence	Link
Document Services	Link
Document Templates	Link
Dynamic Translation	Link
Employee Center	Link
Employee Document Management	Link
Employee Journey Management	Link
Employee Relations	Link
EMR Help	Link
Encryption Key Management	Link
Enterprise Architecture (formerly Application Portfolio Management)	Link
Enterprise Asset Management	Link
Environmental, Social, and Governance Management	Link
Equifax spoke	Link
ERP Canvas	Link

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Product	Combined release notes
ERP Customization Mining	Link
ERP Data Hub	Link
Event Management	Link
Export to PowerPoint for Strategic Portfolio Management	Link
Field Service Management	Link
Financial Services Business Deposit Operations	Link
Financial Services Business Lifecycle	Link
Financial Services Business Loan Operations	Link
Financial Services Card Operations	Link
Financial Services Client Lifecycle	Link
Financial Services Complaint Management	Link
Financial Services Credit Operations	Link
Financial Services integration with Jack Henry Associates jXchange	Link
Financial Services integration with Socure	Link
Financial Services Operations Core	Link
Financial Services Operations Integration with FRISS	Link
Financial Services Operations Integration with Guidewire	Link
Financial Services Operations Integration with Jack Henry jXchange	Link
Financial Services Operations Integration with Visa	Link
Financial Services Operations Platform Analytics Solutions	Link

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Product	Combined release notes
Financial Services Payment Operations	Link
Financial Services Personal Deposit Operations	Link
Financial Services Personal Loan Operations	Link
Financial Services Treasury Operations	Link
Flow Designer	Link
Flows, subflows, and actions in Workflow Studio	Link
Generative AI Controller	Link
Goal Framework	Link
Goal Framework for SPM	Link
Governance, Risk, and Compliance	Link
Granular Delegation	Link
Group Life Servicing	Link
Hardware Asset Management 10.0.0	Link
Hardware Asset Management 11.0.0	Link
Hardware Asset Management 5.0	Link
Hardware Asset Management 7.0.0	Link
Hardware Asset Management 8.0.0	Link
Healthcare and Life Sciences Service Management Core	Link
Healthcare Computerized Maintenance Management System	Link
Health Log Analytics	Link

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Product	Combined release notes
Hermes Messaging Service	Link
HR Service Delivery	Link
HR Service Delivery Case and Knowledge Management	Link
HR Service Delivery for Healthcare	Link
HR Service Delivery Integration with Magnit	Link
HR Service Delivery Integration with Workday Learning	Link
Identity	Link
Identity and Authentication	Link
Import and Export	Link
Incident Management	Link
Individual Life Claims	Link
Individual Life Servicing	Link
Industrial Process Manager	Link
Industry products	Link
Instance Data Replication	Link
Instance Scan	Link
Integration Hub	Link
Intelligence for CSM	Link
Intelligent Service Delivery	Link
Intelligent Servicing for Fraud	Link

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Product	Combined release notes
Investment Funding	Link
ITOM Cloud Accelerate	Link
ITOM Health	Link
ITOM Optimization	Link
ITOM Optimization ITOM Optimization	Link
ITOM Visibility	Link
ITSM Agent Workspace	Link
ITSM Mobile Agent	Link
ITSM Predictive Intelligence Workbench	Link
ITSM Success Dashboard	Link
ITSM Virtual Agent	Link
Journey designer	Link
Journey designer 2.0	Link
Knowledge Management	Link
Leader Hub	Link
Lead Management	Link
Learning	Link
Legal Service Delivery	Link
Localization Framework	Link
Manager Hub	Link

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Product	Combined release notes
Manufacturing Commercial Operations	Link
Manufacturing Process Manager	Link
Mentoring	Link
MetricBase	Link
MID Server	Link
Mobile	Link
Mobile Platform	Link
Natural Language Query	Link
Natural Language Understanding	Link
Next Experience	Link
Next Experience Components	Link
Next Experience Developer (NED) Tools	Link
Next Experience Developer Tools	Link
Next Experience user interface	Link
Notifications	Link
Notify	Link
Now Assist	Link
Now Assist for Creator	Link
Now Assist for CSM	Link
Now Assist for Customer Service Management (CSM)	Link

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Product	Combined release notes
Now Assist for Field Service Management (FSM)	Link
Now Assist for Financial Services Operations (FSO)	Link
Now Assist for HR Service Delivery (HRSD)	Link
Now Assist for IT Operations Management (ITOM)	Link
Now Assist for IT Service Management (ITSM)	Link
Now Assist for Security Operations	Link
Now Assist for Strategic Portfolio Management (SPM)	Link
Now Assist for Telecommunications, Media and Technology (TMT)	Link
Now Assist in Virtual Agent	Link
Now Mobile app	Link
Omnichannel Callback	Link
On-Call Scheduling	Link
Operational Resilience	Link
Operational Technology Change Management	Link
Operational Technology Incident Management	Link
Operational Technology Incident Management v2	Link
Operational Technology Knowledge Management	Link
Operational Technology Manager	Link
Operational Technology Request Management	Link
Operational Technology Vulnerability Response	Link

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Product	Combined release notes
Opportunity Management	Link
Opportunity Marketplace	Link
Order Management	Link
Order Management for Customer Service Management	Link
Order Management for Telecommunications, Media, and Technology	Link
Password Reset	Link
Patient Support Services	Link
Performance Analytics	Link
Performance AnalyticsITSM dashboards	Link
Personal Lines Claims	Link
Platform Analytics Experience	Link
Platform Analytics Workspace	Link
Platform Security	Link
Playbooks in Workflow Studio	Link
Policy and Compliance Management	Link
Portfolio Planning	Link
Predictive Intelligence	Link
Pre-Visit Management	Link
Privacy Management	Link
Proactive Engagement	Link

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Product	Combined release notes
Proactive Prompts	Link
Proactive Service Experience Workflows	Link
Proactive Service Experience Workflows (Technology)	Link
Proactive Service Experience Workflows (Telecommunications)	Link
Proactive Triggers	Link
Problem Management	Link
Process Automation Designer	Link
Process Mining	Link
Process Optimization	Link
Procurement Service Management	Link
Product Catalog Management and Pricing Management	Link
Project Portfolio Management	Link
Project Workspace	Link
Public Sector Digital Services	Link
Quote Management	Link
Redox Inbound Integration	Link
Regulatory Change Management	Link
Release Management	Link
Reporting	Link
Resource Management Workspace	Link

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Product	Combined release notes
Responsive dashboards	Link
Retail Operations	Link
Robotic Process Automation (RPA) Hub	Link
RPA Hub	Link
Sales Agreement Management	Link
Scaled Agile Framework (SAFe)	Link
Scripting	Link
Security Center	Link
Security Incident Response	Link
Security Posture Control	Link
Self-Service and Omnichannel engagement for CSM	Link
Service Bridge	Link
Service Bridge (Technology)	Link
Service Bridge (Telecommunications)	Link
Service Builder	Link
Service Catalog	Link
Service Graph Connector for Microsoft Defender for IoT (Azure)	Link
Service Graph Connector for Microsoft Defender for IoT (On-premises Management Console)	Link
Service Graph Connector Integration for Claroty CTD	Link

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Product	Combined release notes
ServiceNow IDE	Link
ServiceNow SDK	Link
Service Operations Workspace for IT Service Management	Link
Service Operations Workspace for ITSM	Link
Service Portal	Link
Service Portfolio Management	Link
Service Reliability Management	Link
Sidebar	Link
Sitemap Generator	Link
Skills Intelligence	Link
Skills Management	Link
Smart Assessment Engine	Link
Software Asset Management	Link
Sourcing and Procurement Operations	Link
SPM Benchmarks	Link
Strategic Planning	Link
Stream Connect dashboard	Link
Studio	Link
Subscription Management	Link
Supplier Lifecycle Management	Link

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Product	Combined release notes
Supplier Lifecycle Operations	Link
System Clone	Link
Table Builder	Link
Table Builder for App Engine	Link
Talent Development	Link
Talent Development Core	Link
Task Intelligence for ITSM	Link
Technology Provider Service Management	Link
Telecommunications Network Inventory	Link
Telecommunications Service Management	Link
Telecommunications Service Operations Management	Link
Theme Builder	Link
Third-party Risk Management	Link
Threat Intelligence Security Center	Link
UI Builder	Link
UI Component CLI Extension	Link
Universal Request	Link
Upgrade Center	Link
User Experience Analytics	Link
Vaccine Administration Management	Link

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Product	Combined release notes
Vendor Management Workspace	Link
Verifi Spoke	Link
Virtual Agent	Link
Visa Spoke	Link
Visual Task Boards	Link
Vulnerability Response	Link
Vulnerability Response for Microsoft Defender for IoT (On-premises Management Console)	Link
Vulnerability Response integrations	Link
Vulnerability Response Integration with Claroty CTD	Link
Vulnerability Response Integration with Microsoft Defender for IoT	Link
Vulnerability Response Integration with Microsoft Defender for IoT (Azure)	Link
Walk-up Experience	Link
Workflow Studio	Link
Workforce Optimization for Customer Service	Link
Workforce Optimization for HR	Link
Workforce Optimization for ITSM	Link
Workspace	Link
Zing text indexing and search engine	Link

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Changes to plugins from Tokyo to Washington DC

Before you upgrade from Tokyo to Washington DC, read the release notes for information about new plugins and existing plugins that were deprecated, renamed, or changed in some way.

Tokyo, Utah, and Vancouver plugin changes

See Tokyo plugin changes for more information.

See Utah plugin changes for more information.

See Vancouver plugin changes for more information.

Deprecated plugins

This table lists the existing plugins that were deprecated in Vancouver, Utah, or Tokyo.

Plugin	Status	Description	Details
Cloud Native Operations [sn_k8s]	Deprecated in Washington DC	Use Cloud Native Operations to perform continuous discovery and monitoring of the Kubernetes platforms.	Install the Agent Client Collector for Visibility (ACC-V) application from the ServiceNow Store and review the documentation.
Item Designer [com.glideapp.servicecatalog.item_designer]	Deprecated in Washington DC	The Service Catalog item designer enables non-administrators to create, maintain, and publish catalog items. It uses a structured design and publishing process to ensure consistency of usage.	The Catalog Builder plugin is activated by default on all instances (com.glideapp.servicecatalog.catalo
CSM Agent Workspace [com.snc.agent_workspace.csm]	Deprecated in Washington DC	CSM Agent Workspace enables you to integrate Customer Service Management with other applications.	Install the CSM Configurable Workspace application from the ServiceNow Store.
Customer Service Management for Orders [com.snc.csm.order]	Deprecated in Washington DC	The Customer Service Management for Orders feature adds support for orders and order line items to the Customer Service	Install the Order Management store application.

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Plugin	Status	Description	Details
		Management application.	
Product Model and Catalog Items Relationship [com.snc.product_catalog_relationship]	Deprecated in Washington DC	Enables self-service for customers to request services on products by creating relationships between product models and catalog items.	Install the Customer Service Case Types plugin (com.snc.csm_case_types) and use the service definition feature.
Central Dispatch [com.snc.central_dispatch]	Deprecated in Washington DC	Provides both a list and calendar view of unassigned tasks.	Install and configure the Dispatcher Workspace plugin (com.snc.uib.fsm_dispatcher_works
Journey Accelerator v4.0.3 and below [com.sn_ja]	Deprecated in Washington DC	Helps to create templates for plans and to-do tasks. Managers then use the templates to create and publish customized plans for key employee transitions. Managers, employees, and mentors can access the plans from the Employee Center (EC).	Migrate to replacement Journey Designer application. Journey designer will automatically install Journey Accelerator v5.0+ which is the supported version with Journey designer.
Mobile Studio [com.glide.sg-studio]	Deprecated in Washington DC	Use Mobile Studio to create and modify mobile components for use in any of the ServiceNow mobile apps.	Transition to replacement Mobile App Builder.
HTML Processor [n/a]	Deprecated in Washington DC		Review KB1119956 for steps to disable this feature on your instance.
Badge Reader Integration for Walk-up Experience (Removed from com.snc.badge_reader)	Deprecated in Washington DC	Improve Walk-up Experience user satisfaction by using the Badge Reader Integration application at your on-site walk-up queue locations.	Review the guidance for building a customer bade reader client.

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Plugin	Status	Description	Details
ITSM Agent Workspace and CMDB Agent Workspace [com.snc.agent_workspace.itsm, com.snc.agent_workspace.itsm.landing_page, com.snc.agent_workspace.itsm.landing_page_premium, com.cmdb-workspace]	Deprecated in Washington DC	Improve your ITSM agent experience and manage your IT fulfillment volume more efficiently using ITSM Agent Workspace.	Install the Service Operations Workspace for ITSM application from the ServiceNow Store.
Operator Workspace and CMDB Agent Workspace [com.itom-noc-app, com.oi-scoped-app, com.sn-em-ai-action, com.sn-em-hidden-component com.sn-em-ai-overview, com.sn-em-metric, com.sn_log_viewer com.cmdb-workspace]	Deprecated in Washington DC		Install the Service Operations Workspace for ITOM application from the ServiceNow Store.
Cloud Provisioning and Governance - Terraform Connector for IBM Cloud	Deprecated in Utah.		
CMDB: IT Fundamentals [com.sn_apphealth]	Deprecated in Utah.		Transition to CMDB Data Workspace/ Insights and Data Foundation Dashboard.
CMDB Search [com.snc.cmdb_search]	Deprecated in Vancouver.	Provides enhanced capabilities for searching the CMDB.	Transition to CMDB Workspace.
Connect Support [com.glide.connect.support]	Deprecated in Utah.	Builds on the Connect messaging platform and enables support agents to provide real-time assistance to end users, using queues.	Migrate to Advanced Work Assignment and Agent Chat on the Agent Workspace.
Conversational Integration with Google Assistant [com.sn.va.google.assistant]	Deprecated in Vancouver.	Enables Virtual Agent to interact with requesters through the Google voice interface using the Virtual Agent topics.	Google has deprecated their Conversational Actions functionality as of June 13, 2023. Due to the dependency on this deprecated functionality, support for the 'Conversational Integration with Google Assistant'

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Plugin	Status	Description	Details
			store application also is end.
DevOps Config Insights [com.snc.devops.config.insights]	Deprecated in Vancouver.	Displays reports to quickly identify configuration errors and take action.	The DevOps Config Insights Dashboard that was released earlier with the DevOps Config Insights application is now released with the DevOps Config application. No customer action is required with this change.
Field Service Management Mobile (Legacy) [com.snc.work_management_m]	Deprecated in Vancouver.	Helps your organization manage location-based work more efficiently and safely.	Migrate to the new Field Service Mobile application (com.sn_fsm_mobile) that provides all of the features in Field Service Management Mobile with an improved native experience and better offline capabilities.
Google Hangouts Spoke [com.sn.ghangouts.spoke]	Deprecated in Vancouver.	Provides actions to perform Google Hangouts tasks when events occur in ServiceNow.	If you're using the Google Hangouts Spoke for calendar scheduling, refer to Migration Guide [KB1288254] for guidance on installation and configuration of the Google Calendar application on the ServiceNow Store.
GRC: GDPR DPIA Accelerator [com.sn_irm_gdpr_dpia]	Deprecated in Tokyo.	Allows you to perform data protection impact assessments (DPIA) to protect the personal data of individuals within and outside of the European Union (EU).	Migrate to Privacy Management.

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Plugin	Status	Description	Details
IBM Connector [com.sn.cmp.ibm]	Deprecated in Utah.		Select and activate alternative capability, Integrations Hub or Integrations with Anisble.
Investment Funding [com.snc.investment_planning], [com.snc.investment_planning_pmo]	Deprecated in Tokyo.	Enables continuous and flexible investment funding for the funding entities based on their priorities and strategic objectives. It provides the options of top-down and bottom-up funding and defunding an entity.	Activate Investment Funding on the ServiceNow Store (to be released on Store in September 2021).
iText5 PDF generator [com.snc.pdf_generator]	Deprecated in Tokyo.	Tool to generate PDF documents.	This is replaced by iText7 PDF generator.
ITSM Workforce Optimization [sn_wfo_itsm, sn_wfo_itsm_cnt]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location.	Install the Workforce Optimization for ITSM Configurable Workspace application on the ServiceNow Store.
Legal Service Management [com.snc.legal_service_automation, com.snc.marketing_service_automation, com.snc.finance_service_automation]	Deprecated in Utah.	Lets you launch Legal Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	Customer should find a replacement technology.
Map plugin [com.snc.fsm_map]	Deprecated in Vancouver.	Displays the dispatch map for viewing agents, tasks, and agent routes.	Activate the Dispatcher Workspace plugin [com.snc.uib.fsm_dispatcher_works

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Plugin	Status	Description	Details
Mobile Classic	Deprecated in Tokyo.	User interface for mobile devices running iOS 6+ or Android 4+ with the Chrome browser.	Migrate to ServiceNow Mobile. For guidance on migration, see Migration Guide.
Multi SSO (v1) [com.snc.integration.sso.multi.installer]	Deprecated in Tokyo.		Migrate to the Multi SSO (v2) plugin.
Onboarding Mobile [com.sn_hr_onboarding]	Deprecated in Tokyo.		Migrate to the HR Mobile plugin on the NOW Mobile application.
OpenID Single Sign-On [com.snc.integrations.sso.openid]	Deprecated in Utah.		Transition to "Integration - Multiple Provider Single Sign-On Installer " plugin (com.snc.integration.sso.multi.instal and configure IDP to use the SSO feature.
Performance Analytics Premium for Service Watch Insight [com.snc.pa.premium.swi]	Deprecated in Tokyo.	Enables the Performance Analytics functionality that you're entitled to with a subscription that includes Service Watch Insight and Performance Analytics.	
Recorded Future Integration for Security Operations [com.snc.threat.recordedfuture]	Deprecated in Tokyo.		Migrate to Recorded Future for Security Incident Response and Threat Intelligence on the ServiceNow Store.
SAML 1.1 Single Sign-on - Update 1 [com.snc.sso.saml11.update1] SAML 1.1 Single Sign-On [com.snc.sso.saml11] Integration - OpenID SSO [com.snc.integration.sso.openid]	Deprecated in Utah.	Legacy version of single sign-on used with an external OpenID Provider (OP). OpenID Connect is provided in London but is limited to web services.	Transition to the "Integration - Multiple Provider Single Sign-On Installer" plugin (com.snc.integration.sso.multi.instal and configure IDP to use OIDC-based SSO feature.

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Plugin	Status	Description	Details
SCCM Plugins [com.snc.integration.sccm2007], [com.snc.integration.sccm2012v2], [com.snc.integration.sccm2016]	Deprecated in Tokyo.		Activate replacement plugin, Service Graph Connector for SCCM on the ServiceNow Store.
Service Management Application Designer [com.snc.service_management.core]	Deprecated in Tokyo.	Allows you to create custom applications that use a similar service management workflow.	The feature can be enabled using App Engine Studio (com.snc.app-engine-studio).
Software Asset Management Classic UI	Deprecated in Utah.	Classic user interface for Software Asset Management (com.snc.software_asset_management).	Migrate to Software Asset Workspace (com.sn_sam_workspace) to use the new user interface.
Service Management Geolocation Mobile [com.snc.service_management_m]	Deprecated in Vancouver.	Provides a menu in the mobile UI for Service Management Geolocation.	Migrate to the new Field Service Mobile application that provides all of the features in Service Management Geolocation with an improved native experience.
Standardized Information Gathering (SIG) Assessment [com.snc.sig_asmt_core]	Deprecated in Vancouver.	Processor that was required for importing answers to the SIG questionnaire via excel sheets.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application.
Standardized Information Gathering (SIG) Questionnaire [com.sn_sig_app]	Deprecated in Vancouver.	Store application that was distributed the 2018 and 2019 SIG Questionnaire content. This content is no longer supported by ServiceNow.	Migrate to the GRC: SIG Questionnaire Integration [com.sn_sig_asmt] store application that contains the supported versions of the SIG Questionnaire (2023, 2022, 2021).
Tanium Integration V2 for Security Operations [com.snc.secops.tanium.v2]	Deprecated in Vancouver.	Supports expanded use cases for Tanium capabilities.	Install the Tanium Integration for Security Operations released by

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Plugin	Status	Description	Details
			Tanium on the ServiceNow Store.
Vaccine Administration Management (VAM) 5.0 for CSM [sn_vaccine_sm]	Deprecated in Tokyo.	Provides capabilities to manage vaccinations for infectious diseases from start to finish.	Transition to Healthcare and Life Sciences Service Management.
Vendor Manager Workspace (Legacy) [com.snc.vlm.vmw]	Deprecated in Utah.	Access to the Vendor Manager Workspace.	Migrate to the new workspace, Vendor Management Workspace on the ServiceNow Store.
Virtual Agent Analytics Dashboard [com.glide.cs.pa]	Deprecated in Tokyo.	Virtual Agent out-of-the-box analytics dashboard for reviewing chatbot.	Migrate to replacement technology, Conversational Analytics v1.0 on the ServiceNow Store.
Workforce Optimization for CSM (Legacy) [com_snc_wfo_csm]	Deprecated in Vancouver.	Provides Channel Management, Team Performance, Scheduling, Skill Determination and Coaching capabilities for managers, supervisors, and team leads to improve the quality and efficiency of their customer service teams and enhance team satisfaction.	Transition to the Workforce Optimization for CSM application that is available on the ServiceNow Store. You can configure Workforce Optimization for Customer Service using the UI Builder.
Workforce Optimization for ITSM (Legacy) [com.snc.wfo_itsm]	Deprecated in Vancouver.	Helps you manage and maintain the productivity of your workforce from a single location in the legacy workspace.	Transition to the Workforce Optimization for ITSM (sn_wfo_cfg_itsm) application that is available on the ServiceNow Store. You can configure Workforce Optimization for IT Service Management using the UI Builder.

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Plugin	Status	Description	Details
IE11 Support for Virtual Agent [com.glide.cs.chatbot, com.glide.cs.chatbot.lite]	Support ended for the IE11 browser.		

Plugins planned for deprecation

This table lists the existing plugins that were planned for deprecation in a future release.

Plugin	Status	Description	Details
DevOps Config [com.snc.devops_config] • DevOps Config Exporter Content Pack [com.snc.devops.config.exporter.content] • DevOps Config Policy Content Pack [com.snc.devops.config.policy.content] • Configuration Data Management [com.sn_cdm] • Context Menu Component for Configuration Data Management UI [com.servicenow_cdm_context_menu]	Planned for deprecation on customer's specific contract end term for the DevOps Config application.	Manages and validates configuration data in your DevOps environment using a single system.	
GRC: DevOps Accelerator [com.sn_grc_devops]	Planned for deprecation in the Y release	Enables your customers to evaluate the compliance for DevOps policies and GRC control objectives integrating with Policy as a Code Engine (PaCE).	
Predictive Intelligence Workbench for ITSM [com.sn_piwb_itsm_content]	Planned for deprecation in the Y release	Enables a customer to seed domain specific content to provide implementation guidance for use cases created through Predictive Intelligence Workbench	Install the Task Intelligence for ITSM application from the ServiceNow Store and use the Task Intelligence Admin Console. For more information, see the Task Intelligence for ITSM documentation.

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Plugin	Status	Description	Details
Legal Counsel Center Classic [com.sn_lg_workspace] and Legal Counsel Center Components [com.sn_lg_ws_comps]	Planned for deprecation in the Y release	Legal Counsel Center Classic enables legal department members to categorize, prioritize, and efficiently address legal issues.	Install the Legal Counsel Center application from the ServiceNow Store and review the Legal Counsel Center documentation.
Order Management for Customer Service Management [com.sn_csm_order_mgmt]	Planned for deprecation in September 2028 or Order Management subscription term end date (whichever is earlier)	Order Management provides the ability to create, manage, and track orders.	Install the new Order Management application from the ServiceNow Store and review the documentation for configuration guidance.
IBM Dynamic Translation [com.glide.ibm_translation_spoke]	Planned for deprecation in December 2024	This spoke is available in the Store, and it works with ServiceNow's Dynamic Translation plugin. There are alternative translation services (Google, Microsoft) available.	IBM announced end of life of the Watson Language Translator with end of support on June 10, 2024 and permanent removal on December 10, 2024. Review the Dynamic Translation documentation to explore the available Dynamic Translation services with Google and Microsoft.
Site Reliability Metrics and [com.sn_srm]	Planned for deprecation in the Y release	Captures application performance signals from the Application Performance Management (APM) tool, typically referred to as Service Level Indicators (SLIs). The SRM application then allows for the creation of Service	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.

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Plugin	Status	Description	Details
		Level Objectives (SLOs), Error Budgets (EB), and policy-based actions.	
Site Reliability Operations [com.sn_srops]	Planned for deprecation in the Y release	Increases the visibility of microservices in a single workspace by onboarding teams and registering services in minutes. It improves observability by quickly connecting to telemetry via Webhook integrations and resolves incidents faster with alert automation.	Install the Service Reliability Management application from the ServiceNow Store and review the launch blog to learn more about the application and features.
Knowledge Management v3 [com.snc.knowledge3]	Planned for deprecation in the Y release	The Knowledge Management v3 homepage will no longer be deployed or activated beginning in the Washington DC release.	Install and configure the Knowledge Management Service Portal plugin (com.snc.knowledge_serviceportal) using the guidance in Configuring Knowledge Management, and set the system property sn_km_portal.glide.knowman.servic to true to activate redirection from the v3 homepage to the Portal.
Cloud Discovery setup using classic Cloud Discovery	Planned for deprecation in the X release.	Enables you to set up Cloud Discovery for performing cloud discovery and using Cloud Provisioning and Governance for managing discovered cloud resources.	Install Cloud Operations Workspace (COW) on the ServiceNow Store.

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Plugin	Status	Description	Details
Cloud Spend Dashboard [sn_sam_cld_spend]	Planned for deprecation in the X release.	Helps you view all cloud spend on a single dashboard, including software, platform, and infrastructure.	Install the Asset Executive Workspace on the ServiceNow Store.
Employee Campaigns for Workplace from Facebook [com.snc.sn_fb_wp_campaigns]	Planned for deprecation in the X release.	Enables you to package your content into a campaign and publish the content to groups on Workplace from Facebook.	No replacement. If you are using this application, you have the option to maintain the unsupported application as custom code.
Facilities Service Management [com.snc.facilities_service_automation]	Planned for deprecation in March 2025 or last subscription term end.	Manages facilities requests and enables users to report and track requests by their location. To view requests on a floor plan, the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is required. Integration files installed when the Facilities Visualization Workbench (com.snc.facilities_service_automation.fvw) plugin is also installed. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	Transition to Workplace Service Delivery.
Facilities Visualization Workbench [com.snc.facilities_service_automation.fvw]	Planned for deprecation in March 2025 or subscription term end.	Enables the interactive floor plan functionality.	Transition to Workplace Service Delivery.
Field Service Map [com.snc.fsm_map]	Planned for deprecation in the X release.	Displays the dispatch map for viewing agents,	Install and configure the Field Service Dispatcher workspace. For

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Plugin	Status	Description	Details
		tasks, and agent routes.	guidance, see Configuring Dispatcher Workspace.
Finance Service Management [com.snc.finance_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Finance Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
FSM Agent Classic Workspace [com.snc.agent_workspace.fsm]	Planned for deprecation in the X release.		Install and configure the Field Service Dispatcher workspace. For guidance, see Configuring Dispatcher Workspace.
Global Reporting Initiative (GRI) Content Accelerator for ESG [com.sn_esg_gri]	Planned for deprecation in the X release.	Offers ESG frameworks such as authority documents and citations and provides the related metric definitions. This enables the customers to expedite their ESG regulatory compliance journey and put them at the forefront of the regulatory compliance landscape.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see Unified content management.
HR Agent Mobile [com.sn_hr_mobile_agent]	Planned for deprecation in the X release.		No replacement. If you are using this plugin, you have the option to maintain the unsupported

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Plugin	Status	Description	Details
			plugin as custom code.
HR Agent Workspace [com.sn_hr_agent_workspace]	Planned for deprecation in the X release.	Use the HR Service Delivery Agent Workspace to interact with employees, respond to inquiries, and resolve issues quickly.	Install and configure the HRSD Configurable Agent Workspace for Case Management. For guidance, see Agent Workspace for HR Case Management (Configurable) and Community Article.
HR Service Delivery v1.0 (Legacy) [com.snc.hr.core.cms, com.snc.hr.core, com.snc.hr.hr_connect, con.snc.hr.pa, com.snc.hr.service_portal]	Planned for deprecation in the X release.	Unlocks enterprise productivity and give your employees the service experience they deserve.	Migrate to the Human Resources Core v2.0 scoped application [com.sn_hr_core].
Instance Security Center [sn_isc_core, sn_isc_nlu, sn_isc_va]	Planned for deprecation in the X release.	Monitors the compliance level of instance security controls, view security event monitoring metrics, and configure and maintain instance security settings all from within the Instance Security Center.	Install ServiceNow Security Center on the ServiceNow Store. For guidance, see Security Center.
ITSM Pro - Service Owner Workspace [com.spm_owner_workspace]	Planned for deprecation on subscription term end or on migration to Digital Portfolio Management.	Provides a premium Service Portfolio Management experience. Portfolio managers and service owners access an integrated and graphically intuitive user interface to manage and monitor portfolios and services.	Migrate to Digital Portfolio Management on the ServiceNow Store.
MaestroRS	Planned for deprecation		Activate the four Business

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Plugin	Status	Description	Details
[app-irm-bcm]	on customer's specific contract end term for MaestroRS application.		Continuity Management replacement applications on the ServiceNow Store; • GRC: Business Continuity Management – Core • GRC: Business Continuity Planning • GRC: Business Impact Analysis • GRC: Business Continuity Management – Components
Marketing Service Management [com.snc.marketing_service_automation]	Planned for deprecation in February 2023 or last subscription term end.	Lets you launch Marketing Service Automation and other service management applications. Activation of this plugin on production instances may require a separate license. Contact ServiceNow for details.	
Microsoft AD Spoke for IntegrationHub [com.sn.ad.spoke]	Planned for deprecation on contract end date or March 2028 (whichever is earlier).	Provides actions that a Process Analyst can use when designing flows. The actions allow them to automate the management of users, groups, computers, and objects in AD.	Install the Microsoft Active Directory v2 Spoke application on the ServiceNow Store For guidance, see Migration Guide [KB1284583].
Social Q&A [com.sn_kb_social_qa]	Planned for deprecation in a future release.	Allows users to ask and respond to questions and vote on questions and answers. Social Q&A extends the Knowledge application and	

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Plugin	Status	Description	Details
		uses existing Knowledge functionality such as user criteria and multiple knowledge bases. By default, this plugin is active for existing customers upgrading to the Paris release. Beginning with Paris, the plugin is inactive for new customers.	
Service Graph Connector for ExtraHop [com.snc.cmdb.extrahop_integration]	Planned for deprecation in the X release.	Provides capabilities to pull data from the ExtraHop application into your ServiceNow instance.	Install the Service Graph Connector for ExtraHop Reveal(x) application on the ServiceNow Store. This application is owned by ExtraHop.
Sustainability Accounting Standards Board (SASB) Content Accelerator for ESG [com.sn_esg_sasb]	Planned for deprecation in the X release.	The SASB Accelerator is designed for use with the ESG Management and Reporting application to enable customers to easily adopt the SASB framework to produce their ESG disclosures.	Install the ESG Content Accelerator application from the ServiceNow Store. For guidance, see Unified content management
Trusted Security Circles [sn_ti], [sn_tis_a]	Planned for deprecation in September 2023 or last subscription term end.		
Vendor Performance Management [com.snc.vendor_performance], [com.snc.vendor_ticket]	Planned for deprecation in March 2024 or subscription term end.	Provides capabilities to measure, manage, and track vendor data and compare performance characteristics in unique graphical views.	Transition to Vendor Manager Workspace, included in ITSM Pro v2 subscription package.

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Renamed and changed plugins from Tokyo to Washington DC

This table lists the existing plugins that were renamed or changed in Tokyo, Utah, Vancouver, or Washington DC.

Plugin	Status	Description	Details
Virtual Agent API (sn_va_as_service)	Changed in Washington DC.	Integrates any chat interface or a bot with Virtual Agent or Agent Chat.	The com.sn.omnichannel.callback plugin has been removed and the com.sn_ext_agent_management_ut plugin is now a dependency.
Advanced Goal Framework [sn_gfa]	Renamed in Utah.	Provides the capability to monitor the goal progress in real-time by automating the actual value of the targets from any source present on the ServiceNow AI Platform.	Renamed to Goal Framework for SPM.
Alignment Planner Workspace [sn_align_ws]	Renamed in Utah.	Prioritize, roadmap, and track work for traditional waterfall approaches and enhance your project and demand management.	Renamed to Portfolio Planning.
Cloud Insights [sn_clin]	Renamed in Utah.	Enables to analyze the full range of costs associated with your cloud assets so you can identify and take action on opportunities to optimize operations and save money.	Renamed to Cloud Cost Management.
Lenses for Alignment Planner Workspace [sn_apw_advanced]	Renamed in Utah.	Prioritize all work, align goals, visually roadmap, and track progress when using Agile, waterfall, or hybrid approaches.	Renamed to Strategic Planning.
Manufacturing Common [com.sn_mfg_common]	Renamed in Vancouver.	Common dependencies that enable you to use the Operational	Renamed to Industrial Workspace Common.

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Plugin	Status	Description	Details
		Technology solution.	
Manufacturing Process Manager [com.sn_otsm]	Renamed in Vancouver.	Enables your teams to map and visualize the industrial equipment models and associated production processes at individual facilities.	Renamed to Industrial Process Manager.
Process Optimization Content Pack for FSM [com.snc.fsm_process_optimization]	Renamed in Vancouver.	Creates business process flows from the work order task data in audit trails, allowing process owners to perform in-depth analysis and discover process insights to improve business outcomes.	Renamed to Process Mining Conent Pack for FSM.
Software Asset Management Playbook [com.sn_sam_playbook]	Renamed in Vancouver.	Playbooks and Guided Setups provide step-by-step guidance for completing tasks in your daily software management activities.	Renamed to Software Asset Management Playbooks and Guided Setups.
Workplace Safety Management [sn_wsd_core]	Renamed in Vancouver.	Helps to create a safe, seamless and managed processes for employees in the workplace.	Renamed to Workplace Core.

Plugins in maintenance mode

This table lists the existing plugins that are in maintenance mode.

Plugin	Status	Description	Details
Advanced Work Assignment for CSM [com.sn_csm.awa]	Maintenance mode only.	Activating Customer Service (com.sn_customerservice) plugin will activate this plugin.	
CMS User Interface - Service Management Core [com.snc.service_management.core.cms]	Maintenance mode only.	All Content Management System items (blocks, pages,	

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Plugin	Status	Description	Details
		and menus) used to reference core IT self-service applications are packaged in this plugin. It is also the core foundation for all Service Management applications.	
Content Management [com.glide.cms]	Maintenance mode only.		
Content Management Extended Types [com.glide.cms.types]	Maintenance mode only.	An extension to Content Management that adds iFrames and Flash frames. Use Service Portal for new development instead of CMS. Service Portal is an alternative to CMS with a refined user experience, and is active by default in the base system. For more information, see Service Portal and Content Management and Service Portal.	
Content Management IFrame Type [com.glide.cms.type.iframe]	Maintenance mode only.		
Content Management Flash Type [com.glide.cms.type.flash]	Maintenance mode only.		
CSM Account Hierarchy [com.snc.sn_csm_account_hierarchy]	Maintenance mode only.		
CSM Lookup and Verify [com.snc.sn_csm_lookup_verify]	Maintenance mode only.		

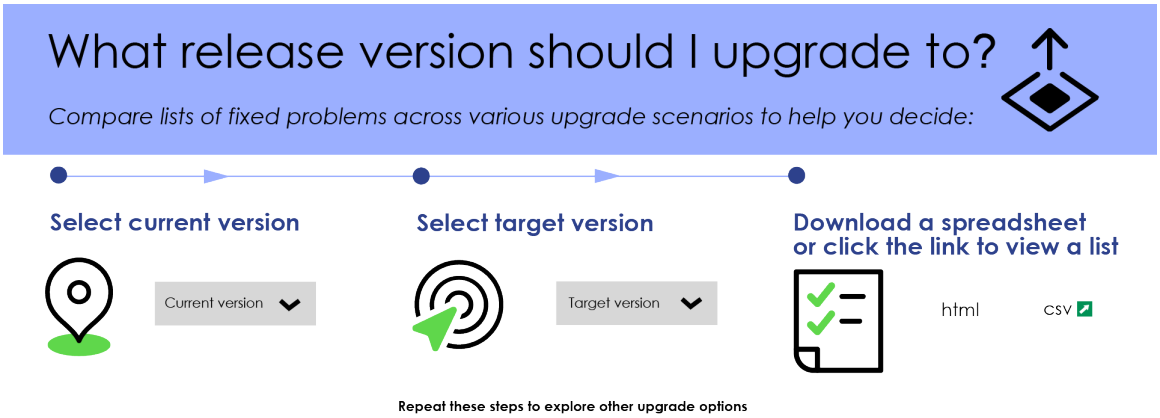
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Plugin	Status	Description	Details
CSM Workspace - Components [com.csm_workspace_components]	Maintenance mode only.		
Facilities Move Management [com.snc.facilities_service_automation.move]	Maintenance mode only. Planned for deprecation in March 2025 or subscription term end.	Enables single user move functionality as well as Enterprise Move and move planning functionality.	Transition to Workplace Service Delivery.
Facilities Service Management CMS Portal [com.snc.facilities_service_automation.cms]	Maintenance mode only.		
Facilities Service Management Mobile [com.snc.facilities_service_automation_m]	Maintenance mode only.	Manages facilities service management mobile components.	
Field Service Management CMS Portal [com.snc.work_management.cms]	Maintenance mode only.	Lets you launch Field Service Automation and other service management applications from a single CMS page.	
Human Resources Application: Core CMS [com.snc.hr.core.cms]	Maintenance mode only.	Provides case and knowledge management for HR. Standardizes the documentation, interaction, and fulfillment of employee inquires and requests while having visibility into the quantity and type of cases coming in.	
Lookup and Verify [com.snc.sn_lookup_and_verify_config]	Maintenance mode only.		
Service Catalog CMS Extension [com.glideapp.servicecatalog.cms]	Maintenance mode only.	Provides the ability to define the catalog experience within CMS.	

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Personalized PRB release notes for upgrades to Washington DC

If you are thinking about upgrading to the Washington DC family, problem (PRB) fixes can be an important factor in your upgrade plans. Compare the lists of fixed problems across various Washington DC upgrade scenarios to help you decide which release version to upgrade to.



Generate cumulative PRB release notes

To create personalized release notes for your upgrade, use the **Filter by** feature to select your current release version and your target version. The table will filter to show you the personalized release notes for the selected upgrade scenario. You can view the cumulative PRB release notes in HTML or download them in a CSV file. We are working on improving the HTML display of these release notes, but in the meantime, we hope you enjoy this personalized release notes experience.

Warning:
The personalized PRB release notes now include security PRB fixes. You can filter on the PRB tables by security category, or you can search for the text "Security bug."

Fixed problems in upgrades to Washington DC

Only available target release versions are listed in the personalized release notes generator. For further information on a PRB, documentation updates, or fixes included for a specific release version, you can also browse the standard release notes topics on the ServiceNow Product Documentation website.

Important:
Be sure to upgrade to the latest release version that includes all of the PRB fixes you are interested in.

Current version	Target version	View	Download
WashingtonDC Early Access	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Early Access to WashingtonDC Patch 10 Hot Fix 1csv

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(continued)

Current version	Target version	View	Download
			from WashingtonDC Early Access to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Early Access Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Early Access Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Early Access Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 1 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 1 Hot Fix 1 to WashingtonDC

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Current version	Target version	View	Download
			Patch 10 Hot Fix 1csv from WashingtonDC Patch 1 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 1 Hot Fix 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 1 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 1 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 2 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 2 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 2 Hot Fix 1 to

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Current version	Target version	View	Download
			WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 2 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 2 Hot Fix 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 2 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 2 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 3	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 3 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 3 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 3 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 3 Hot

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Current version	Target version	View	Download
			Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 3 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 3 Hot Fix 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 3 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 3 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 3 Hot Fix 3	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 3 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 3 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1

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Current version	Target version	View	Download
WashingtonDC Patch 4	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 4 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 4 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 4 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 4 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 4 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 4 Hot Fix 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 4 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 4 Hot Fix 2 to WashingtonDC Patch

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Current version	Target version	View	Download
			10 Hot Fix 1
WashingtonDC Patch 5	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 5 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 5 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 5 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 5 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 5 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 5 Hot Fix 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 5 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 5 Hot Fix 2 to WashingtonDC

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(continued)

Current version	Target version	View	Download
			Patch 10 Hot Fix 1
WashingtonDC Patch 5 Hot Fix 3	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 5 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 5 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 5 Hot Fix 4	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 5 Hot Fix 4 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 5 Hot Fix 4 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 5 Hot Fix 5	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 5 Hot Fix 5 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch

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(continued)

Current version	Target version	View	Download
			5 Hot Fix 5 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 5 Hot Fix 6	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 5 Hot Fix 6 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 5 Hot Fix 6 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 6	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 6 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 6 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 6 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 6 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC

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Current version	Target version	View	Download
			Patch 6 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 6 Hot Fix 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 6 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 6 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 6 Hot Fix 3	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 6 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 6 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 7	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 7 to WashingtonDC Patch 10 Hot Fix 1csv

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Current version	Target version	View	Download
			from WashingtonDC Patch 7 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 7 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 7 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 7 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 7a	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 7a to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 7a to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 7b	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 7b to WashingtonDC Patch 10 Hot Fix 1csv from

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(continued)

Current version	Target version	View	Download
			WashingtonDC Patch 7b to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 7b Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 7b Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 7b Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 8	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 8 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 8 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 8 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 8 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from

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(continued)

Current version	Target version	View	Download
			WashingtonDC Patch 8 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 8 Hot Fix 2	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 8 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 8 Hot Fix 2 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 8 Hot Fix 3	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 8 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 8 Hot Fix 3 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 9	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 9 to WashingtonDC Patch 10 Hot

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(continued)

Current version	Target version	View	Download
			Fix 1csv from WashingtonDC Patch 9 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 9 Hot Fix 1	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 9 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 9 Hot Fix 1 to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 9a	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 9a to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 9a to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 9b	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 9b to WashingtonDC Patch 10 Hot Fix 1csv

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(continued)

Current version	Target version	View	Download
			from WashingtonDC Patch 9b to WashingtonDC Patch 10 Hot Fix 1
WashingtonDC Patch 10	WashingtonDC Patch 10 Hot Fix 1		from WashingtonDC Patch 10 to WashingtonDC Patch 10 Hot Fix 1csv from WashingtonDC Patch 10 to WashingtonDC Patch 10 Hot Fix 1

Available patches and hotfixes

The Washington DC family includes patches and hotfixes.

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Q3 2025 Patching Program Targets

Targets are subject to change prior to patching. Target versions change only if absolutely necessary.

Releases	Patch target option	Release notes
Yokohama	Yokohama Patch 4b	Yokohama
Xanadu	Xanadu Patch 9b	Xanadu
Washington DC	Washington DC Patch 10 Hotfix 3b	Washington DC

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Available versions

To view security patch and security hotfix release notes, log into support.servicenow.com (formerly HI).

Release version	Release type	Released on	Availability
Washington DC Patch 10 Hotfix 5b	Hotfix	2025/08/06	Unavailable
Washington DC Patch 10 Hotfix 4b	Hotfix	2025/07/16	Unavailable
Washington DC Patch 10 Hotfix 4	Hotfix	2025/04/24	Unavailable
Washington DC Patch 10 Hotfix 3b	Hotfix	2025/05/27	Available
Washington DC Patch 10 Hotfix 3	Hotfix	2025/03/26	Unavailable
Washington DC Patch 10 Hotfix 2b	Security patch	2025/05/15	Unavailable
Washington DC Patch 10 Hotfix 2a	Security patch	2025/04/15	Unavailable
Washington DC Patch 10 Hotfix 2	Hotfix	2025/03/13	Unavailable
Washington DC Patch 10 Hotfix 1	Hotfix	2025/02/26	Unavailable
Washington DC Patch 10 Washington DC Patch 10 security fixes	Patch	2025/02/07	Unavailable
Washington DC Patch 9 Hotfix 1	Hotfix	2025/01/08	Unavailable
Washington DC Patch 9b	Security patch	2025/02/18	Unavailable
Washington DC Patch 9a	Security patch	2025/01/14	Unavailable
Washington DC Patch 9 Washington DC Patch 9 security fixes	Patch	2024/12/05	Unavailable
Washington DC Patch 8 Hotfix 3	Hotfix	2024/11/22	Unavailable
Washington DC Patch 8 Hotfix 2	Hotfix	2024/10/23	Unavailable
Washington DC Patch 8 Hotfix 1	Hotfix	2024/10/14	Unavailable
Washington DC Patch 8 Washington DC Patch 8 security fixes	Patch	2024/10/03	Unavailable
Washington DC Patch 7 Hotfix 1	Hotfix	2024/11/07	Unavailable
Washington DC Patch 7b Hotfix 1	Hotfix	2024/11/25	Unavailable
Washington DC Patch 7b	Security patch	2024/11/12	Unavailable
Washington DC Patch 7a	Security patch	2024/10/08	Unavailable
Washington DC Patch 7 Washington DC Patch 7 security fixes	Patch	2024/09/05	Unavailable

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Release version	Release type	Released on	Availability
Washington DC Patch 6 Hotfix 3	Hotfix	2024/09/10	Unavailable
Washington DC Patch 6 Hotfix 2	Hotfix	2024/08/29	Unavailable
Washington DC Patch 6 Hotfix 1	Hotfix	2024/08/23	Unavailable
Washington DC Patch 6 Washington DC Patch 6 security fixes	Patch	2024/08/01	Unavailable
Washington DC Patch 5 Hotfix 6	Hotfix	2024/10/17	Unavailable
Washington DC Patch 5 Hotfix 5	Hotfix	2024/09/12	Unavailable
Washington DC Patch 5 Hotfix 4	Hotfix	2024/08/14	Unavailable
Washington DC Patch 5 Hotfix 3	Hotfix	2024/08/06	Unavailable
Washington DC Patch 5 Hotfix 2	Hotfix	2024/07/30	Unavailable
Washington DC Patch 5 Hotfix 1	Hotfix	2024/07/18	Unavailable
Washington DC Patch 5 Washington DC Patch 5 security fixes	Patch	2024/07/03	Unavailable
Washington DC Patch 4 Hotfix 2b	Hotfix	2024/09/25	Unavailable
Washington DC Patch 4 Hotfix 2	Hotfix	2024/07/18	Unavailable
Washington DC Patch 4 Hotfix 1b	Security patch	2024/08/21	Unavailable
Washington DC Patch 4 Hotfix 1a	Security patch	2024/07/16	Unavailable
Washington DC Patch 4 Hotfix 1	Hotfix	2024/06/20	Unavailable
Washington DC Patch 4 Washington DC Patch 4 security fixes	Patch	2024/06/06	Unavailable
Washington DC Patch 3 Hotfix 3	Hotfix	2024/06/12	Unavailable
Washington DC Patch 3 Hotfix 2	Hotfix	2024/06/06	Unavailable
Washington DC Patch 3 Hotfix 1	Hotfix	2024/05/20	Unavailable
Washington DC Patch 3 Washington DC Patch 3 security fixes	Patch	2024/05/09	Unavailable
Washington DC Patch 2 Hotfix 2	Hotfix	2024/06/06	Unavailable
Washington DC Patch 2 Hotfix 1	Hotfix	2024/04/19	Unavailable
Washington DC Patch 2 Washington DC Patch 2 security fixes	Patch	2024/04/11	Unavailable
Washington DC Patch 1 Hotfix 3b	Hotfix	2024/05/31	Unavailable

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Release version	Release type	Released on	Availability
Washington DC Patch 1 Hotfix 2b	Security patch	2024/05/21	Unavailable
Washington DC Patch 1 Hotfix 2a	Security patch	2024/04/11	Unavailable
Washington DC Patch 1 Hotfix 2	Hotfix	2024/04/02	Unavailable
Washington DC Patch 1 Hotfix 1	Hotfix	2024/03/25	Unavailable
Washington DC Patch 1 Washington DC Patch 1 security fixes	Patch	2024/03/20	Unavailable
Washington DC Patch EA Hotfix 1	Hotfix	2024/02/06	Unavailable
Washington DC security and notable fixes All other Washington DC fixes	Feature Early Availability	2024/02/01	Unavailable

- Available: Any user can upgrade to the version. "Available" versions will appear on the Instance Upgrade Management Dashboard.

  ServiceNow Patching Program targets and patches are immediately available. Users do not need to request an entitlement to schedule an upgrade to these versions.
- Available by request: Contact Customer Service and Support for approval to upgrade to the version.
- Unavailable: The release version is not available.

MetricBase releases

For the latest MetricBase on-premise release notes, refer to KB0748185.

Ancillary software releases

For information about latest Password Reset Windows Application, ODBC driver, and all other ancillary software available for download from the ServiceNow Store, see ServiceNow Store release notes.

Washington DC Patch 10 Hotfix 4b

The Washington DC Patch 10 Hotfix 4b release contains fixes to these problems.

Build information:

Build date: 07-13-2025_0705

Build tag: glide-washingtondc-12-20-2023__patch10-hotfix4b-07-13-2025

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

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Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1858894 KB2027692	Application Programming Interface (API), Now Platform, and GraphQL are slow due to the Table Cleaner being throttled causing heavy replication lag	API, Now Platform, and GraphQL calls are slow specifically because of the Table Cleaner on sys_activity shards. Using Instant Alter added an index, and as a result, all records were replicated with the load causing replication lag. When replication lag is detected, Table Cleaners are throttled, which can exacerbate the amount of data that is being replicated and cause timeouts. Timeouts are caused by the Table Cleaner running synchronously in the Activity Stream load request.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 10 Hotfix 3b
- Washington DC Patch 9
- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2

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- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 10 Hotfix 4

The Washington DC Patch 10 Hotfix 4 release contains fixes to these problems.

Build information:

Build date: 04-20-2025_2148

Build tag: glide-washingtondc-12-20-2023__patch10-hotfix4-04-15-2025

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1858894 KB2027692	Application Programming Interface (API), ServiceNow AI Platform, and GraphQL are slow due to the Table Cleaner being throttled, causing heavy replication lag	API, ServiceNow AI Platform, and GraphQL calls are slow specifically because of the Table Cleaner on sys_activity shards. Using Instant Alter added an index, and as a result, all records were replicated with the load causing replication lag. When replication lag is detected, Table Cleaners are throttled, which can exacerbate the amount of data that is being replicated and cause timeouts. Timeouts are caused by the Table Cleaner running synchronously in the Activity Stream load request.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Platform Analytics Filters PRB1732587	The search keyword is not trimmed	After applying values in a multi select filter, there are no results for the applied values, and the keyword that was searched is not trimmed. This problem was observed in Vancouver and Washington DC instances.	1. Create a multi select filter on the **incident.assignment _group** field on a dashboard. 2. Search using the keyword **database** on runtime. 3. Select **Database** and another value that includes the keyword **DataBase**. 4. Apply both values. 5. Open the filter. 6. Copy and paste the keyword **Database** in the search, do not enter it manually. Expected behavior: Both applied values should be displayed and keyword is trimmed. Actual behavior: Notice that there is no result for the applied values and keyword is not trimmed.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 10 Hotfix 3
- Washington DC Patch 9
- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 10 Hotfix 3b

The Washington DC Patch 10 Hotfix 3b release contains fixes to these problems.

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Build date: 05-23-2025_1940

Build tag: glide-washingtondc-12-20-2023__patch10-hotfix3b-05-20-2025

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
List Administration PRB1894614	To reduce regressions, query ACLs are only enforced when certain conditions are met for GlideAggregate		
List Administration PRB1894616	To reduce regressions, query ACLs are only enforced when certain conditions are met for Related Lists		

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 10 Hotfix 2b
- Washington DC Patch 10
- Washington DC Patch 9
- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3

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- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 10 Hotfix 3

The Washington DC Patch 10 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 03-20-2025_0028

Build tag: glide-washingtondc-12-20-2023__patch10-hotfix3-03-19-2025

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Word Document APIs PRB1840050	The Docx4j version should be updated to support ServiceNow WordDocumentAPIs after a recent update of Microsoft Office Word 16.91	There's a new XML tag that is added in to docx format by Microsoft. The respective docx4j library has updated (8.3.13), which has to be updated in the WordDocumentAPIs services.	1. Create a Word template document with MS Office Word with the 16.91.x version. 2. Add it to the 'Contract' template. 3. Parse it. 4. Initiate a contract with this template document. Observe that the document is generated, but if it's downloaded and opened, it displays the document as corrupted.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 10 Hotfix 2
- Washington DC Patch 10

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- Washington DC Patch 9
- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 10 Hotfix 2

The Washington DC Patch 10 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 03-12-2025_0251

Build tag: glide-washingtondc-12-20-2023__patch10-hotfix2-03-11-2025

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Discovery PRB1860779	True-up licensing app	This problem is for true-up licensing.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 10 Hotfix 1
- Washington DC Patch 10

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- Washington DC Patch 9
- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 10

The Washington DC Patch 10 release contains important problem fixes.

Washington DC Patch 10 was released on February 7, 2025.

- Build date: 01-31-2025_0756
- Build tag: glide-washingtondc-12-20-2023__patch10-01-15-2025

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

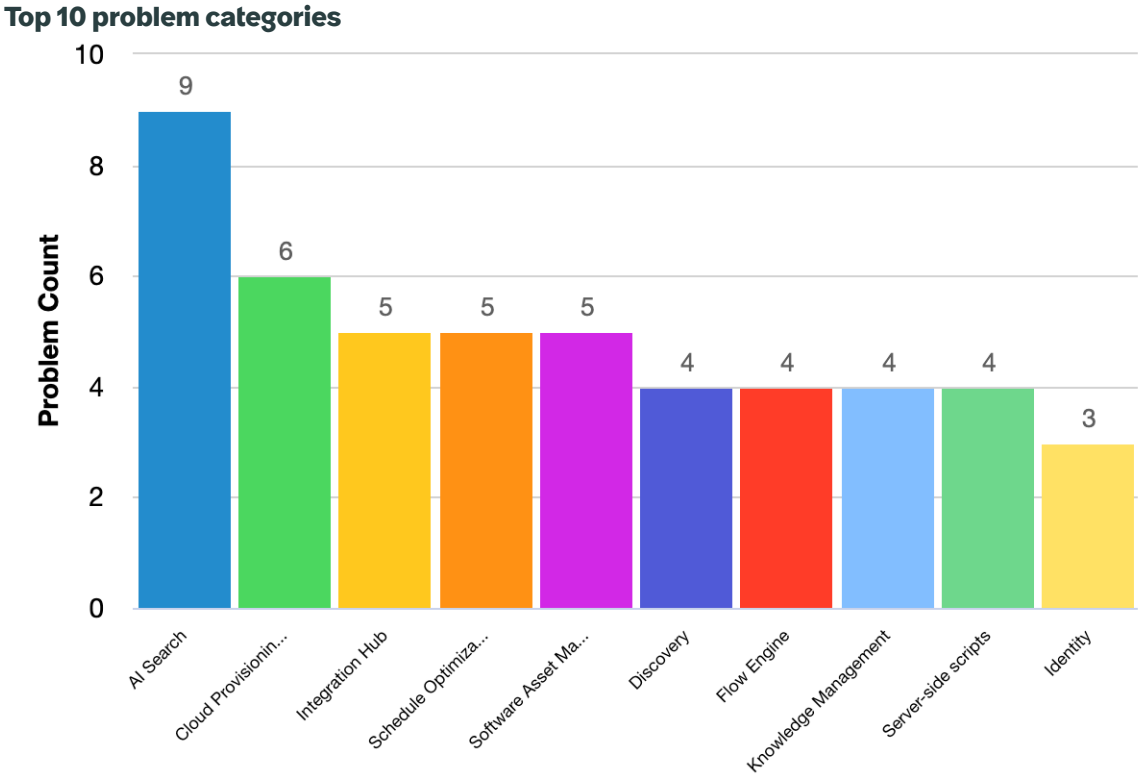
Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Washington DC Patch 10 includes 164 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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Security-related fixes

Washington DC Patch 10 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 10, refer to KB1807174.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Approvals PRB1845668 KB1810362	Multi-Level approval skips steps due to race conditions	Overlapping transactions on the sc_req_item table causes race conditions allowing approval steps to be skipped.	Refer to the listed KB article for details.
Discovery PRB1804276 KB1702685	Discovery Application Dependency Mapping (ADM) process classifiers put incorrect configuration items (CI) in	When the ADM probe runs, matching process classifiers trigger probes specific to applications. The code involved in specifying the CI to put in the probe output is in the script include	**1.** Open NGINX on a Linux server to use as an example. **2.** Open a Vancouver instance. **3.** Discover a host to create a NGINX CI is created. **4.** Upgrade the instance to Washington DC.

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Problem	Short description	Description	Steps to reproduce
	the probe ecc_queue outputs, leading to data from the application only to be updated in the computer CI	ApplicationDependencyMapping, which puts the parent computer CI in instead of the application CI. As a result, the computer CI is updated and overwritten rather than the application CI, and the application CI is not updated.	5. Clear out the version value from the existing application CI. 6. Discover the Linux host. Notice that the example version is not repopulated in the NGINX CI.
Discovery PRB1833554	IP exclusion doesn't work as expected when the schedule contains an IP net-mask alone	If at least one IP list is added to the original schedule which had only subnet, exclusions work as expected.	1. Create a discovery schedule. 2. In quick ranges (or otherwise), add an IP using a subnet mask alone. Do not add any other type. 3. Add IP exclusion records that are supposed to exclude the whole range above or partial (that would exclude something from the above range). 4. Trigger discovery. Observe that the IP exclusion does not occur, despite the record types (IP list, range, sub net masks - are used for exclusion).
List Administration PRB1770231	A list doesn't load when a fixed filter is null and a live list is enabled	The 'List' screen hangs when applying a filter.	
Software Asset Management PRB1722817 KB1634661	'SAM - Deduplication Worker' has a long-running query	The logs show the query is slow.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1748492	The journal tile in now-activity-stream-connected doesn't pick up the correct	After updating the language preference, the 'Work notes' string doesn't get updated unless the user opens	

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Problem	Short description	Description	Steps to reproduce
	language after the language preference are changed	a /cache.do page to clear the cache.	
Activity Stream PRB1775777	g_form.setValue() doesn't work as expected on Workspace when applied to the **Comments** field	The g_form.setValue can be used to update a field on a record form. Sometimes it is used to update a field with a value captured via the g_form.getValue(). This behavior works without issue in the native UI. However, when trying to apply this same action to the Workspace view, it doesn't work under certain circumstances.	1. Create a UI action on HR Workspace. 2. Navigate to HR Workspace. 3. Select any sn_hr_er_case record from the HR workspace. 4. Add text to the **Comments** field. 5. Select **Add signature**. Expected behavior: The **Comments** field should be populated with both the current text and the message 'This is a test'. Actual behavior: The **Comments** field doesn't change.
Adaptive Authentication PRB1657050	The 'Trusted Mobile Device' filter should also be used in the Post Authentication context	After creating a policy in the Post Authentication context with allowed IP ranges and Mobile App conditions, a user with a trusted, registered device should be able to log into the instance from the Now Mobile App. Currently, the login fails when the user uses a registered device with an IP that isn't allow-listed. The Trusted Mobile device filter can be used pre-authentication, but should also be supported post-authentication.	1. Search for 'Post Authentication context' with the application navigator. 2. Navigate to the **Post Authentication** > **context** module. 3. Create a policy in the Post Authentication context with allowed IP ranges and Trusted Mobile App conditions. 4. Enable Adaptive Authentication and Device Trust on the instance. 5. Select **User Profile.** 6. Select **UI action.** 7. Register a trusted mobile device. Notice that it displays a QR code to register the device. 8. Open the NowMobile app. 9. Register the device by scanning the QR code. 10. Log in to the instance from the Now Mobile app after registering the device. Expected behavior: The user should be able to log in to the instance, as the user has registered the device, and post-authentication policies should pass and allow the user to log into the instance.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The user login fails from the registered device from an IP that is not allow-listed when the Trusted Mobile Filter is used in post-authentication.
Advanced Work Assignment PRB1824092	Work items aren't counting towards the capacity recalculation total when they are matched with an agent but not yet offered	This can lead to an agent being assigned extra work during the next assignment round due to having an artificially low workload.	1. On a multi-node instance, set up a scenario with an agent who is available on an AWA service channel and has a max capacity of two. 2. Create a large backlog of new interactions to route to this channel. 3. Write a business rule to add a ten second delay before awa_work_item updates that set the assigned_to field. 4. As the agent, go online and accept the two work items as they are offered. 5. Close one interaction. 6. Wait a few seconds, then close the other interaction. Expected behavior: Exactly two more work items appear in the inbox. Actual behavior: The agent may be offered three work items.
AI Search Assist PRB1765456	How-to template articles do not render body content in the 'Create incident' contextual search in Employee Center	On accessing the KB articles displayed while submitting an incident using record producer form, articles with a How-To template don't render body content in the portal.	
AI Search PRB1727142	The range facet doesn't display for late-binding indexed sources	AIS only has a value field for a range facet, and a label field for discrete facet in the past. Now, AIS has both a value and a label for range facet, and a value for a discrete facet.	1. Make incident index source force late binding. 2. Create incident.sys_created_on facet for global search. 3. Search for *** in global search. 4. Select the **Incident** tab. Expected behavior: sys_created_on facet should be shown on the left.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: sys_created_on doesn't appear, and the other incident facet shows as expected.
AI Search PRB1766750	UX should respect timeouts on asynchronous Genius results	The UI doesn't short circuit and display 'request timed out' or something similar. This may cause issues if the asynchronous LLM request fails for some reason and doesn't send back a response. It causes the page to continuously display a loading effect.	
AI Search PRB1794353	v_search_genius_result becomes unreadable after opening a v_search_genius_result ACL	AI Search stops rendering Genius Results after opening a v_search_genius_result ACL record. A Null Pointer Exception (NPE) is observed in the system logs.	1. Search with an AI Search search application and confirm the observation of Genius results. 2. Open the 'Access Controls' table (sys_security_acl). 3. Search for any v_search_genius_result ACL and select it. 4. Search again. Observe that the Genius results are no longer rendering.
AI Search PRB1797747 KB1706071	The Genius Results Loading Spinner shows up despite unconfigured Genius Results	The top spinner is visible when Genius results aren't linked and sometimes spins for a longer period of time. This occurs even if Genius results aren't linked to a profile used in the application that is being searched. The loader causes the page to continue rendering even if Genius results aren't linked to a profile.	Refer to the listed KB article for details.
AI Search PRB1801325	Second tier feedback for negative feedback on Genius Results is not always presented		1. Provision a Xanadu instance with AI Search enabled for /sp. 2. Execute a search that triggers a Catalog Item Genius Result, preferably two in the carousel. 3. As quickly as possible, select the thumbs down on the first Genius Result.

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Problem	Short description	Description	Steps to reproduce
			4. Notice that it shows the 'Thank you' message without displaying the options to describe why the feedback is negative. **5.** Select the other result in the carousel, select the thumbs down, and notice that it works as expected.
AI Search PRB1805031	The Global Search icon is incorrectly colored when a dark banner is used	.	**1.** Provision an instance with Zing search is enabled. **2.** Create a theme using Theme Builder. **3.** Change the primary color to black. **4.** Select **Experience Preview - Unified Navigation App.** **5.** Reduce the browser window width to display the search icon (instead of the search bar). Notice that the search icon isn't styled according to the other elements (and isn't visible).
AI Search PRB1830291	The 'AsyncEmbeddingIngestionStatusHandler' connection is not updated when the AI Search connection URL is updated		
AI Search PRB1835345	Users are unable to kick off ingestion when the index source has a semantic index configuration on one of its child tables		**1.** Open a catalog index source. **2.** Create a semantic index configuration. **3.** Add a new component field mapping for the **Name** field with the source 'pc_hardware_cat_item'. **4.** Start ingestion. Observe that ingestion does not start and there are errors in the log.
AI Search PRB1836358 KB1790348	A race condition causes an incorrect deleteMultiple() query to be generated on the	When the AI Search Genius Result is requested and processed in a multi-threaded, high-concurrency environment, such as when multiple users	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	v_search_genius_result and sys_variable_value tables	simultaneously perform search functions on a portal or virtual assistant (VA), a thread safety issue arises. This issue may cause an incorrect deleteMultiple() query to be generated, potentially leading to the deletion of excessive records from the sys_variable_value table. As a result, various components, including the Integration Hub, Service Catalog items, and workflows, may malfunction due to the absence of these critical records.	
Analytics Export API PRB1813585	PAR Export migration from VMs to SnowK8s	This is a product update.	
Antivirus Scanning PRB1835660	The antivirus job updates all columns instead of only the 'State' column	The antivirus job updates all columns in some scenarios. It should only update the state column when attachment.setState(advice) is called. However a forceUpdate occurs, which ultimately updates the entire row, including the state data. Additionally, when the old table name and table sys_id are updated, the attached file is moved to the previous table.	1. Log in to a Washington DC instance. 2. Navigate to **All** > **Self service** > **Service catalog**. 3. Select **Mobiles** > **Add to cart**. 4. Upload a 10MB file. 5. Select **Order now**. 6. Navigate to sys_attachment.list. Expected behavior: The table name should be sc_req_item on the available 'State'. Actual behavior: The antivirus job updates all columns instead of only the 'State' column.
API Usage Analytics Dashboard PRB1830743	There's a duplicate transfer-encoding header	The issue occurs for custom API/tables, with the x_ in the URI. An error is listed in the logs.	

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Problem	Short description	Description	Steps to reproduce
Asynchronous Message Bus (AMB) PRB1822973	Record watcher (RW) exceptions out when it encounters an invalid record and fails to execute responders, which can cause flows to stall	This is seen so far in case of indirect responders when trying to get indirectly watched records. During this, when the RW encounters an invalid sys_id, IllegalArgumentException is thrown. This causes RW to not execute any responders matching that condition and can cause flows to be stuck in case there is a flow responder watching the same condition.	1. Create an indirect responder on a task table with the condition ref_problem.stateISNOTEMPTY. 2. Set the sys_id of a change_request record to be –1. 3. Update the state of a sc_task record. Observe that the issue is triggered.
Audit History PRB1793551	A null object returned by HistoryChangeListIterator should be handled	For an impersonated user, and only on certain records of a table, a calendar displays as empty. For other records of the same table, the calendar was populated as expected.	1. In any audit-enabled table, add a custom column. 2. Open any record. 3. Update the custom column field value along with one or more other fields. 4. Delete the column from the table. 5. Impersonate a user and navigate to the record. 6. Open **History** > **Calendar**. Notice the calendar is empty.
Case and Knowledge Management for HR Service Delivery PRB1844302	Ad hoc tasks generated from a flow aren't supported in the playbook on HR Agent Workspace		1. Create a test LE event. 2. Add several activity sets to it. 3. Create a subflow in Flow Designer. 4. Create activities in all of the activity sets of as many different activity types. 5. For flow activities, make sure to define 'Activity Field Mappings'. 6. Tie the LE event to HR service. 7. Create a case of that HR service. Notice that LE activities can't be closed and closing all activities in an activity set triggers the next activity set (if it is a dependent activity set).

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Problem	Short description	Description	Steps to reproduce
Case Management PRB1826618	An email with a recipient list of more than 1000 users isn't sent	When using a task communication recipient list with over 1000 users in a major incident, the resulting mail does not resolve the recipient list into its users and no mail is sent. The mail shows the error: 'Recipient items 3e6e6de1c3e 95a10b4081bddd 40131ef sn_ publications_recipients_list failed to resolve with error: Cannot read property 'length' from undefined'.	
Communities PRB1793564	The video preview isn't displayed to users on 'Video' content type posts in the community activity feed	The video thumbnail should be displayed in the preview, similar to how it appears when the video URL is inserted during the posting.	
Condition Builder PRB1776651	A filter in workspace doesn't perform a search when the user types a value in a language other than English	If the user types the name of a service in French, the system does not find a record for the filter. But if the user types a name in English, it will search for the corresponding record in French.	
Configuration Management Database (CMDB) PRB1819137	Data Manager doesn't support dot-walk fields for task assignment		1. Create a Data Manager policy. 2. Try and set the task_management_user or task_management_group to a dot-walked field. Notice that since it's a reference to sys_dictionary, this isn't possible.
Core Platform PRB1732676 KB1587782	The variable ${comments_and_work_notes} isn't working for HR cases after an	After upgrading to Vancouver, email notifications with ${comments_and_work_notes} display as empty in the recipient's email.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	upgrade to Vancouver	This works fine in Tokyo instances.	
Database Persistence - Data Access PRB1808839	Change the column name octet_length to below 63	This is a product update.	
Database Persistence - Data Management PRB1801384 KB1790177	Orphan archive-related records (Archive_Map NULL) aren't ignored by the archive job	When an instance has orphaned archive related records, the archive job tries to find orphan related records and archive them as part of the run being processed by the archive job.	Refer to the listed KB article for details.
Database Persistence PRB1773095	Links break in variable set records when the page is translated to a non-English language	The links in a variable set record don't work when the **Title** field isn't translated in a non-English language.	1. Activate the Japanese language plugin (com.snc.i18n.Japanese). 2. Make sure the language is set to English. 3. Navigate to sc_cat_item table. 4. Create a catalog item. 5. In the 'Variable Sets' related list, select **New**. 6. Create a variable set (for example, a single-row variable set). 7. Fill in the **Title** (for example, Language test) and other mandatory fields, then submit. 8. Navigate back to the catalog item record. 9. Scroll down to 'Variable Sets' related list. 10. Notice that the Variable Set 'Language test' link is working. 11. Switch the language to Japanese and check the variable set 'Language test' link again. Expected behavior: The link should work as same in English mode. Actual behavior: The link isn't working.
Discovery	True-up ITOM Licensing		

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Problem	Short description	Description	Steps to reproduce
PRB1842227	November release version for Xanadu and Washington DC		
Document Intelligence Unified Backend PRB1781359	Document Intelligence upgrade causes data migration to fail when the instance is in a non-English language		1. Choose a different language in the preferences. 2. Upgrade to Washington DC, Vancouver, or a release higher than Utah, where the Document Intelligence new table schema (sys_di_ schema) is used and tasks have to be migrated for every use case. The migration fails, and the model will not be trained. As a result, tasks, when processed, also fail.
Document Intelligence Unified Backend PRB1800115	If a migration task fails for a task definition failure, the upgrade of the task definition should not proceed		
Email Notifications PRB1824698	Notifications are sent to multiple users' personal email addresses		
Employee Center PRB1806589 KB1704673	Employee Center autocomplete suggestions don't work in Xanadu	The autocomplete suggestions of a base instance ESC AI Search doesn't work in Xanadu.	1. Open a base instance ESC Portal in Xanadu. 2. In the search box, type 'What is spam?'. Expected behavior: There are suggestions in the typeahead widget. Actual behavior: There are no suggested results.
Employee Center PRB1827901	On the EC homepage, the 'My items' widget displays 'You don't have any	The text 'You don't have any items yet' shouldn't come up unless there aren't any active activity configurations on the instance.	

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Problem	Short description	Description	Steps to reproduce
	items yet', then loads		
Employee Relations Case Management PRB1830223	HR users are unable to add or view attachments on Employee Relations cases in HR Agent Workspace	When HR users try to add attachments to an Employee Relations case in HR Agent Workspace, the attachment disappears and they are unable to view all previous attached documents. If users view the same Employee Relations record in HR Agent Workspace as an admin, they can view all of the attachments that the HR user tried to add.	
Employee Service Center PRB1728117	'End impersonation' does not work as expected on the portal when a user is impersonated by a user with elevated privileges	The issue is reproducible on the Employee Service Center (ESC) and Automation Center (AC) portals. It uses the profile-with-drop-down widget which handles impersonation.	1. Log in to the system as a user with elevated privileges. 2. Select **Impersonate user** and impersonate either an applicant or a hiring manager. 3. Navigate to the ESC portal (if impersonating a hiring manager) or AC portal (if impersonating an applicant). 4. Select the profile icon in the top-right corner, then select **End impersonation**. Expected behavior: The impersonation should end. Actual behavior: The impersonation doesn't end.
Field Normalization PRB1817181	The coalescer job reads an arbitrary number of sys_ids into memory	Coalescer::getGoatReferences reads sys_ids into memory with no limit. For large enough tables, this job can easily bring down a node.	
Flow Engine PRB1814015	A template isn't applied properly on the corresponding table fields through Flow Designer	In a Subflow, the user uses the **Create Task** action to create a task and a template to fill the task field. When the subflow runs, the template populates one	

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Problem	Short description	Description	Steps to reproduce
		field with everything and leaves the other fields blank.	
Flow Engine PRB1814758	During Async HTTP Client initialization, there is a reinitialization every time in RESTStep		1. Navigate to a Washington DC instance. 2. Create an FDIH Action with a REST Step performing a POST on a Now LLM endpoint. 3. Add some telemetry around this REST step. 4. Run the action. 5. Look in the node logs or outbound HTTP request log table and compare it to the telemetry. Expected behavior: There shouldn't be much of a difference between these numbers. Actual behavior: There is a persistent 250ms-500ms delta between these numbers.
Flow Engine PRB1817474	An error message exists even after a retry is successful and the status code is 200	When an action is executed with a retry policy and the initial call/s failed, the rest step output has an error message. However, after certain attempts once it's successful, the status is 200. It also displays an error message.	1. Create any rest action with the retry policy. 2. Execute for failure for the initial two or three calls. Observe that there's an error message. 3. On runtime, do the appropriate changes so that action starts to work fine and returns 200. Even after updating to 200, the error message is still there.
Flow Engine PRB1832181	Password2 decryption fails in Engine V2 after returning from the MID server	The re-encryption for Password2 data when sending to MID aren't re-encrypted for Glide, which is causing the decryption to fail.	
Flows (Family Channel) PRB1784060	The 'System logs' table is flooded with the message 'Flow Designer:	The 'System logs' table is flooded with the log: 'Flow Designer: Credentials sys_id: 41b53612c3fce5 d087d34f45df0131b6'.	1. Navigate to the 'System logs' table. 2. Check the logs.

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Problem	Short description	Description	Steps to reproduce
	Credentials sys_id'		
GraphQL API PRB1833375	Add capability to include GlideRecord.enableSessionLanguageJoin() on GlideRecord_Query	This is a product update.	
Guided Tours PRB1784409	The guided tours API returns java.lang.ArrayIndexOutOfBoundsException	It throws a 500 internal server error.	1. Provision an instance with the Major Incident Management plugin with demo data installed. 2. Navigate to Service Operations Workspace. 3. Access one major incident from the list. 4. Navigate to the 'Communicate' tab. 5. Create a task with email as an option. 6. Select **Compose**.
Hermes (Family) PRB1804125	Update the certificate generator tool	This is a product update.	
History Set PRB1826101	Enabling the property 'glide.history_set.all_journal_entries_from_journal_table' has side effects	Enabling the property breaks HistoryWalker API and populates '0' as the update count for journal fields in the sys_history_line table.	
HR Service Delivery PRB1709857	An error message is not translated for the setAbortAction method in the business rule		1. Navigate to any latest instance. 2. Create an advanced Insert business rule on sn_hr_core_case table. 3. Add current.setAbortAction(true); in the script section. 4. Switch the language to any language other than English. 5. Try creating a new HR case case via sn_hr_core_case _creation.do. 6. Fill in the mandatory fields and select **Create**. Notice that the error is not translated.
Identity	A SCIM user who gets an	SCIM user who gets an endpoint has	

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Problem	Short description	Description	Steps to reproduce
PRB1833655	Endpoint has performance issues	performance issues while fetching users with a page count of 500.	
Integration Hub PRB1766824	Non-Integration Hub (IH) outbound calls are counted as IH usages if a flow is called earlier in the IH transaction, even if this flow doesn't cause the outbound request		
Integration Hub PRB1784518	The 'Retry' policy doesn't retry for a connection timeout		
Integration Hub PRB1821701	The 'Resolve SST for MID' property is not correctly honored when flows are set to run on v1 and the major engine version is v2		
Integration Hub PRB1835500	If the call chain contains a source with a null scope, OutboundUsageEventWatcher throws null pointer exceptions	Even if the call chain is corrupt, this class shouldn't throw an NPE.	Create an outbound HTTP Request with a call chain that has a null scope in one of the sources. Observe null pointer exceptions.
MetricBase PRB1728947	Registering a large number of triggers with Clotho causes some triggers to not get registered	Series references are appended to a request URL when syncing triggers between Glide and Clotho. If there are too many series registered at once (for example 20k), the header becomes too large. Series references should be included in	

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Problem	Short description	Description	Steps to reproduce
		the request body so things are scalable.	
Microsoft Reconciliation (Family Release) PRB1756971 KB1642177	Per Core with CAL and Per Core incorrectly license both Hosts and VMs in a cluster	Per Core with CAL (and Per Core) entitlements can license either the physical hosts or the VMs depending on which is more optimal as well as the availability of entitlements and licensing rules. The licenses required vary depending on whether the host(s) or the VM(s) is licensed and which entitlement was used (for example, CIS/ Windows Server DC vs Standard or SQL Server Enterprise vs Standard) because the licensing calculations are different.	
MID Server PRB1808948	MIDX509TrustManager doesn't handle expired cross-signing CA root certification	An exception appears in the logs.	
Next Experience Unified Navigation PRB1762435	Links to ServiceNow records direct to a blank record	Unencoded URLs lead to a blank record.	
On-Call Scheduling PRB1819083 KB1716106	The 'On-call schedules' (all on-call schedules) tab isn't loading	The 'All on-call schedules' tab gets stuck at 'loading'. The following error message displays in the console: 'TypeError: Cannot read properties of undefined (reading 'name')...'	Refer to the listed KB article for details.
Performance Analytics PRB1707426	Show refresh information is reset to false upon browser refresh if it is enabled by		1. Open a shared dashboard (with edit rights) or create a new dashboard by a user other than admin (I tested with ITIL user).

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Problem	Short description	Description	Steps to reproduce
	users other than admin		**2.** Navigate to edit mode and enable **Show refresh information** from the settings panel. **3.** Save the dashboard and exit the editing mode. **4.** Verify that 'Last refreshed in X mins' is shown in dashboard header. **5.** Refresh the browser. Expected behavior: 'Last refreshed in X mins' should still show in the dashboard header. Actual behavior: 'Last refreshed in X mins' is not shown.
Predictive Intelligence PRB1812468	Classification training capability doesn't return consistent results when doing batch predictions	Whenever users train a classification solution on Java, whenever they do single record predict, it by default returns ten outputs per record and is filtered on the Glide side to return the one with highest confidence, which is more than the threshold. But when doing a batch predict, it returns only one output per record. If the confidence for that output is less than the threshold, then it doesn't return any output.	**1.** Train a classification solution on Java. **2.** Select a record such that users get an inconsistent result for a single and a batch test. Notice that classification training capability doesn't return consistent results.
Predictive Intelligence PRB1821890	The 'Cluster Concept' text isn't aligned/ missing inside the 'Cluster Concept' tile	The 'Cluster Concept' text isn't aligned inside the 'Cluster Concept' tile. For some cluster concepts, the 'Cluster Concept' text is completely missing from 'Cluster Concept' visualization.	
Process Mining PRB1804947	Root cause analysis (RCA) fails on the HR case table (sn_hr_core_case)		

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Problem	Short description	Description	Steps to reproduce
	in Process Mining		
Process Mining Workspace PRB1818056	In the 'Summary and Insights Improvement Opportunities' list, actions items are stuck in a loading state	The issue may be related to a race condition on seismic or the 'now-list' component, because it doesn't happen when the viewport is narrow or when breakpoints are added.	**1.** Navigate to an instance. **2.** Navigate to Process Mining. **3.** Select a project that has improvement opportunities. **4.** Try to open the 'Actions' menu on the list. Expected behavior: A set of options should display. Actual behavior: 'Loading items...'
Project Management PRB1812212	The **Percentage completed** field doesn't load when exporting projects to MS project	When exporting projects, the '% Complete' column displays '0%' instead of the exported value.	**1.** Open one of the projects in Project Workspace or Planning Console. **2.** Navigate to the 'Planning' tab. **3.** Select **More Options** > **Export Planning Console** > **MS Project**. **4.** Select **Ok** to download the XML. **5.** Import the downloaded XML file into MS Project. Expected behavior: The '% Complete' column displays the same exported value for each of the tasks in MS Project. Actual behavior: The '% Complete' column displays 0% instead of the exported value.
Related Lists PRB1780317	Inline cell edit options appear off-screen for related lists	The inline edit box should be right-justified when on the right side of the screen and should show all inline edit icons. Instead, the inline edit box is left-justified when on the right side of the screen and disappears off the right edge of the screen.	
Reporting PRB1764936 KB1645365	Scheduled list export with many rows fails and is sent as a PDF with an error message	The attachment is exported as a PDF with an error message instead of an excel file, even though the	Refer to the listed KB article for details.

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		scheduled export was set as an excel file.	
Schedule Optimization PRB1774638	Schedule optimization doesn't update **display_travel_start** and **display_work_end** fields on wm_task table for certain specific tasks	Schedule optimization moves tasks to the Assigned state. However, it doesn't modify the **display_travel_start** and **display_work_end** fields. Thus, the task doesn't display on the calendar even in an Assigned state.	**1.** Have some tasks in pending dispatch with Scheduled travel start / Scheduled start in current time / current time + few hours. **2.** Trigger an on-demand Schedule Optimization (SO_ from dispatcher workspace). The SO job should run and assign tasks to agents. This moves the task to Assigned state. **3.** Once the task is assigned it should be visible on dispatcher workspace calendar. Notice that the SO moves tasks to the Assigned state. However, it doesn't modify the **display_travel_start** and **display_work_end** fields. Thus, the task doesn't display on the calendar even in an Assigned state.
Schedule Optimization PRB1807589	Prevent duplicate territories in overlapping qualifier sets	The logic to build qualifier sets wasn't checking for duplicate primary qualifiers, resulting in duplicate qualifiers being sent in multiple sets.	**1.** Add two overlapping territories to the same scope. **2.** Run config data query for a batch with the above scope. Notice that duplicate territories are sent in multiple qualifier sets in configdata. This shouldn't happen.
Schedule Optimization PRB1823732	A personal event start date is later than the end date, causing Schedule Optimization to fail		**1.** Create personal events from platform/ workspace view. **2.** Change the start date to go beyond the end date. **3.** Run schedule optimization.
Schedule Optimization PRB1825269	The 'Optimization Solution Processor' business rule trigger is to be changed	The 'Optimization Solution Processor' business rule was in AFTER mode, which delayed the file uploads from SO Engine to Glide.	**1.** Run optimization. **2.** Note the time taken for the results from engine in the sys_attachments table. Notice that files take longer to upload to a Glide instance.

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Problem	Short description	Description	Steps to reproduce
Schedule Optimization PRB1829010	In Schedule Optimization, batch optimization fails when one of the scopes is disabled in a batch configuration	An error including 'Cannot read property 'travel_est_provider' from null' is shown.	1. Open the Schedule Optimization batch configuration 'SO with Crews'. 2. Mark one of the scopes as active = false 3. Start a Schedule Optimization run.
Seismic Framework PRB1838437	There are multiple React versions on a page at runtime		1. Navigate to homepage /now/nav/ui. 2. Open network tools. 3. Search for ui-core. 4. Navigate to the response. 5. Search for React v16.14.0 and v16.2.0. Expected behavior: There is no match for v16.2.0. Actual behavior: React v16.2.0 appears.
Server-side scripts PRB1783385	Add rights for java.lang.NullPointerException.getMessage	If the user does not have elevated privileges, they see the message 'Attempted script access to inaccessible member denied'.	
Server-side scripts PRB1793034	There's a performance degradation in some builds	This is a product update.	
Server-side scripts PRB1843398	Email() method is not 'Extensible'	A bug in the code for ScriptableObject ::putImpl was fixed in Xanadu, but is missing from Washington DC.	
Service Model Foundation PRB1768842	Contributors should be able to comment and assign the case tasks that are visible to them		1. Log in as an admin. 2. Create a case task for any business location case. 3. Mark the case task to be visible to the user. Expected behavior: Contributor users should be able to comment on the case

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Problem	Short description	Description	Steps to reproduce
			tasks visible to them and assign them to themselves from the BLSP portal. Actual behavior: Contributor users are not able to comment on the case tasks visible to them and not able to assign them to themselves from the BLSP portal.
Service Portfolio Management PRB1767688 KB1705538	There are incorrect lifecycle mappings for business services and technical services	When initially submitting a service in Service Builder, the lifecycle stage/ stage status is set to 'Design/Build', but will change to 'Ideation/ Under Evaluation' when reopening the service.	Refer to the listed KB article for details.
Software Asset Management PRB1775506 KB1648325	The software lifecycle report in classic view is empty	The report for 'Software Lifecycle reports' table has empty records in the Washington DC release.	
Software Asset Management PRB1807185	Forms break while creating new integration profiles		1. Access a Xanadu instance. 2. Navigate to the plugins page and install the 'samp_master' and 'saas int' plugins. 3. After installation, navigate to an integration profile page. Observe that the page breaks.
Software Asset Management PRB1840899 KB1801232	New License Metrics for CrowdStrike	This is a product update.	Refer to the listed KB article for details.
Software Asset Management PRB1842738	Auto-select a metric group based on the CrowdStrike software model	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Software Asset Management Workspace PRB1833497	There's a workspace functionality issue where filtering products under license usage isn't working	There's an issue with filter products under license usage. All records are displayed if users select a record for any particular version for a product while entering the name of the product in the search field. All of the products display again.	
Software Asset Reconciliation PRB1716581	Insert insufficient rights for installs tied to subscriptions	Installs are not tied to 'insufficient rights'.	1. Create Microsoft Office 365 installs assigned to some users. 2. Create Microsoft Office 365 subscriptions with a user field with the same users assigned to the installs. 3. Make sure there are not enough rights to cover the subscriptions. 4. Run recon. Notice that installs are not tied to 'insufficient rights'.
Software Models PRB1786414 KB1698556	The sam_admin role failed to load the 'publish to software catalog' list when catalog records not readable by role		Refer to the listed KB article for details.
System Events PRB1792583	Flow Engine is unable to move a sysevent in the ready.node state back to ready when the sysevent table rotation record is deleted	When the flow engine encounters sysevent records older than five minutes in the state ready.node# it should move them back to 'Ready' so they can be picked up by another node. This does not happen when the Table Rotation for sysevent has been deleted.	1. Delete the record for Table Rotation of sysevent. 2. Generate enough flow.fire event to load one node over its capacity so that an event can't be executed before five minutes. Expected behavior: The sysevent should go back to the ready state and be picked up by another node. Actual behavior: The sysevent stays in ready.node# state.

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Problem	Short description	Description	Steps to reproduce
UI Builder (Family Channel) PRB1828407 KB1830511	Users are unable to add new data visualizations and set the data sources in Agent Workspace when opened in UI Builder	.	Refer to the listed KB article for details.
UI Field Administration PRB1799424	There's a 'Recent selections' sorting issue on workspace	'Recent selections' on the **HR Service** reference field in workspace doesn't sort data as per the reference qualifier attribute ref_ac_order_by.	1. Log in to an instance. 2. Navigate to HR Agent Workspace. 3. Open any active HR case. 4. Remove the **HR service** field's value. 5. Select the **HR service** field. Expected behavior: The field should display the most recent selection with sorting. Actual behavior: The field displays the result as per recently selected reference data but they aren't sorted.
UI Field Administration PRB1805994	Reference fields are considering additional columns to sort auto-complete results in workspace	Reference fields consider additional columns to sort auto-complete results in workspace in cases with a missing ref_ac_order_by dictionary attribute.	1. Navigate to an instance. 2. Navigate to the 'Incident' table's **cmdb_ci** field dictionary entry. 3. Override the attributes. 4. Remove ref_ac_order_by=sys_class_name from the inherited attributes. 5. Save. 6. Impersonate as an ITIL user. 7. Open a new 'Incident' form on workspace. 8. Navigate to the **Configuration item** field. 9. Open the reference picker list. 10. Sort by any column except name and close the reference picker. 11. Select the **Configuration** item field. Expected behavior: There should be no modification in the auto-complete results sorting based on the column

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Problem	Short description	Description	Steps to reproduce
			used to sort the reference picker list. It causes the performance issue. Actual behavior: The fired SQL query performs sorting on the sorted column name, 'Name'.
UI Field Administration PRB1829890	A filter in workspace doesn't perform a search when the user types a value in a language other than English	If the user types the name of a service in French, the system does not find a record for the filter. But if the user types a name in English, it will search for the corresponding record in French.	
UI Form Administration PRB1706564	UI policy with a date time field condition is not invoked on the workspace when glide.sys.date_format is set to dd-MM-yyyy	When glide.sys.date_format is set to dd-MM-yyyy, the UI policy with a date time field condition does not work as expected on workspaces. It works as expected on UI16/Next Experience. The default date format yyyy-MM-dd works on both UI16/Next Experience and workspaces.	
UI Form Administration PRB1797566	There is an empty payload in some events emitted by Attachment UIB component	An attachment payload is not captured on download and preview events in workspaces.	
UX Framework PRB1766794	Closing multiple tabs quickly converts an existing workspace tab to a non-functional 'Details' workspace tab that can't be closed	A non-functional 'Details' tab appears when closing inactive tabs quickly.	1. Open CWF or SOW Workspace. 2. Open ten existing incident tabs. 3. Click through the tabs to make them active, but keep switching and don't let them load all the way. 4. Close an inactive tab before the new tab loads. 5. Continue closing tabs this way until a non-functional tab is observed. Expected behavior: The Details subtab is closed out.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The non-functional Details tab appears when closing out inactive tabs quickly.
Virtual Agent PRB1833428 KB1717390	Language Detection does not work when the user logs in with English and searches for a Spanish utterance	A Virtual Agent conversation is not translated to the expected language after language detection is run and the detected language is accepted.	Refer to the listed KB article for details.
Visual Task Boards PRB1763654	Setting glide.vtb.card_select_due_date.dst_convert to false doesn't prevent an extra hour from being added	An extra hour is added for daylight savings time when glide.vtb.card_select_due_date.dst_convert is set to false.	1. Set (glide.vtb.card_select_due_date.dst_convert) to false on a Washington DC instance. 2. Navigate to **Self-Service** > **My Taskboards**. 3. Select an existing task board or create a new one. 4. Create a card on any lane and select the card. 5. Set the start time to April 2 at 12 am (be sure to set the time using the calendar, and do not type the time in manually). Expected behavior: The time will show as 12:00 AM. Actual behavior: The time will instead show 1:00 AM.
Visual Task Boards PRB1765065	ChecklistItemResponder is too slow to efficiently scale normal usage of the platform, resulting in backlog in the record watcher queue	ChecklistItemDAO has the functions canRead/canDelete that triggers base instance ACLs.	
Zero Trust Access PRB1838694	Mobile users with SSO logins are logged out with Zero Trust Access		1. Provision an instance with Zero Trust Access installed. 2. Configure ZTA policy to relegate roles in a session and enable ZTA in a mobile entity record.

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Problem	Short description	Description	Steps to reproduce
	(ZTA) mobile enabled		**3.** Configure SAML IDP. **4.** On the Now Mobile app, perform a SAML-based login from mobile app. Expected behavior: The user should not be logged out until the refresh token expires. Actual behavior: The user is logged out after ~30 minutes with a null pointer exception in the logs.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 9 Hotfix 1
- Washington DC Patch 9a
- Washington DC Patch 9
- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 9

The Washington DC Patch 9 release contains important problem fixes.

Washington DC Patch 9 was released on December 05, 2024.

- Build date: 11-26-2024_1946
- Build tag: glide-washingtondc-12-20-2023__patch9-11-20-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

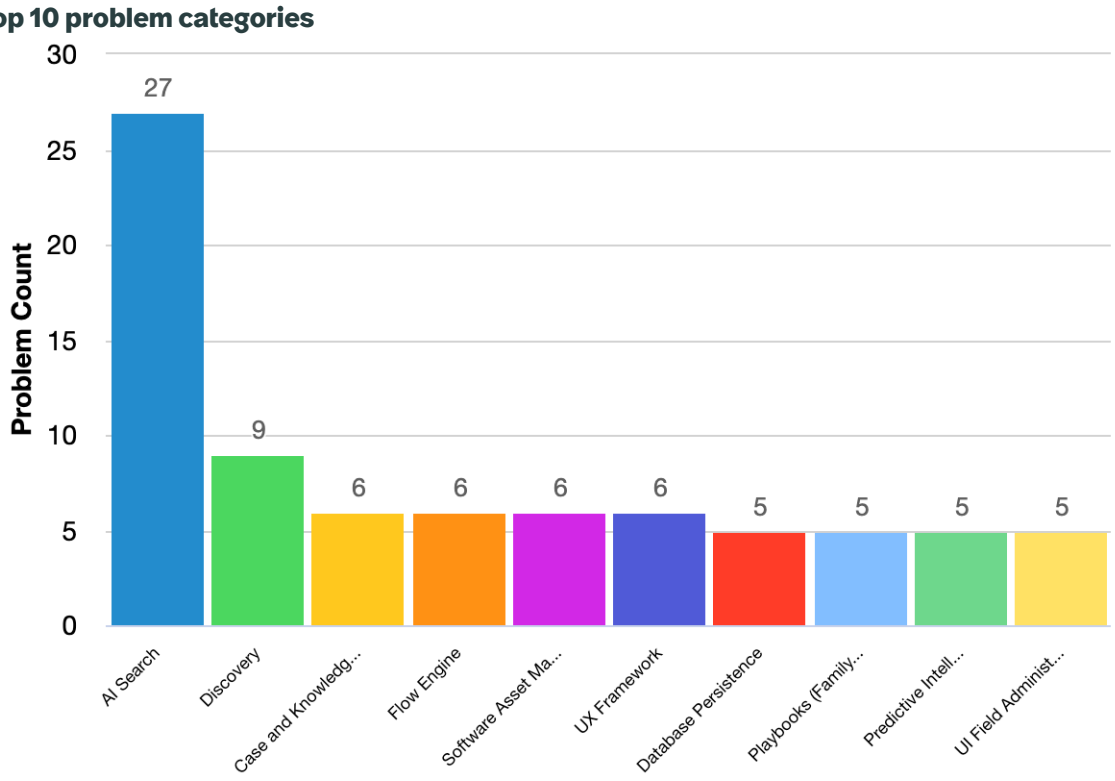
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Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Washington DC Patch 9 includes 245 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Washington DC Patch 9 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 9, refer to KB1709724.

Changes in Washington DC Patch 9

Available system properties

com.snc.pa.xmr.processes.limit: The maximum number of KPI Signals Configurations (pa_xmr_processes) that can be evaluated by the KPI Signals Insight Job. After this number of processes have been evaluated, the remaining processes are ignored.

Enterprise Architecture Workspace for Application Portfolio Management

Enterprise Architecture Workspace has been updated for the WP9 release.

Link a search source to a search profile

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When linking a search source to a search profile, you can specify options that control how the search source's content is accessed for searches using that search profile. You can exclude the search source's content from being considered when finding standard search results, or prevent it from being considered during Genius Result answer generation. For a search source that includes internal content (from a ServiceNow AI Platform® table), you can also exclude indexed attachment content from being considered during Genius Result answer generation.

Portfolio list view

- As an Enterprise Architect, use the Portfolio list view in the Enterprise Architecture Workspace to manage your business architecture, application portfolio, technology portfolio, information portfolio of your organization and also manage your own entities.
- You can see the following portfolio items in the **Portfolio > List** view:

Search Profile - Search Source Mapping form

- Exclude in Regular Search: Option to exclude content from this search source when generating standard search results for searches that use the selected search profile.
- Exclude in Now Assist Genius Results: Option to exclude content from this search source when generating Genius Result answers for searches that use the selected search profile. This option applies to all Genius Results, not just Now Assist Genius Results.
- Exclude Attachments in Now Assist Genius Results:
  Option to exclude attachments from this search source when generating Genius Result answers for searches that use the selected search profile. If *`Exclude in Now Assist Genius Results`* is not selected, selecting this option has no effect. This option applies to all Genius Results, not just Now Assist Genius Results.

  Note:
  Selecting this option has no effect on search sources created from external indexed sources (those that index external content). It only affects search sources created from internal indexed sources (those that index content from ServiceNow AI Platform® tables).

System properties for Proactive analytics

com.snc.pa.xmr.processes.limit: The maximum number of KPI Signals Configurations (pa_xmr_processes) that can be evaluated by the KPI Signals Insight Job. After this number of processes have been evaluated, the remaining processes are ignored.

Upgrade legacy replication sets in Instance Data Replication

Complete the upgrade by activating the V2 consumer replication set with or without data integrity checks.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1803978 KB1704344	The SysActivityRuleRepo should be share aware for event source tables	When the name of the related table does not match the root name, a new email event was not created. The SysActivityRuleRepo should allow emails to appear in both the activity stream and in the workspace.	Refer to the listed KB article for details.
Flow Engine PRB1752255 KB1705325	Flow stage changes aren't working after using the **Do the following in parallel** action with engine v2	The issue is also confirmed in Washington DC.	Refer to the listed KB article for details.
History Set PRB1806563	Duplicate comments are observed intermittently even after enabling a fix	With a fix, the history set loader flow was modified to utilize the system property glide.history_set.pull_journal_entries_from_journal_table. However, there are new instances of intermittent duplication issues, even with this property enabled. In these cases, duplicate records in the sys_history_line table originate from the sys_journal_field table.	
Rollback Contexts PRB1772992 KB1648911	The 'Shadow' table chunk delete has performance issues	The time taken for deleting shadow records can be derived from the logs. When users delete data from the 'Shadow and snapshot' table, a log statement is printed. First, 'Shadow' table records are deleted, then the 'Snapshot' table. Time between log statements would be the time taken to delete shadow records. It takes more than 1 minute to	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		delete records from a 'Shadow' table.	
Service Portal PRB1809948 KB1703663	Using the auto-fill function in an Edge browser triggers a search of all reference fields in the Service Portal catalog form	Starting from Edge browser 129.0.2792.52+, when the user fills the personal information with the auto-fill function on the service catalog form in the Service Portal, it triggers a search of all reference fields in the form. Sometimes this causes the form to freeze, and it must be reloaded to proceed.	1. Enable the auto-fill function on Edge browser 129.0.2792.52+. 2. Open a service catalog with multiple reference fields in Service Portal. 3. Select one of the fields and fill the personal information by auto-fill. Expected behavior: Only fields that are related to personal information are populated. Actual behavior: Fields related to personal information are populated, but all the reference fields on the form were in focus and triggered the searches of the fields.
UX Framework PRB1681503 KB1638974	BucketStats errors appear in the logs from /xmlstats.do when the user opens a workspace		Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1796571	'Archive Destroy Run' is excessively slow when deleting activities due to the overhead incurred by publishing AMB messages	After upgrading to Washington, 'Archive Destroy Run's may take longer than in previous releases due to slowness incurred by publishing messages to the AMB channel for related activities.	
AI Search PRB1709322	Text seen when using AI Search can't be translated	The text '[number] results for [keyword]' can't be translated.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1645499			
AI Search PRB1735195	The range facet and facet with compound table.column set in the **facet** fields is filtered out when one of the tables is late-binding	A function doesn't parse table.column correctly and results in a bucket match to zero. The facet is then filtered out.	
AI Search PRB1738123	AisUtils doesn't refresh its search connection (HaApiClient) after the search connections are updated	Errors display: 'ScriptableAisUtil: Exception during dump Ai search document request : com.glide.ais.error.SearchRuntimeException: NOW-AI_SEARCH-SEARCH_QUERY_ERROR: Additional information - No more read-only connections to try for search...'	1. Set up AI Search (AIS) to use one connection. 2. Background write any script that uses 'new sn_ais.AisUtil()'. 3. Change the AIS Connection to a different endpoint. 4. Ensure that the AIS backend at the original endpoint is no longer a valid endpoint (shutdown the original AIS). 5. Re-run the same script using 'new sn_ais.AisUtil()'. Observe that the script fails attempting to connect to the old connection.
AI Search PRB1746727	External content suggestions from non-search based suggestions don't open a URL		1. Use a non-search based suggestion. 2. Select a suggested result for an external document. Observe that incorrect navigation occurs.
AI Search PRB1767776	Incorrect empty state (no Genius results)	Genius results aren't appearing on a query that should produce results.	
AI Search PRB1794674	The top results carousel gets stuck in a loading state when the EVAM bundle doesn't have any view configuration	Typically, regardless of if a search returns Genius results or not, geniusResultsTemplates is a JSON object with an 'items' property that is an array. If there are no Genius results for that query, items are just an empty	1. Open ESC on a AIS-enabled instance. 2. Search for '***'. 3. Verify that there's no Genius results. 4. Open the EVAM definition for ESC, 'ESC Portal Search'.

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Problem	Short description	Description	Steps to reproduce
	for Genius results	array. However, if the EVAM definition doesn't have any view configurations for Genius results in any of its bundles, EVAM instead returns an empty response, which causes it to ultimately return 'null' for geniusResultsTemplates. While this doesn't impact the 'stacked' view of Genius results, it does break the logic in our top results component, and so the state never is updated to stop loading.	**5.** On the 'EVAM View Config Bundle M2Ms' related list, unlink 'Taxonomy Portal Search Bundle'. **6.** Refresh the portal page. **7.** Search for '***' again. Expected behavior: There's no Genius results and the top results component hides itself. Actual behavior: The top-results component gets stuck in a loading state.
AI Search PRB1796678	There's an empty filter in a URL for NLQ Genius Results navigating to CMDB Workspace	There's a valid filter on the response, but it's not picked up by the gr-card-assist component when the state is updated in the Washington DC version of the component.	
AI Search PRB1799201	The 'Suggested results' page continuously loads when for guest user searches in the Service Portal	When users use the search bar in the home login page of an instance without logging in, they are redirected to the 'Search' page. When users attempt to use the search bar in the 'Search' page, the page continuously loads if no results are found.	**1.** Enable AI Search. **2.** Enable the following public-related base instance pages and widgets: **a.** For the page, enable Title = Home Page(ID=index) and Title = Search(ID=sp_search). **b.** For widgets, enable Name = Homepage Search, Name = Typeahead Search, Name = Faceted Search, Name = breadcrumbs. **3.** Open the login page of an instance. Do not log in to the instance. **4.** Use the search bar on the login page to search for a keyword, for example 'email'. Notice that the search redirects to the 'Search' page. **5.** Enter a keyword in the search bar on the 'Search' page.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Suggested results are generated, but if there are no results, no results appear. Actual result: The 'Search' page continuously loads even if there are no results found.
AI Search PRB1800899	Query Support for Multi Embedding model changes	This is a product update.	
AI Search PRB1805440	hasPendingIndex API returns true even though indexing is completed	If indexing is complete, the API should return false.	1. Index any index source. 2. In any table record in an index source, verify that indexing is complete with dumpDocument. 3. Invoke hasPendingIndex for the table record and check the result. Expected behavior: Returns false as the indexing is completed. Actual behavior: Returns true.
AI Search PRB1807512	The parent Knowledge Base (KB) article needs to be displayed when a KBB (Knowledge Block Number) is cited by Q&A	Since Q&A citations are shown to the users, the parent KB article should also be cited when a KBB is cited.	1. Create a KB article containing a KBB. 2. Index that KB article. 3. Define a new search source that only has that KB article. 4. Tie the search to a search profile. 5. Remove all the other search sources within that profile. 6. Execute a query that has an answer within the KBB in the search application or search preview. Observe that the KBB is seen as a cited article, when the parent KB article should been seen.
AI Search PRB1807516	Valid_to is not used as a filter on retrieved results for Now Assist Q&A on KBBs (Knowledge	Currently, 'valid_to' is not used as a filter for using KBBs unless there is a filter for that in the search sources. The only KBBs that are shown that have a valid_to date that	1. Create a Knowledge Base (KB) article containing a KBB. a. Set the 'valid_to' of the KB to a future date. b. Set the 'valid_to' of the KBB to a past date.

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Problem	Short description	Description	Steps to reproduce
	Block Numbers)	is the current date or future date. This may cause a discrepancy between what the user gets as the answer and what they see in the Knowledge Base article.	**2.** Open the KB using 'kb_view.do'. Notice that the KBB is not seen in the KB. **3.** Index the KB. **4.** Define a new search source that only has that KB. **5.** Remove any filters on 'valid_to'. **6.** Tie the search to a search profile. Remove all the other search sources within that profile. **7.** Execute a query that has the answer within the KBB using search application. Observe that the answer from the KBB can be seen, but if the user opens the source KB, they cannot view it.
AI Search PRB1808465	The embedding stats state gets changed to indexed even though async embedding is enabled	The semantic ingestion state is 'indexing' and the embedding stats state is 'indexed state'.	**1.** Enable async embedding by enabling system properties glide.ais.ingestion.embedding.async and glide.ais.ingestion.embedding .ais_service_async_state **2.** Index any data source and check the record after the value of Keyword Ingestion State changes to 'Indexed'. Expected behavior: The semantic ingestion state and each embedding stats state should be 'indexed', and these values should be updated by the scheduled job 'AIS Async Embedding Status Check'. Actual behavior: The semantic ingestion state is 'indexing' and the embedding stats state is in an 'indexed' state.
AI Search PRB1808466 KB1704590	AI Search yields a 'No results found' message on the Now Mobile app, but works as expected in	Using AI Search on the Now Mobile app does not render results and displays errors in the logs, but using AI Search in the Service Portal works as expected.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	the Service Portal		
AI Search PRB1811885	A risk intelligence report (RIR) doesn't boost for a language match	The AI search log shows that it's matching the language to the session, but the dump shows differently.	1. Create a **RIR** action that boosts kb_knowledge.language matches with the user context language. 2. Search. Expected behavior: Documents are boosted based on the language. Actual behavior: No document is boosted.
AI Search PRB1812539	The AI Search 'Embedding Histories' tab shows an empty value in the End Time column	The AI Search 'Embedding Histories' tab shows an empty value in the End Time column when kb_knowledge ingestion finishes.	
AI Search PRB1813387	A warning message should be shown when the user creates more than one semantic index source configuration for the same datasource	This is a product update.	
AI Search PRB1814811	An AI Search new datasource should not enable attachment by default	A new indexed source configuration should add advanced configuration for index_attachement=false. However, nothing is added which enables attachment.	
AI Search PRB1815366	Show the semantic ingestion status on an index history default view on an indexed datasource		

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1815524	AI Search (AIS) embedding stats don't update after failover	Embedding stats doesn't get updated while async embedding is in progress.	1. Start 11k KB ingestion. 2. Shutdown the AIS node to create a failover scenario. 3. Observe keyword/semantic ingestion state updates to 'canceled'. Notice that once failover is done, Glide starts ingesting to a new active AIS and the keyword ingestion state changes to 'indexed once done'. The semantic ingestion state stays canceled after failover and doesn't update to indexing/indexed. The end time has a value set and embedding stats doesn't get updated while async embedding is in progress.
AI Search PRB1817137	Rename 'Component field name' in the semantic 'Index fields' table to 'Field Name'	This is a product update.	
AI Search PRB1818106	A negative value is shown for 'Percentage completed' on embedding stats		
AI Search PRB1818925	Skill discovery doesn't work for Now Assist for HR skills	Skill discovery is not working for scoped apps where application administration is true.	1. Provision an instance with Now Assist for HR 99.0.0 installed. 2. Impersonate as admin 3. Navigate to ESC portal. 4. Open Virtual Agent. 5. Enter 'how to change my phone number.' Notice that the skill is in Now Assist for HR scope and the topic is not discovered.
AI Search PRB1823539	Filtering search results isn't supported in NASK, although it's		

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Problem	Short description	Description	Steps to reproduce
	supported by the RAGRetrieval API		
AI Search PRB1824044	Added reverted code back to scriptable search API selectedSortOptions parameter		
AI Search PRB1824858	Query rewrite calls aren't being made		
Analytics Center PRB1781561	Users see a 'Data visualization 404 bad request' message	A 'Bad Request 400' is generated when shifting between 'Data Visualization' and 'Dashboard' tabs.	1. Log in to an instance. 2. Navigate to CSM/FSM Workspace. 3. Navigate to 'Data Visualization' then to 'Dashboards' and again back to 'Data Visualization'.
Analytics Data API PRB1769933	A bar chart displays different values for the same applied 'group by'	It's an issue with the dot-walking 'group by'.	1. Navigate to a migrated dashboard. 2. Navigate to the 'Total Targeted Defects Waiting to be Fixed' visualization. Expected behavior: The visualization should display same data in both dashboards when the same 'group by' is applied. Actual behavior: The same visualization displays different results in the Core UI dashboard when the 'group by' applied is same.
Analytics Data API PRB1790714	'Group by' is not working in database view reports	Data visualization does not contain a second 'group by' (priority) element. Manually adding the second 'group by' column (priority) to the data visualization causes the visualization to error. This was working correctly before the Washington DC upgrade.	1. Connect to an instance. 2. Impersonate a user. 3. Navigate to **CSM Workspace** > **SLA Dashboard for Cases**. 4. Select the 'Case Task' tab. Notice that the data visualization for a new state shows a single horizontal green bar for 'Above 100%' without subdivisions for the different priorities,

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Problem	Short description	Description	Steps to reproduce
			and there is only one 'group by' element named 'Business elapsed percentage'.
Application Install Engine PRB1788335	Remote app table entries are populated with 'undefined' in sys_code column	There are 'undefined' entires in the sys_code column of sys_remote_app entries.	
Application Manager PRB1770423	There's different behavior in a product page vs an app page (update/ installed) for applications	There can be a version mismatch from the UI between the 'New App' manager page and classics app manger.	
Application Rationalization PRB1802489	There's issues in the 'information object' related list	Managing and associating information objects in EA Workspace is broken and non-functional. The **Cancel** button isn't working for the 'Add', 'Delete', and 'Edit' modals. There's some icon response time beside the **Cancel** button. There's spacing issues in the 'Add' and 'Edit' modals. Records aren't displayed after selecting the 'I' icon and opening a record. When deleting a relationship, the browser is refreshed.	
Application Rationalization PRB1809157	There's issues observed in the **Regenerate Indicator score** action button	The modal UI looks odd. The 'Fiscal period' isn't aligned to the title. The model width is more. There's some issue with the **Cancel** button. There's a 'GlideWindow.locate: window not found' pop-up. Selecting the 'Search' icon navigates to the 'Legacy' page; it should open in the WS itself. When entering	

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Problem	Short description	Description	Steps to reproduce
		in the **Input** field, the fiscal periods list dropdown isn't properly visible and the scroll is there for the modal; it should be for the dropdown list. When adding a fiscal period, selecting the 'i' icon and opening the record closes the modal. Indicator scores aren't generated.	
Asset Management PRB1789417	Asset and CI synchronization might not work properly on domain separated instances in the Washington DC release due to the scoped cache mechanism	In domain separated instances, if users have different asset-ci field mapping for different domains, Asset and CI synchronization won't work properly because the currently scoped cache isn't supported for domain separation. Sometimes users would see that **Asset** and **CI** fields are synchronised for different fields, depending on the first user's domain that generate the cache.	
Attachments to Records PRB1823698 KB1709552	Out Of Memory (OOM) caused by the misuse of BufferedInputStream when creating attachments	Attachments created from previously prepared TMP files are read with BufferedInputStream and have an internal buffer of 512M.	Refer to the listed KB article for details.
Authentication PRB1747265	During hop login access, Glide shouldn't create a user role automatically		
Case and Knowledge Management for HR Service Delivery	'Check the Ticket and Support' status errors out when the HR plugins are installed	There are errors in the 'Check Ticket and Support' status in the Virtual Agent chat after the apps and plugins Now Assist in VA Human	1. Install the apps and plugins Now Assist in VA Human Resources, Human Resources: Core, the Human Resources Scoped App: Lifecycle Events, and the Human Resources Scoped App: Employee Relations.

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Problem	Short description	Description	Steps to reproduce
PRB1801811		Resources, Human Resources: Core, the Human Resources Scoped App: Lifecycle Events, and the Human Resources Scoped App: Employee Relations are installed.	**2.** Navigate to **All** > **Virtual Agent** > **Designer.** **3.** Search for the topic 'Check Ticket and Support'. **4.** Select the test. Expected: The list of pending items should be shown including HR items; the card includes: 'number', 'short_description', and 'priority' of the selected HR case; and the user is able to add the additional comments on the case. Actual: The error message, 'Sorry, there was a problem on my side trying to complete this request. Try asking again later'.
Case and Knowledge Management for HR Service Delivery PRB1803623	Missing RCAs from Manager Hub to HR Core		
Case and Knowledge Management for HR Service Delivery PRB1811770	Restricted caller accesses (RCA) generate as part of healthcare HRSD		**1.** Set up HRSD healthcare. **2.** Log in to the instance. **3.** Navigate to the application restricted caller access. Notice that the RCAs are coming as requested.
Case and Knowledge Management for HR Service Delivery PRB1814233	The RCA should be shipped in the target scope (source: OracleAdvancedUtilsSNC and target: hr_Profile)		
Case and Knowledge Management for HR	Some RCA's were removed from global scripts and	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Service Delivery PRB1823948	must be added back		
Condition Builder in Workspace PRB1799609	The 'is not one of' operator isn't available for a 'Task' type field (sys_class_name) in a simple list filter in UI Builder		1. Navigate to an instance in the Washington DC release. 2. Open UI Builder. 3. Open CSM/FSM configurable workspace. 4. Select the landing page variant. 5. Add the 'List - Simple' component. 6. In the configuration, select the table as the task and select **Edit fixed filter**. 7. Select the 'Task' type field and verify the operator 'is not one of' isn't available. 8. Repeat the above step in a Vancouver instance observe the 'is not one of' operator for the 'Task' type field.
Configuration Management Database (CMDB) PRB1672625 KB1364738	Choices for the **Life Cycle Stage** and **Life Cycle Stage Status** fields are not translated	In list view, both translations do not work. In form view, **Life Cycle Stage** translations do not work.	Refer to the listed KB article for details.
Configuration Management Database (CMDB) PRB1748280	The log message 'Stopped processing partial payloads' appears even where there are no partial payloads to process	The log message 'Stopped processing partial payloads' is an incorrect message to be displayed even when there are no partial payloads processing.	1. Change the memory threshold property 'glide.identification_engine.partial_processing_max_node_memory_percent' to 'very low'. 2. Run an enhanced identification and reconciliation (IRE) payload. Observe that the log message 'Stopped processing partial payloads' appears.
Contextual Security Manager PRB1769723	A query business rule prevents non-admin users commenting on SCTASK from copying over to RITM		

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Problem	Short description	Description	Steps to reproduce
Continual Improvement Management PRB1816181	Add the 'dex-notify-svc' service within glide.services .rest.allowed_services	This is a product update.	
Core Platform PRB1735417	GlideJellyContext's parser cache (fParserStack) may retain a lot of states		
Core Platform PRB1761876	A QuotaManager null point exception is printed in the logs multiple times	If a caller requests active transactions, they might get one with a null sys_ID. An error displays in the logs: 'QuotaManager: Exception during quota processing: : java.lang.NullPointerException:...'	1. Navigate to syslog.list. 2. Query on a message that contains QuotaManager. Expected behavior: There are no errors printed in the logs. Actual behavior: The logs contain multiple records with an error message.
Customer Service Management for Field Service Management PRB1817415	'My Dispatch Map' doesn't load	The map in the 'My Dispatch Map' page isn't loading, with the error log 'TypeError: Cannot read property "val" from undefined'.	
Database Persistence - Data Access PRB1785305	If an optimization is performed, SqlJoinOptimizer silently drops CTE statements	This impacts anything that extends ASqlOptimizer.	
Database Persistence - Data Scale PRB1782312	API calls using sysparm_offset +sysparm_limit parameters run the query without a defined 'Order by', causing results to not return consistently in RaptorDB	API calls using sysparm_offset +sysparm_limit parameters will run the query without a defined 'Order by'. This doesn't return the results consistently in RaptorDB, as it did in MariaDB. MariaDB returned results in the same order, even if the 'order by' is	1. Run a Rest API call with sysparm_offset+sysparm_limit parameter on a table with a high amount of records. 2. Compare the number of duplicate sys_ids pulled in Maria compared to PG. Notice that PG has more duplicates than MariaDB.

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Problem	Short description	Description	Steps to reproduce
		not defined, but its randomness caused a return of inconsistent results.	
Database Persistence - Data Scale PRB1784967 KB1706117	NullPointException (NPE) was thrown while invoking the getAvailableConnection	An NPE occasionally occurs during the AHA 3.0 switchover. The failure to load the scripts database is because the return value of com.glide.db.pool.DBConnectionPool.getDBConnection(int) is null.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1815761	Running app nodes should continue to run even after other databases become RW	Running app nodes should continue to run even after DB1 (primary) becomes RW if the intended primary is set to DB2.	
Database Persistence PRB1736140	Auto-increment fields with a default value of 0 aren't corrected after migrating using an early Utah build		
Database Persistence PRB1739880	Ignore forcePrimaryKeySearch for 'TS' queries	The Service Portal Search API returns an empty response. The UI looks like it hangs and no results appear.	
Database Persistence PRB1742004	Tembo function signature mismatch for DBI.getResourceLoad() API		The following SQL should run successfully: select swarm64da.get_resource_load(60, 'connection_pool')
Database Persistence PRB1813934	Restricting queries to a primary-only configuration isn't honored by Glide		

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Problem	Short description	Description	Steps to reproduce
Data Collection for Oracle Global Licensing and Advisory Services for Software Asset Management PRB1810089	Downloading the GLAS report causes a blank page	The user is unable to download Oracle GLAS reports when there are over 10 million records in GLAS tables.	
Data Filtration PRB1768454	In Vancouver's data filteration, the IP filter criteria provided in the subject condition isn't considered	The IP filter criteria provided is not considered. Thus, the results are not displayed / filtered properly.	1. In any Vancouver instance or above. 2. Create a data filtration with IP filter criteria provided in the subject condition. 3. Check if the IP filtration criteria is being respected and the results are being filtered. Expected behavior: IP [network] filter criteria provided in the subject condition should be considered and the results should be filtered /displayed accordingly. Actual behavior: IP [network] filter criteria provided in subject condition is not considered.
Discovery PRB1636480 KB1431908	When manually overriding the '_getCIs' in deletion scripts, related entries aren't cleaned from non-stale CIs	After upgrading to a version with PRB1517376 as a fix, Cloud LB doesn't clean up related CIs (cmdb_key_value) as expected.	Refer to the listed KB article for details.
Discovery PRB1713075 KB1570232	There are no entries in the itom_lu_discovery_mapping table		1. Install any SGC from a Store app. 2. Check the entry in itom_lu_discovery_sources. 3. Check the entry in itom_lu_discovery_mapping table.

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Problem	Short description	Description	Steps to reproduce
			There's no entry for the new SGC in the itom_lu_discovery_mapping table.
Discovery PRB1715075 KB1573366	A discovery schedule is stuck with incorrect started/ completed jobs, causing the schedule to wait for a day and then canceling due to max time	When a transaction is canceled because of the maximum time exceeded for the sensor quota rule, the completed job count doesn't increment for that input record. This keeps the discovery active forever and is canceled when it hits the maximum run time.	Refer to the listed KB article for details.
Discovery PRB1726066 KB1645554	The vCenter Cloud probe is triggered every time the web server (http.https) is determined as open	A previous fix introduced a new 'VMWare - vCenter Cloud' probe which checks if vCenter is running on 443 port. If so, it triggers vCenter discovery. However the 'VMWare - vCenter Cloud' probe gets triggered every time the Web Server (http.https) is determined as open.	Refer to the listed KB article for details.
Discovery PRB1731320 KB1709882	fProbeParams are set as null due to pushed changes for another fix	As a result, the command validation tool gives an empty response for most commands: 'Error:Getting Null Pointer Exception'.	1. Log in to an instance as an admin. 2. Create a command validation task to validate all pattern commands for any pattern. 3. Run the command validation task created. Notice that all the commands give an empty response as an output, except for commands with a temporary variable. If users execute the same command via Pattern Debugger, it gives the expected result.
Discovery PRB1786484	RunningProcessReconcile marks redundant update processes as absent	When ADM fetches running process information, if a process is no longer active on the host, the cmdb_running_process record is marked as absent. With the current behavior, if the	1. Run discovery on host. Notice that running processes are populated. 2. Turn off one of the running process on the host and rerun discovery.

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		same ADM payload is processed again, the system marks the same running process as absent.	Notice that the event 'running.process.absent' is logged. 3. Run discovery again. Notice that the event is logged with the same data.
Discovery PRB1791352	ECC queue related list count mismatch for a discovery status	The ECC queue record count in the related list is lower than expected.	1. Update the sys_relationship record 897b216d0a0a0b7300d9c0927455f8eb which controls how 'refined the query in current that will populate the related list'. 2. Have the updated_time.addSeconds in the script to a low value (one or two minutes). 3. Run a discovery that takes at least five to ten minutes. 4. Wait for discovery to execute beyond one minute. Observe that the ECC queue record count in the related list is lower than expected (cross check against ECC_QUEUE table directly using the agent correlator).
Discovery PRB1817735	Shazzam should always use 'glide.discovery.shazzam_simplify_ranges' and this should be true	This property should be set to true, or it shouldn't check for this property and always use simplify ranges.	
Discovery PRB1817799	Starting a Discovery takes a while when there's a sizeable global exclusion IP address list and inclusion list	Discovery and Shazzam Sensor processing takes a long time when there is a sizeable global exclusion IP address and inclusion list.	1. Open a Washington DC instance. 2. Add 430K IP addresses to the global exclusion list. 3. Create a Discovery schedule with the inclusion list of 50k IP addresses. 4. Start Discovery.
Discovery Probes and Sensors	HP-UX Server object identifiers (OID) try to launch switch/ router patterns	Some OIDs attempt to trigger network device discovery if SNMP is enabled for HP-UX servers.	

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Problem	Short description	Description	Steps to reproduce
PRB1790391			
Document Intelligence Unified Backend PRB1779605	Inactive keys are preventing STP because they return a prediction score as '0'		1. Create a DE use case. 2. Create required fields. 3. Create a task. 4. Upload documents to train a model. 5. After training a couple of tasks, enable STP with STP Th=0.6. 6. Create a task to go through STP. 7. Deactivate any of the fields. 8. Create another task. Since the field is required and thus makes it inactive, it causes the prediction score to be 0. STP doesn't pass since the required field that is now inactive has a 0 prediction score than the STP threshold.
Document Intelligence Unified Backend PRB1819343	Document Intelligence tasks are processed automatically with warning the 'ETP Cancelled as Key Type: decimal,name: Total Amount,mandatory: true doesn't contain Normalised Value'	The user is experiencing the warning message 'ETP Cancelled as Key Type: decimal,name: Total Amount,mandatory: true doesn't contain Normalised Value'.	
Document Management Services PRB1765584	Update com.snc.documentviewer.hosturl from the Xanadu release of Glide	With new Xanadu release of Glide, com.snc.documentviewer.hosturl needs to be updated	
Email Notifications PRB1798974	There's an issue in custom notifications where the **affected record** field isn't saving	The issue is reproducible in Washington DC but not Tokyo.	

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Problem	Short description	Description	Steps to reproduce
	a CI with a special character		
Employee Center PRB1775612 KB1648093	The AI Search bar in a topic page contains unnecessary HTML tags in the tooltip	The end user sees unwanted HTML tags when searching, which impacts the user experience. The issue is replicable in Vancouver and Washington DC.	Refer to the listed KB article for details.
Employee Center PRB1796462	'Sort by A-Z' doesn't work for non-English locale users	The 'Sort by A-Z' option shouldn't exist for non-English locale users, but it does exist and doesn't work.	**1.** Log in as a non-English locale user. **2.** Navigate to the topic page. **3.** Sort by A-Z in the topic content widget. Expected behavior: A-Z sort option shouldn't exist for non-English locale users. Actual behavior: A-Z sort option exists and doesn't work.
Employee Profile PRB1714606	Database views created with the sys_user table with another table don't contain the 'roles' column of the sys_user table	Generating Employee Profiles for users with the 'pps_resource' role generates the profiles for all users.	**1.** Navigate to Employee Definitions. **2.** **Create New**. **3.** Add these conditions: **a.** Active is true **b.** Roles is pps_resource **4.** Select **Generate Employee Profiles** on the Employee Definition. **5.** Navigate to the 'Employee Profiles' table. Observe that the profiles were created for all users.
Employee Profile PRB1768712	Duplicate records appear under the employee profile 'Team' (Coworkers) list in the mobile apps	The table 'sys_user_has_role' added to the 'Database' view between the employee profile 10 .X and 11.X is the cause of this behavior.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Enterprise Architecture PRB1711624	An upload version isn't working for an architectural artifact to create an architectural artifact version	The **Save** button isn't working for the architectural artifact version new form.	**1.** Log in to an instance. **2.** Install the latest or existing version (2.1.0) of EA Workspace. **3.** Navigate to **EA Workspace** > **Portfolio** > **Architectural Artifact** > **All**. **4.** Open any existing architectural artifact. **5.** Navigate to the 'Architectural Artifact Versions' related list. **6.** Select the **Upload version** button. **7.** Select the file type as 'Url' and enter the URL. **8.** Select the **Save** button. Observe that no version is created.
Event Management PRB1735071	Memory protections are needed in the 'Connected Business Services' impact calculation	Protections should be placed in case there's a bad architecture with services with parents, and those parent have many parents, and so on. Some have 16 K+ services.	
Event Management PRB1796928 KB1701046	IT alerts are created or updated from anomaly events instead of anomaly alerts	Instead of anomaly alerts, IT alerts are created and updated when an anomaly event is created.	Refer to the listed KB article for details.
Fenix (Family) PRB1797963	Fenix manifest gets overridden when the app is upgraded	When a Fenix manifest is customized, it breaks upgradeability.	
Fenix (Family) PRB1803849	The Fenix job isn't working when an instance has a vanity URL set up	The Fenix job starts with an incorrect instance_url.	
Flow Engine PRB1792828	Possible data leak and race condition due to a mutation in		

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Problem	Short description	Description	Steps to reproduce
	the compiled flow		
Flow Engine PRB1794986 KB1704741	The table cleaner rule on 'sys_flow_context_inputs_chunk' is not deleting records due to the 'disable table cleaner' dictionary attribute	A table cleaner rule and index was introduced in PRB1715374 for the Washington release to address excessive growth of the sys_flow_context_inputs_chunk table.	Refer to the listed KB article for details.
Flow Engine PRB1816146	An interrupted flow marker shouldn't run during the 'Interactive' job	The issue is caused by excess time being consumed by the interactive flow marker, preventing the 'Interactive' job from taking interactive work.	1. Turn off all Flow Engine Event Handlers (com.glide.hub.flow_engine.event_handler.workers = 0). 2. Run a long running flow. 3. Update the transaction ID on the flow context to an already completed transaction ID. Expected behavior: The flow context shouldn't be marked 'Presumed Interrupted' by the Flow Engine Interactive Event Handler because this isn't critical work. Actual behavior: The flow context is marked 'Presumed Interrupted' by the Flow Engine Interactive Event Handler.
Flow Engine PRB1818147	Enqueue logic for queueing an interactive flow job doesn't work if there are more than one interactive jobs		1. Set com.glide.hub.flow_engine.event_handler.interactive_workers = 2. 2. Trigger a long running interactive flow. 3. Trigger one more interactive flow. Expected behavior: The second interactive flow should run in milliseconds. Actual behavior: The second interactive flow starts in 1-2 seconds whenever the 2nd job is triggered.
Flows (Family Channel) PRB1780076	**Approval** > **State** is set to 'Canceled' when the flow executes actions with	When the flow sets the requested item (RITM) stage to 'Request Canceled', the RITM approval is still 'Requested', which	

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	the stage 'Requested Canceled' in Vancouver and Washington	triggers the 'request item closure' business rule.	
Flows (Family Channel) PRB1813141 KB1706138	fd_data does not read the object from the **Create Task** action	After upgrading from Vancouver with the v1 flow engine to Washington DC or Xanadu with the v2 flow engine, any inline script with fd_data does not read the object from the **Create and Update Task** action, resulting in failure and an error thrown.	Refer to the listed KB article for details.
Guided Application Creator PRB1800495	Non-ASCII characters should be prevented in the **Application name** field in Guided Application Creator (GAC) when creating an application	Developers can't be managed for an application named entirely with non-ASCII characters.	**1.** Open Studio. **2.** Create an application. **3.** Name the app 焼肉. **4.** Name the scope. **5.** Select **Create**. Expected behavior: The user shouldn't create an application with a non-ASCII character. Actual behavior: The user can create an application with a non-ASCII character.
Guided Tours PRB1742187	The Service Portal header menu isn't loading in an embedded Service Portal (/sp) in Microsoft Teams on a browser	A console error is observed.	**1.** Open any chat in Microsoft Teams app on browser. **2.** Select the **+** icon to add a new tab on the top bar in the chat. **3.** Select**See All Apps**. **4.** Select **Website**. **5.** Enter the name and URL. **6.** Select **Save**. A tab at the top shows the newly created website that will prompt you to log in. **7.** Log in with test user credentials.

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Problem	Short description	Description	Steps to reproduce
			Notice that the header menu item loads indefinitely and a console error message appears.
Guided Tours PRB1793649	A tour isn't triggered from the portal and a console error is displayed	A tour is not triggered and following console error is displayed: 'TypeError: undefined is not an object (evaluating '$scope.data.spInstanceId')'.	
Health Log Analytics (Family) PRB1808558	Some Health Log Analytics (HLA) poller data inputs aren't using the proxy configured for MID	Some data inputs for HLA products don't respect the proxy configuration. The proxy can't be configured on the data input record either. This may exist for many data inputs but is confirmed in one.	1. Set up a MID server in a network behind a firewall that requires a proxy for outbound access. 2. Configure the proxy for outbound MID server connections. 3. Add a rule to block all outbound connection and only allow connections to a potentially impacted URL. 4. Try to configure a data input for the HLA test connection and/or try to start the data input with a potentially impacted data input. The connections time out or otherwise fail because they are ignoring the proxy configuration.
Health Log Analytics (Family) PRB1812692	The JDBC connection for authentication=ActiveDirectoryPassword isn't working properly after a Vancouver upgrade		
Hermes (Family) PRB1825005	Hermes cluster failover state results in a disabled topic for Washington DC releases	When a cluster becomes offline or inaccessible, the 'failover' mode is activated. It has been observed that part of the logic that syncs up topics between clusters is wrongfully disabling topics when the failover mode is activated.	
HR Service	There is a discrepancy between	The dictionary 'Read only' should be set to false in a base	

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Problem	Short description	Description	Steps to reproduce
Delivery Case Management for Lifecycle Events PRB1793474	instances related to the dictionary field 'Restricted access / Locked' deployed from sn_hr_er	instance, but it is set to true in some base instances.	
HR Service Delivery integration with Adobe Sign PRB1784154	The 'Create And Send Adobe Sign Agreement' subflow uses a deprecated action	The subflow 'Create And Send Adobe Sign Agreement' is using a deprecated action from the 'Finalize Draft and Send Agreement' flow.	1. Open the subflow **Create And Send Adobe Sign Agreement**. 2. Navigate to **Finalize Draft and Send Agreement**. Notice that the subflow uses a deprecated version of the **Finalize Draft and Send Agreement** action.
HR Service Delivery PRB1718216	Playbook's activity order isn't working in Agent Workspace		1. Create a lifecycle event case. 2. Observe the order of the activities under the 'Activity set' tab. 3. Navigate to HR Agent Workspace. 4. Navigate to the 'Playbook' tab and check the activity set order. Expected behavior: In the playbook, the activities should be shown in the same order as the 'Activity set' tab. Actual behavior: The order is different when compared to the 'Activity set' tab and the 'Playbook' tab.
HR Service Delivery PRB1744663	Bulk case creation is stuck after updating a user segment more than twice		1. Create a bulk case request. 2. Create a user segment with the user criteria set to anything. 3. Select the **Update** button. 4. Open the user segment again and select the **Update** button again. 5. Repeat step 4. Observe that the status of the user segment group keeps as 'processing'. 6. On the bulk case request created in step 1, select **Create Cases**.

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			Expected behavior: The cases should be created. Actual behavior: The bulk case request status displays as 'Requested' but it doesn't progress.
HTML Field Type Editor PRB1782444	When the 'close unordered list' tag is used in a template, a non-breaking space element gets added to the HTML field	When a template is created on an HTML field and ' ' tag is included, the issue occurs. Applying the template adds ' ' to the HTML field. The value is seen as '; '.	
Instance Data Replication (IDR) PRB1804034	A bidirectional set is rolled back during upgrade, causing the upgrade to get stuck	The user observes the error: 'Upgrade rolled back. A replication delay caused a synchronization issue, which could lead to data loss. Retry the upgrade after allowing replication to catch up.'	
Instance Data Replication (IDR) PRB1808224	**Instance Capabilities**'s Value and **Instance Version** are not updated correctly	Instances retained older **Instance Capabilities** and **Instance Version**, which needs to be updated to the latest values so that the instances know how to use the latest instance capabilities.	1. Look at idr_instance_info and upgrade instances. 2. Examine idr_instance_info on all instances.
Instance Data Replication (IDR) PRB1818163	Caching issues with idr_instance_info upon upgrade	This is a product update.	
Internationalization Features PRB1809283	getDisplayValueLang() isn't returning translated records from the sys_choice table		Try to retrieve the translation records from sys_choice table using getDisplayValueLang(). Expected behavior: It should return the choice record in Spanish. Actual behavior: It returns the choice record in English.

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Problem	Short description	Description	Steps to reproduce
Key Management Framework (KMF) PRB1795479	A region isn't updated in the glide.crypto.core.config cache post-move	A source datacenter is impacted even though the instance is moved to a different region. An error is thrown.	
Key Management Framework (KMF) PRB1798919	A null pointer exception is observed when the input text for SYMMETRIC_ENCRYPTION contains ':'	The issue can be reproduced only when the com.glide.encryption (Field Encryption) plugin is inactive.	
Key Management Framework (KMF) PRB1800400	IRK rotation fails after a cross-region move	The user is unable to rotate an IRK when an instance with Bagheera is moved from one region to another.	1. Perform a cross region move in the Washington DC and Xanadu instances. 2. Verify that the move was successful. 3. Navigate to the sys_kmf_external_key table. 4. Try rotating the current IRK. Observe a failure to rotate IRK.
Legacy Application Creator PRB1800496	Non-ASCII characters should be prevented in the **Application name** field in Guided Application Creator (GAC) when creating an application	Developers can't be managed for an application named entirely with non-ASCII characters.	1. Open Studio. 2. Create an application. 3. Name the app 焼肉. 4. Name the scope. 5. Select **Create**. Expected behavior: The user shouldn't create an application with a non-ASCII character. Actual behavior: The user can create an application with a non-ASCII character.
Licensing Entitlement Engine PRB1823344	A true-up licensing engine version with a fix to improve App Manager plugin loading speed	The application manager calls the UAAppInfo.getAllPluginInfo() API to load the plugins list, which internally calls the licensing API 'hasLicenseForApp()' for all the plugins in the plugin manager.	

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Problem	Short description	Description	Steps to reproduce
List Administration PRB1713894 KB1642444	List label displays the ASCII character '%20' in the place of a space	During periods of network or CPU throttling, a discrepancy is observed where ASCII characters like '%26' are displayed instead of their corresponding symbols, such as '&', in the title. This issue pertains specifically to the display of ASCII characters and is noticeable when network or CPU throttling mechanisms are activated.	Refer to the listed KB article for details.
MID Server PRB1699764	There's missing functionality for Amazon Web Services (AWS) credential resolution for some member accounts and regions	Resolving the default OrganizationAccountAccessRole for an AWS Member account discovery results in attempting using a Commercial ARN format.	
MID Server PRB1819817	Reduce default SFTP read/write buffer to 32768 from 32868	There were few cases of import/export where there environment had some issues in handling the SFTP buffer size of 32868. Since import/export has not exposed any SSH configuration, users aren't able to reduce the buffer size.	
Mobile Platform PRB1767562	The Mobile URL function with record context re-encodes the parameters of URLs	When a URL with encoded parameters is opened by the record context URL function in the Mobile app, the encoded parameter is encoded again, leading to incorrect parameters passed to the server.	**1.** Create a URL field for the incident table in a base instance. **2.** Create an incident record. **a.** Assign the incident record to a user. **b.** Enter the URL with encoded parameters. **c.** Save the record. **3.** Open the URL in the incident record.

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			4. Observe that the URL was opened with same encoded parameters. **5.** Configure the Mobile detail screen for the incident record. **6.** Configure a footer function that opens the URL field of the incident record. (For example: Type = URL, Context=Record **7.** Log into the Mobile Agent app as the user assigned to the incident record. **8.** Open the incident record. **9.** Open the footer function. Observe that the URL is open, but the encoded parameters are encoded again.
Next Experience UI16 Theming PRB1723262 KB1638823	Not able to highlight text in doctype pages using Google Chrome V 121.0.6167.8 (beta, not a stable Chrome version yet) and Chromium 131 browsers	In January 2024, Google Chrome released version 121.0.6167.8 (beta), which caused significant issues. To resolve these, Google reverted to the previous version. In November 2024, the same issue reappeared in Chrome version 131 and Microsoft Edge version 131. However, this time, the companies have not reverted their updates. This issue impacts text selection, causing confusion when copying and pasting. Specifically, the selected text does not visually appear highlighted. Although the copy-and-paste function still works, the selected text does not appear highlighted.	Refer to the listed KB article for details.
Next Experience User Menu PRB1764924	The modal prompted to inform the user of bad impersonation attempt does not appear	A modal informing the user that an impersonation cannot be performed because it is a bad impersonation attempt is not prompted.	Trigger any impersonation that should not be allowed. Expected behavior: A modal appears to inform the user that the impersonation cannot be performed.

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			Actual behavior: The modal notifying the user of the bad impersonation attempt does not appear.
On-Call Scheduling PRB1799388	Family changes for daylights savings time (DST) need a fix on the Service Operations Workplace calendar	From DST, end events aren't rendering properly on the calendar when the system time zone is PST.	
Performance Analytics Dashboards PRB1807347	Report widget titles are truncated on smaller widgets in dashboards	The space for the refresh and other control buttons is reserved and left blank as of Washington DC, but this was not the case in Vancouver and prior versions.	**1.** Navigate to any dashboard. **2.** Re-size any widget to shorten the title. Observe that not all the space is used to display the title as of Washington DC.
Performance Analytics PRB1816393	Duplicating a shared visualization does not allow the owner to configure the visualization in VIZ-Designer	An ITIL user with view access to a visualization can't configure the visualization.	**1.** Create a visualization in VIZ-Designer as an admin and share it with an ITIL User with view access. **2.** Log in as an ITIL user and open the visualization that was shared with view access. The ITIL user gets a message that they can't configure it. They continue to be unable to configure it when they duplicate the visualization, add the duplicated visualization to dashboard, unlink the duplicated visualization from the library from the widget options, and make a duplicated copy for above widget that is unlinked.
Platform Analytics Migration Center PRB1814444	Admins should observe confirmation messages when triggering migration and activation	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Platform Runtime PRB1799122	There's false-positive notifications about memory pressure after switching to ParallelGC	High usage of OldGen doesn't necessarily indicate memory pressure, especially when no major GCs are happening.	**1.** Start an instance with ParallelGC. **2.** Observe MemoryRemediator's behavior. **3.** Note how many times nodes are in the 'DEGRADING/DEGRADED' states.
Playbooks (Family Channel) PRB1726284	The restart bypass behavior should be fixed	When restarting, the state of the activity that is RUN_ONLY_ONCE and has completed shouldn't change. Also, the lane that skips on restart and has ongoing activities is incorrectly bypassed when a restart happens.	
Playbooks (Family Channel) PRB1781302	Processes created in Paris and opened post-Paris have a lane order set to -1		**1.** Create a process in Paris. **2.** Open the process in an instance post-Paris. Expected: The lane order is preserved. Actual: The lane order is set to -1.
Playbooks (Family Channel) PRB1790392	Inactive fields still display in dotwalk data		**1.** Navigate to sys_dictionary.list. **2.** Turn off the **Transcript** field by unchecking the active check box. **3.** Create a process with **Record Create/ Update** on the 'Interaction' table. **4.** Add a stage. **5.** Add an activity. **6.** Open the 'UI Layout' tab. **7.** Navigate to the **Tagline** field. **8.** Select the **dotwalker** button and dot-walk into a trigger record. **9.** Scroll down on the list of fields available to dot-walk and notice that 'Transcript' is displaying. 'Transcript' shouldn't be available in dot-walk fields because it's not an active field.

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Problem	Short description	Description	Steps to reproduce
Playbooks (Family Channel) PRB1804027	Reduce base instance Process Automation Designer (PAD) jobs to two	Since PAD uses EV2/EV1, it uses flow_engine queue to process any deferred events. The process_automation queue is not too loaded, and only legacy PAD jobs are use process_automation jobs. After auditing how many sysevents are generated, PAD has been reduced from four jobs to two.	
Playbooks (Family Channel) PRB1817167	The max length of the field **Form fields** (table : sys_pd_activity_type_prop) on an activity definition is set to 255, which doesn't match the matching subflow's length of 2000		1. Create a process with a 'User Form' activity. 2. Add 25+ fields in the UI layout tab's **Form fields** field. 3. Save. 4. Refresh the page. 5. Reopen the activity. Expected behavior: All fields should still be specified. Actual behavior: Some of the fields were cut off. During runtime, the cut off is seen in the activity context record.
Predictive Intelligence PRB1777777 KB1702121	Similarity calculation from Predictive Intelligence slows down the instance	An issue with Predictive Intelligence similarity calculation slows down alert record loading.	1. Change the property evt_mgmt.similarity_use_ml to true. 2. Open an alert record through Express List Records. Notice that it takes a few minutes to open. 3. Change the property evt_mgmt.similarity_use_ml to false. 4. Refresh the alert record. Notice that the similar alerts query takes an average of 35,655 milliseconds.
Predictive Intelligence	The enable_workflow_similarity property is set to false	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1802044	in system properties		
Predictive Intelligence PRB1806671	The cluster detail purge logic is deleting less records set by the MAX_ML_CLUSTER_DETAIL_PURGE_COUNT		Trigger the cluster detail purge schedule job with more than 100k records. Observe that the amount of 'Total ML Cluster Detail records purged' is less than the amount set by MAX_ML_CLUSTER_DETAIL_PURGE_COUNT, which is set to 100k by default.
Predictive Intelligence PRB1813440	There is a training failure at the pre-processing stage when using numeric columns with sparse embeddings	On a training workflow capability solution with numeric columns and TF-IDF(Sparse) embedding, training fails in the pre-processing stage.	Train any workflow capability solution with at least one numeric column and TF-IDF enabled in the advanced solution settings. Observe that the training fails at pre-processing stage with column not found error.
Predictive Intelligence PRB1814359	Clustering API isn't honoring minRowCount and fails to consume its value	The clustering job fails with an error: 'ERR059: Add operation failed on table ml_capability_definition_clustering - reason: ["ERR011: Dataset for table promin_processed_work_note should have minimum of 100 records"]'.	Initiate clustering on a record with minRowCount set as '30' in the configuration. Expected behavior: The clustering job should be completed successfully with the number of records in minRowCount. Actual behavior: The clustering job fails with an error.
Proactive Analytics PRB1800161	Signal insights aren't generated for large data sets	The Fluent API has a default hardcoded limit of 500 records. This is causing an issue for a client where they have near 10k xmr processes (KPI Signal Configurations).	1. Create an instance with more than 500 pa_xmr_processes (KPI Signal Configurations). 2. Run the 'KPI Signals Insight' job. 3. Verify that only the first 500 xmr processes are evaluated. Expected behavior: All KPI signals are generated at Insights. Actual behavior: Only the first 500 are processed.
Process Mining PRB1798240	ACL restrictions on sys_created_on and sys_updated_on cause the	When reading value for the **Created on** field, GlideRecordSecure returns null and the process mining job fails. There is no	

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Problem	Short description	Description	Steps to reproduce
	mining job to fail with a null pointer exception	helpful error message displayed.	
Project Management PRB1786998	Remove sn_spm_financial_user to project_manager and demand_manager	Any teamspace project/demand manager can able to view other teamspace projects/demands as sn_spm_financial_user is added to project_manager and demand_manager.	
Project Management PRB1797917	The user is unable to create a project template via the 'Save as New Template' related link with the project_manager role	Users with the project_manager role should be able to create templates.	1. Assign the project_manager role to a User. 2. Create a **New Project**. 3. Add a project task via the related list. 4. On **Project**, select the related link **Save as New Template**. 5. Fill out the template name. 6. Select **Save**/**OK**. Upon navigating to the project_template table, notice no template is created.
Reporting PRB1769845	An email report has two attachments, one with the data and one with an error	A user created a scheduled report with a 'run as user' set who is a non-admin user and doesn't have access to the report. However, the user has access to the actual data the report is querying. The user selected 'Execute Now'. There's an email triggered with two attachments, one which says 'Access to this content denied based on report_view ACLs.', and the other has the data.	
Resource Management PRB1784311	When trying to select the **Request Extension** button on a resource	A blank pop-up screen appears.	1. Navigate to the project module and open any project. 2. Under the related links, select something in the project workbench.

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Problem	Short description	Description	Steps to reproduce
	plan from the project workbench, the 'Extend resource plan' pop-up appears empty		3. Under the resource tab, select any resource plan. 4. Select the **Request** button. Observe that a blank screen appears.
Resource Management PRB1805513	When the property com.snc.resource_management.generate_daily_aggregates is true, records aren't generated in 'Resource Aggregates Daily'	This is reproducible when resource aggregates is created for the first time with 1FTE.	1. Set the 'com.snc.resource_management .generate_daily_aggre property to true. 2. Create a resource assignment for a user. Observe that on the resource aggregate daily table, availability records aren't displayed correctly.
Scheduled Jobs PRB1746752	Removing a member from a group adds several more users	Removing a user from a group in a sub-domain through the background job does not remove the user, and the job creates users for the group in the Global domain. If domain separation is enabled, M2MSlushbucketSaveJob must recognize the domain.	1. Log in to an instance. 2. Ensure the system property glide.ui.schedule_slushbucket_save_for_group_roles is set to 'true'. 3. Impersonate a user. 4. Switch the domain. 5. Open a group. 6. Navigate to the 'Group Members' tab. 7. Notice the number of members in the group and the domain they belong to. 8. Select **Edit**. 9. Select a user to remove. 10. Select **Save**. 11. Observe the form message, 'Job to add or remove role(s) from user(s) from group has been queued. 12. Refresh the group members list. Observed that the number of members in the group has increased, every member in the list is in both the current domain and the global domain, and the user that was removed from the group remains in the group.
Scheduled Jobs	Concurrent updates on sys_trigger	Concurrent updates on sys_trigger causes intermittent HLL spikes	

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Problem	Short description	Description	Steps to reproduce
PRB1792821	causes intermittent HLL spikes on instances with large node counts	on few instances (e.g. TMUS) with large node counts and already experiencing database pressure.	
Schedule Optimization PRB1790119	Filter out locked tasks with an invalid location	Locked, or restricted, tasks with an invalid location (no latitude, no longitude, no latitude and longitude) cause the 'Schedule Optimization' job to error out.	1. Set up a work order task with an invalid location (remove latitude & longitude for any address). 2. Assign the task and set schedule_lock = true. 3. Perform a Graph QL query for the batch/intraday. Expected behavior: The task should be filtered from locked_tasks for an invalid location. Actual behavior: The task would be returned as part of locked_tasks.
Schedule Optimization PRB1811056	Multiple batches should be allowed to be scheduled to run at the same time	Currently, more than one batch can't run at the same time while there's a batch run in progress.	1. Set up a batch to schedule to run at a specific hour. 2. Set up another batch to schedule to run for the same hour as the first batch. Expected behavior: Up to 3 batches should run at the same time. Actual behavior: Only one job is triggered.
Seismic Framework PRB1807578	A race condition comes out of multiple single sign-ons	Users are intermittently taken to the incorrect URL.	
Server-side scripts PRB1767574	Unable to use the require function in an ESLatest script include if invoked cross-scope from an ES5 scope		1. Create an ES6 scope and an ES5 scope. 2. Create a module in the ES6 scope. 3. Create a script include in the ES6 scope that uses the module.

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			4. Make the script include accessible from all application scopes. 5. Invoke the script include from background scripts from the ES5 scope and ES6 scope.
Server-side scripts PRB1790567	Enabling ModuleSupport breaks on scopes with compiled scripts		
Server-side scripts PRB1796259	Failure to instantiate a GlideElement during a sandboxed script execution can take down a node	It should obtain the global scope to reinitialize GlideController instead of trying to traverse to global from the current GlideElement and, potentially, grabbing the sandbox scope instead.	Trigger GlideElement.specialReinitialize using the sandbox scope.
Service Catalog Portal Widgets PRB1764839 KB1647767	The **Date** field isn't set using sc_item_variable_assignment in an order guide rule	The issue occurs on a Washington DC instance. It happens specifically from an order guide variable to an item variable (order guide rule base item variable assignments). It occurs independently of whether the value in the first step is manually typed or selected by the date picker. It is reproducible in instances that use the widget-sc-order-guide-v2 / sp_widget.do?.	Refer to the listed KB article for details.
Service Catalog PRB1797273	The Virtual Agent (VA) chat shows an error when g_form.addOption is used in client script		1. Created a record producer 'Create Magic' in Global Scope. 2. Navigate to the Employee Center 3. Open the Virtual Agent (VA) chat. 4. Enter 'magic' in the chat. 5. Select the catalog named 'magic'. Expected: The VA chat asks a relevant question.

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			Actual: The VA chat fails to ask a relevant question.
Service Mapping PRB1794723 KB1699268	'Refresh processes and connections' marks all cmdb_running_process as absent true	The sensor 'Windows - ADM Multiple' was originally created by duplicating the 'Windows - ADM' sensor to run at a higher frequency. Changes made to the original sensor weren't automatically applied to our sensor, which led to an error.	Refer to the listed KB article for details.
ServiceNow Security Center (Family Release) PRB1812452	The due date for critical update records 'End of Support: GlideEncrypter API' and 'Enable 3DES deprecation for Password2 Fields' should be updated	The due dates for the following should be in future: 'Enable 3DES deprecation for Password2 Fields: 2025-01-30' and 'End of Support: GlideEncrypter API: 2025-07-31'.	1. Log in as an admin. 2. Navigate to the 'Customer action' page on the Security Center. Expected behavior: The due dates should be in the future. Actual behavior: Two customer actions have a due date in 2024.
Service Portfolio Management PRB1808035 KB1705403	An error message occurs when submitting a service in the Service Builder for Service Portfolio Management	Submitting a service in Service Builder prompts the error message, 'Status can only move forward to retiring or retired or obsolete from operational'.	Refer to the listed KB article for details.
Session Management PRB1714960	The frequent list_history.do error appears to extend user sessions	Frequent 'PPROCESS_ACCESS_DENIED' errors appear within localhost logs for some sessions which are triggered by list_history.do These appear to be due to 'Security restrictions on NGListHistoryDirectProcessor', however they appear to keep the user session active. This isn't expected, as list_history.do should no longer do this	

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		following the migration from angular.do.	
SharePoint Online Search Connector PRB1724045 KB1698620	The SharePoint connector driver's 'Fetch' state isn't moving to 'Complete'	This is an intermittent issue. The issue isn't observed for all connectors.	Refer to the listed KB article for details.
Software Asset Management PRB1765646 KB1644383	Visual Studio installs are inferred to Visual Studio 2022 due to missing suite components	In discovery maps, Visual Studio suite components were deactivated by the content team, so that only Visual Studio software models with edition 2022 have suite components. This caused an issue for suite engine to infer all visual studio installs to use the Visual Studio 2022 suite, since it is the only edition that has suite components. This directly leads to an incorrect 'inferred_suite' column for visual studio installs that are not 2022 (for example Visual studio 2019 Professional Windows). This also leads to incorrect 'minimum viable software model' selection, and incorrect license usage.	1. Create a software model for Visual Studio 2022 Professional with suite components. 2. Create a software model for Visual Studio 2019 Professional with no suite components. 3. Create a software install of Visual Studio 2019 Professional. 4. Run reconciliation and wait for it to complete. Observe in the cmdb_sam_sw_install table that the install for Visual Studio 2019 Professional has inferred suite of Visual Studio 2022 Professional.
Software Asset Management PRB1770287	True-up cost calculation isn't correct for software model/ product/ publisher results for single currency instances when the currency is set	True-up cost calculation isn't correct for software model/ product/publisher results for single currency instances when the currency is set to anything other than USD for employee license metrics. The true-up cost in the license metric result is correct. For multi-	

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Problem	Short description	Description	Steps to reproduce
	to anything other than USD	currency instances, the true-up cost calculation is as expected.	
Software Asset Management PRB1773201	Subscription inference should infer only direct components of M365 to M365	The issue is observed when the user has Office 365 E1, Stream, and an EMS E3 subscription. There were some issues noted: 1. The stream was covered by or inferreed to M365 F3. 2. EMS was inferred to M365 F3. These are incorrect.	
Software Asset Management PRB1779646 KB1704566	Subscription installs have preference rank of 999 and cause performance issues	The O365 F3 install appears in samp_install_license_options as preference rank 999, which causes the calculator to run 999 times.	Refer to the listed KB article for details.
Software Asset Management PRB1799866	The suite of suite is unable to process inefficient child suites in Software Asset Management	With suite engine in Software Asset Reconciliation, suite efficiency does not properly process suite of suites with inefficient children. When a suite parent has suite children that are not efficient, it will count the component as nonexistent. If the system property 'Use component license' is on, then it can be considered.	
Software Asset Management PRB1819212	There's a localization issue in 'Potential savings' on single currency instances	The issue arises from incorrect handling of currency settings during reconciliation, leading to localization issues in potential savings, calculations on removal candidates, and license metric results. The issue occurs because GlideAggregate calculations and dot	

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Problem	Short description	Description	Steps to reproduce
		walks to **fx_currency** fields return values in the system's reference currency, whereas GlideRecord's setValue function enters values in a user's session currency.	
Software Asset Reclamation PRB1792829 KB1698752	A 'Maximum JavaScript call depth of 1000 exceeded' error is thrown in the SAMPPreBuiltSuitesAPI lookupSuiteComponents function call	If a suite parent has a suite child with the same product, there could be a case where the lookupSuiteComponents() function calls addSAMSuiteComponentProducts(). This again calls lookupSuiteComponents(), and so leading to an infinite loop.	Refer to the listed KB article for details.
Software Asset Reclamation PRB1815883	There's a localization Issue in potential savings, true up cost, over-licensed amount, and total spend calculation	The defect arises from incorrect handling of currency settings during reconciliation, leading to localization issues in potential savings, calculations on removal candidates, and license metric results. The issue occurs because GlideAggregate calculations and dot walks to **fx_currency** fields return values in the system's reference currency, whereas GlideRecord's setValue function enters values in a user's session currency.	
Software Asset Reconciliation PRB1794335	If there's many entitlements, there's a performance issue in SuiteEngine	A query per entitlement is fired to get its consumption rules. When there's many entitlements, the query takes forever. In general, there's far less consumption rules than entitlements.	

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Source Control Engine PRB1789863 KB1652375	There's failure to install an app with a dependency that was converted to 'application repository' mode	Trying to install an app with a dependency on another app that was converted from a Store app into a developer app with 'application repository mode' results in failure.	Refer to the listed KB article for details.
Survey Management PRB1817570 KB1704997	HTML formatting and line breaks are no longer working on the 'Assessment' page	The HTML formatting and line breaks in the Document Titles (sys_ui_title) are not functioning correctly. As a result, the descriptions and other instructions are rendered as raw HTML code instead of plain text on the 'Assessment' instance pages.	Refer to the listed KB article for details.
Syntax Editor API PRB1792891	The Completion API has a longer response time due to the inclusion of shadow tables	The Completion API is experiencing a longer response time on instances with many shadow tables.	1. Create several shadow tables. a. Set the table attribute to excludeFromRollback=false b. Delete the records. 2. Navigate to a page with a script editor, such as sys.scripts.modern. 3. Open Chrome Developer Tools (F12). 4. Navigate to the 'Network' tab. 5. Select the editor to bring it into focus. 6. Observe the network requests when the editor is selected for the first time, triggering Completion API. 7. Notice the amount of time taken for the API response. Expected behavior: Completion API responds quickly. Actual behavior: Completion API takes a long time to complete.
System Archiving PRB1789660	Restoring records with multiple related rules for same	A NullPointerExcepton is thrown when an archive rule for a table contains multiple archive related rules	1. Create a problem record. 2. Create a problem_task for the problem record.

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Problem	Short description	Description	Steps to reproduce
	table throws a NullPointerException if at least one rule points to an empty field	for the same table, and if at least one of the related rules points to an empty field restoring the related records.	**3.** Create an archive rule to archive the problem. **4.** Create two rules for archiving the related records. **a.** Create one rule that points to the problem_task from the problem record. **b.** Create another rule for other fields that is empty for the problem_task. **5.** Simulate the UI actions **Restore Record** and **Related Records** with the same sys_ID from background scripts. Observe there is a NullPointerException, and related records are not restored.
Time Card Management PRB1711394	Using the Time Sheet portal on FireFox prevents users from selecting the dropdown menu for a **resource plan** field	When users try to select the dropdown menu for the **resource plan** field via the Time Sheet portal, it closes the menu.	**1.** Have a FireFox Browser using version 118.0.1. **2.** Impersonate any user with Time Sheet portal access. **3.** Open the Time Sheet portal. **4.** If there are no timecards on a timesheet, add one. Otherwise, use am existing time card. **5.** Hover over the **resource plan** field of a time card and double click. **6.** Try to select the dropdown to select a timecard. Observe that the dropdown exits.
UI Field Administration PRB1714855	A form's reference field in UI Builder fires two requests when typing, one default and the other with the search query		**1.** Navigate to Service Operations Workspace. **2.** Create an incident. **3.** Start typing in the **Service** field. Observe in the 'Network' tab that two requests are fired, one with 'default' and the other with the search query. There should be a mechanism to not fire the default request when typing. This issue becomes more problematic when there are lots of data.

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Problem	Short description	Description	Steps to reproduce
UI Field Administration PRB1763085	Differences in auto-complete sorting for reference fields in Workspace vs Platform view		1. On a configuration item dictionary entry, change the attributes to 'ref_ac_order_by=company' and 'ref_ac_columns=company'. 2. Open an incident record from a workspace. 3. Navigate to the **Configuration Item** field. 4. Type 'DEV'. Observe that the order of the auto-complete results is different from UI 16.
UI Field Administration PRB1793495	Service Operations Workspace (SOW) has poor performance on **CI** fields	Poor performance of the **CI** field and its reference qualifier within an incident record in SOW. The issue is only seen in workspace and not in the platform/native view.	
UI Field Administration PRB1802956	Setting the dictionary attribute ref_search_on_click to 'false' on any reference field causes inconsistent behavior on Workspace	Recent selection suggestions don't appear when expected.	
UI Form Administration PRB1673256	Changes made in the 'Personalize Form' modal don't persist after a refresh		
UX Framework PRB1604829	sys_ux_page_registry.title isn't translatable		1. Navigate to the sys_ux_page_registry record. 2. Navigate to 'Success Dashboard' homepage. Expected behavior: The page title should be translated.

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			Actual behavior: The page title is taken from sys_ux_page_registry.title and isn't translated.
UX Framework PRB1695799	A failed 400 and 500 HTTP request displays an intrusive modal error message in a Vancouver instance	Making a bad request in a seismic component to a Representational State Transfer Application Programming Interface (REST API) prompts an intrusive modal 400 and 500 error message on the user interface of a Vancouver instance.	1. Open a Vancouver instance. 2. Make a bad request in a seismic component to a REST API.
UX Framework PRB1758068	Hidden tab labels are visible	The tab-set "hideLabel" property isn't honored in Washington DC, which results in tabs not being hidden.	1. Open an instance with UIB / UXF installed. 2. From any UIB workspace, navigate to a 'tabs' component with one or more existing tabs. 3. Update the tab property by setting 'hide tabs label' to true and save. Expected behavior: Tab labels are hidden. Actual behavior: Tab labels still visible, seemingly no change.
UX Framework PRB1816477	The sys_user.country detail in the app log table is not available even when the sys_properties is true	The log sys_user.country detail in the app log table is not available even when the system property glide.uxf.lib.performanc e.monitoring.log.user.country.code to set to 'true'.	1. Navigate to sys_properties. 2. Setting the system property glide.uxf.lib.performanc e.monitoring.log.user.country.code to **true**. 3. Validate the sys_user.country detail in the app log table. Expected behavior: The sys_user.country detail is available. Actual behavior:The sys_user.country detail is not available.
Virtual Agent Designer PRB1829531	Talent development helper topic discovery fails		1. Log in. 2. Navigate to /esc. 3. Impersonate a manager.

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			4. Open the 'Chat' widget. **5.** Enter the utterance 'I would like to see my team's skills'. Note that it keeps looking for results, which indicates that topic discovery isn't happening. When users explicitly select the topic from 'View topics', then skill execution works just fine.
Virtual Agent PRB1776622	The post-chat survey displays in the agent's language rather than the requester's language	There could be a live agent chat where the agent is conversing in a language other than English and the chat requester is in English. If the agent ends the chat via the **End chat** button, the post-chat survey is launched under the agent's user thread. If there's translations for the asmt_metric_definition records in sys_translated_text for those definitions, the agent's language preference is used to read the survey records and is displayed in the agent's language to the chat requester.	
Virtual Agent third-party integrations PRB1801347	Inbound/ Outbound images aren't sent/received		
Web UX Runtime PRB1776097 KB1709413	Chats close automatically on the workspace after they are opened within a few seconds	This issue was introduced in Washington DC. Chats are closed automatically in the workspace after they are opened within a few seconds. Shortly after the chat window is opened, it is then closed, and the chat	Refer to the listed KB article for details.

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		state is set to 'Closed Complete'.	
Work Order Management PRB1782808	A manual update does not update the travel time	Travel back to home doesn't show at the end of the day when the 'Show travel time' home indicator is turned on in the settings.	1. In the Dynamic Scheduling configuration, navigate to any task filter. 2. Modify it. 3. Immediately assign the tasks if some task is unassigned in the system. 4. Assign any task manually for an agent. Observe that the travel time is populated correctly. 5. Un-assign the task. 6. Save. Observe that dynamic scheduling picks up that task and assigns it to an agent. Notice that the travel time doesn't match the DS travel time, and it sets to default travel time.
Work Order Management PRB1806645	The user observes an error while training due to a missing ACL	There is a missing ACL that grants read access to the platform_ml_read role for wm_task table.	1. Log in as admin. 2. Navigate **All** > **Process MiningAll Projects**. 3. Open an existing project. 4. Create a copy of the project and select **Generate models**. Observe that model generation fails.

Fixes included

- Washington DC Patch 8 Hotfix 3
- Washington DC Patch 8 Hotfix 2
- Washington DC Patch 8 Hotfix 1
- Washington DC Patch 8
- Washington DC Patch 7b Hotfix 1
- Washington DC Patch 7b
- Washington DC Patch 7 Hotfix 1
- Washington DC Patch 7
- Washington DC Patch 6

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- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 8 Hotfix 2

The Washington DC Patch 8 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 10-21-2024_1012

Build tag: glide-washingtondc-12-20-2023__patch8-hotfix2-10-15-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Health Log Analytics (Family) PRB1808558	Some Health Log Analytics (HLA) poller data inputs aren't using the proxy configured for MID	Some data inputs for HLA products don't respect the proxy configuration. The proxy can't be configured on the data input record either. This may exist for many data inputs but is confirmed in one.	1. Set up a MID server in a network behind a firewall that requires a proxy for outbound access. 2. Configure the proxy for outbound MID server connections. 3. Add a rule to block all outbound connection and only allow connections to a potentially impacted URL. 4. Try to configure a data input for the HLA test connection and/or try to start the data input with a potentially impacted data input. The connections time out or otherwise fail because they are ignoring the proxy configuration.

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Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1796259	Failure to instantiate a GlideElement during a sandboxed script execution can take down a node	It should obtain the global scope to reinitialize GlideController instead of trying to traverse to global from the current GlideElement and, potentially, grabbing the sandbox scope instead.	Trigger GlideElement.specialReinitialize using the sandbox scope.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 8 Hotfix 1
- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 8 Hotfix 1

The Washington DC Patch 8 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 10-09-2024_1059

Build tag: glide-washingtondc-12-20-2023__patch8-hotfix1-10-03-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
UX Framework PRB1695799	A failed 400 and 500 HTTP request displays an intrusive modal error message in a Vancouver instance	Making a bad request in a seismic component to a Representational State Transfer Application Programming Interface (REST API) prompts an intrusive modal 400 and 500 error message on the user interface of a Vancouver instance.	**1.** Open a Vancouver instance. **2.** Make a bad request in a seismic component to a REST API.
Next Experience User Menu PRB1764924	The modal prompted to inform the user of bad impersonation attempt does not appear	A modal informing the user that an impersonation cannot be performed because it is a bad impersonation attempt is not prompted.	Trigger any impersonation that should not be allowed. Expected behavior: A modal appears to inform the user that the impersonation cannot be performed. Actual behavior: The modal notifying the user of the bad impersonation attempt does not appear.
Configuration Management Database (CMDB) PRB1748280	The log message 'Stopped processing partial payloads' appears even where there are no partial payloads to process	The log message 'Stopped processing partial payloads' is an incorrect message to be displayed even when there are no partial payloads processing.	**1.** Change the memory threshold property 'glide.identification_engine.partial_processing_max_no to 'very low'. **2.** Run an enhanced identification and reconciliation (IRE) payload. Observe that the log message 'Stopped processing partial payloads' appears.
AI Search PRB1808466	AI Search yields 'No results found' message on the Now Mobile app, but works as expected in the Service Portal	Using AI Search on the Now Mobile app does not render results and displays errors in the logs, but using AI Search in the Service Portal works as expected.	**1.** Log in to a Washington DC instance. **2.** Ensure AI Search is enabled. **3.** Open the Now Mobile app. **4.** Search for content with AI Search. Expected behavior: Results are yielded after searching for content with AI Search in the Now Mobile app. Actual behavior: No results are yielded, the 'No results found' message is prompted, and error logs appear after searching for content with AI Search in the Now Mobile app.

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Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 8
- Washington DC Patch 7
- Washington DC Patch 6 Hotfix 2
- Washington DC Patch 6
- Washington DC Patch 5 Hotfix 5
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 8

The Washington DC Patch 8 release contains important problem fixes.

Washington DC Patch 8 was released on October 03, 2024.

- Build date: 09-27-2024_0148
- Build tag: glide-washingtondc-12-20-2023__patch8-09-19-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

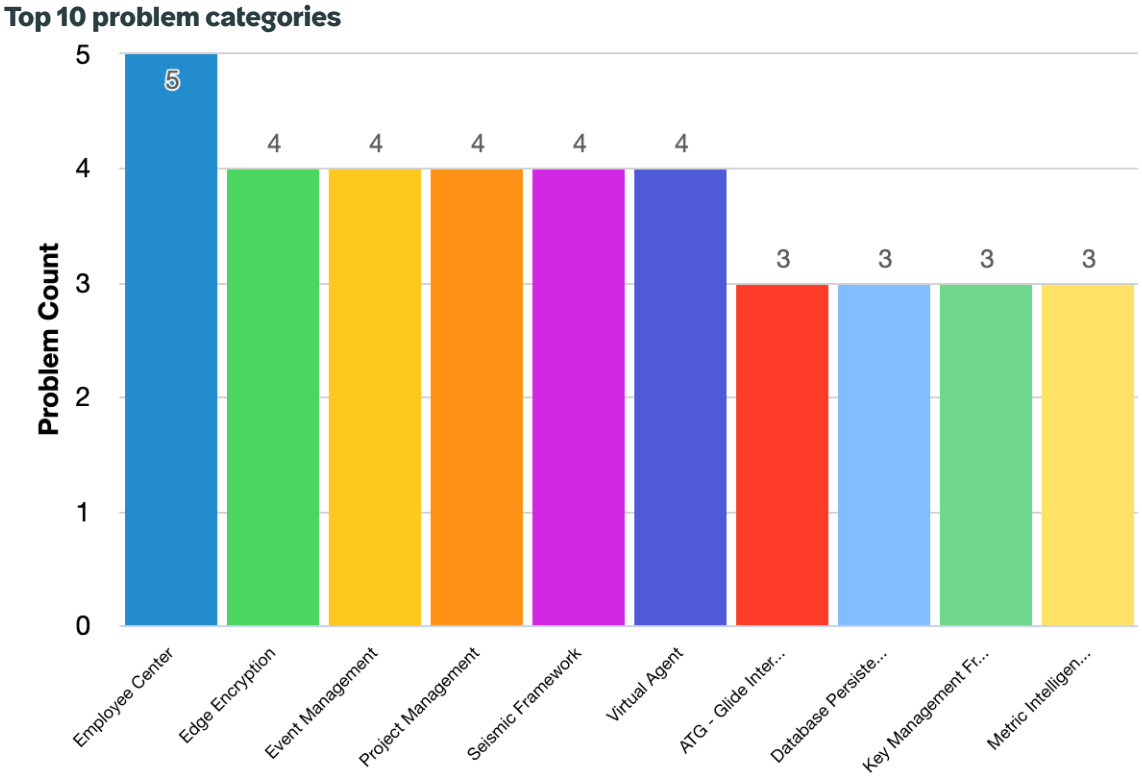
Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Washington DC Patch 8 includes 126 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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Security-related fixes

Washington DC Patch 8 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 8, refer to KB1703296.

Changes in Washington DC Patch 8

Platform Analytics Migration Center

Block Migration Options have been updated.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1736995 KB1642093	The activity stream renders differently on a workspace and UI16 with tags	When the activity stream is built with a workspace, it takes the latest user for the mod count. UI16 uses the oldest update and uses its user for the mod count. The issue is that when tags are added, they're added to the same user update	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		(sys_mod_count). The update displays as the original user in UI1 and a different user in a workspace.	
Activity Stream PRB1757236 KB1700513	Workspace activity stream displays 'From' email as the actual user who has sent email	The 'From' of the entry shows 'From: [userId]@snc'.	Refer to the listed KB article for details.
Authentication PRB1782128	Error messages reading 'CSRF validation failed' are logged even though the validation property is false	After upgrading to Washington DC errors related to failed CSRF validation appear in the syslog table.	
Database Persistence - Data Access PRB1765194	Database view List query throws a syntax error when the language is set to Japanese	The error reads: 'Syntax Error or Access Rule Violation detected by database ((conn=91122) Unknown column 'sys_translated_text2.name' in 'where clause')'.	
MID Server PRB1791369 KB1703297	MID server issue and pop-up warning when two MID servers use the same username and password combination	The user observes a warning and a MID server issue.	

All other fixes

Problem	Short description	Description	Steps to reproduce
Agent Chat PRB1687713	The scroll bar of the agent chat doesn't work properly when the	The scroll bar is slightly pushed downwards.	

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Problem	Short description	Description	Steps to reproduce
	user scrolls up		
AI Search PRB1767500	The user is unable to open a SharePoint site searched on the EC Portal	The site can't be navigated to because the URL is appended with extra characters.	**1.** Navigate to EC Portal. **2.** Search any SharePoint site. **3.** In the results, select the site. Expected behavior: The site should open. Actual behavior: Observe 404 page not find.
Application Install Engine PRB1792512	Translations are loaded repeatedly when loading conditional content for sn_vul		
Archive Rules PRB1789753	Table Cleaner rule for sys_archive_run impacts the restoration of records older than one year	The Table Cleaner rule for sys_archive_run impacts users that have data archived more than one year ago, and have a need to restore some of those records.	**1.** Provision an instance with records archived over one year ago where sys_archive_log is large (10ths/100ths of millions records). **2.** Restore a record that has related records and has been archived one year ago by selecting **Restore Record and Related Records**. Observe that the UI freezes and the transaction is canceled after five minutes. The parent record gets restored, the related record does not.
Asynchronous Message Bus (AMB) PRB1794574	Memory Leak in the AMBSessionMessageQueue	A message from a removed session stays in the AMBSessionMessageQueue.	**1.** Publish messages to a channel that has redelivery turned on. **2.** Disable the redelivery. **3.** Disconnect the client **4.** Reconnect the client. Notice that the redelivery continues.
ATG - Glide Interfaces PRB1762735	Italian language stopwords are not removed from the 'Visualization' tab when training a workflow	Solution properties should have a stopword's name (value) instead of display value.	

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Problem	Short description	Description	Steps to reproduce
	clustering definition		
Case and Knowledge Management for HR Service Delivery PRB1798836	The placeholder text 'Type your Work notes (Private) here' is not generated in the resolution notes in UI16 after clearing AI generated notes		1. Open an HR case that is not closed on UI16. 2. Change the state of the case from 'Work in progress' to 'Complete'. 3. Verify that the pop-up 'Add resolution notes' is displayed. 4. Delete the AI generated resolution notes. Expected behavior: The placeholder text 'Type your Work notes (Private) here' is visible upon deleting the AI generated notes. Actual behavior: The placeholder text 'Type your Work notes (Private) here' is not generated upon clearing the AI generated notes.
Change Management PRB1788129	Opt-in mechanism for Change-HAM integration	This is a product update.	
CMDB Identification and Reconciliation PRB1791634	DbBatchProcessor doesn't handle resource cleanup properl, resulting in high memory contention on the node	When there are invalid SQL statements, DbBatchProcessor doesn't close the statement batcher. This results in high memory contention.	
CMDB Query Builder PRB1796164 KB1701193	Query Builder queries with the 'AND' node have different result structures / the data is split over multiple result records	A fix was applied to the performance of QB queries with the 'AND' node by avoiding multiplexing data in the results of such queries. However, this might break the way users consume the results in their systems.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Condition Builder PRB1593149	A dot-walking component gets stuck in a loading state when selecting variables	When the user attempts to report on 'Variables' in the Seismic dot-walking component, there are several issues when trying to select the **Variables** field.	**1.** Open the UIB. **2.** Add the Data visualization component. **3.** Select **Vertical bar** as the Type. **4.** Select the Data source in the configuration options: **Table** > **sc_req_item**. **5.** Close the modal. **6.** Group by 'Variables'. Notice that the modal closes and only the 'Loading...' message appears. The user needs to click again to select the variables.
Configuration Management Database (CMDB) PRB1790374 KB1698757	The de-duplication template does not honor the 'Only allow updates from duplicate CIs when the main CI value is null' option	The main CI attributes are updated with the values of the duplicate CI.	Refer to the listed KB article for details.
Customer Service Management for Field Service Management PRB1798276 KB1700946	Field Service Management work order task map pages don't load for latest Google Maps Javascript API versions	Map pages for 'View task location' fail to load due to an incompatibility between the latest Google Maps API versions and the Google Maps base instance integration plugin.	Refer to the listed KB article for details.
Database Persistence - Data Management PRB1731252	ArchiveDocumentID.move DBQuery causes memory hogging		
Database Persistence - Data Management	Enabling shadow tables for compaction		**1.** Create a shadow table. **2.** Call the TableCompactor.compact(tableName) API.

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Problem	Short description	Description	Steps to reproduce
PRB1756534			**3.** Notice the message that appears, 'The compaction is not enabled for table:+ tableName'. **4.** Enable shadow tables for compaction. **5.** Create a shadow table. **6.** Call TableCompactor.compact(tableName) API. Notice that the message 'Created sys_trigger compaction qualification job with sys_id:' appears, indicating the shadow table successfully qualified for compaction.
Database Persistence - Data Management PRB1794621	The user is unable to get data management update jobs to be applied when using 'Run at' time		**1.** Create an incident with a short description of 'DM update test'. **2.** Create new sys_dm_update record, set the table as Incident and the conditions as Short Description contains 'DM update test'. **3.** In Field & Values, set **Assignment group** to Approvers. **4.** Set **Run at** to a few minutes in the future (the record may need to be saved before this field appears). **5.** Wait the duration of the period that the sys_dm_update should take to run. **6.** Refresh the sys_db_update rule. Observe that the state is 'New'. **7.** Refresh the incident created in step 1. Observe that the **Assignment group** is unchanged.
Database Persistence - Data Scale PRB1796286	Remove usage of Cleaner from PreparedStatementWrapper	This is a product update.	
Database Persistence - Data Scale PRB1798263	Allow a non-transactional use of StatementBatcher on RaptorDB	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence PRB1795144	Introduction of PrimaryKey ordering (PrimaryKeyOrderer) in Xanadu for MariaDB increased application central processing unit (CPU) response greater than 5%	Excessive time spent on PrimaryKeyOrderer.requireAdjustment when executing a script.	.adjustOrderBy /
Database Persistence PRB1796625	Adjust returned value of swarm64.get_resource_usage function	This is a product update.	
Data Collection for Oracle Global Licensing and Advisory Services for Software Asset Management PRB1666406 KB1338595	Downloading Global License Advisory Services (GLAS) data results in a blank page		Refer to the listed KB article for details.
Discovery PRB1789497	Duplicate SNMP credential affinity records are created	When Discovery is run twice against an SNMP device using a SNMP v1/v2c credential, a duplicate affinity record is created.	1. On an instance running Washington DC or later, run a Discovery against an SNMP device using a SNMP v1/v2c credential. 2. After Discovery completes, check the dscy_credentials_affinity table for affinity for the device just discovered when linking the SNMP credential. 3. Run another Discovery scan against the same device with the same MID and same credential. 4. Check the dscy_credentials_affinity table after this scan.

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Problem	Short description	Description	Steps to reproduce
			Observe that a duplicate affinity record should be created.
Document Viewer PRB1734394 KB1647686	When viewing a knowledge article with an embedded PDF attachment, the preview of the attached PDF is low quality	While viewing the attached PDF in knowledge article (Published or under review), the preview of the attached PDF is low quality. If the user views the attached PDF outside of the viewer (in Adobe or in browser) the preview of the PDF is good quality. This issue occurs in platform document viewer.	**1.** Log in to an instance. **2.** Open the application navigator and search **Incidents** > **All**. **3.** Open any record. **4.** Attach the provided PDF. While viewing the attached PDF, notice that the preview of an attached PDF is in low quality.
Email Notifications PRB1792310	Inbound emails that are signed and encrypted have an invalid signature with the S/MIME plugin	Emails received in the instance that are both signed and encrypted contain an invalid signature. Emails that are sent to the instance that are either encrypted or signed do not contain an invalid signature.	**1.** Configure the S/MIME plugin to receive encrypted and signed emails in the instance. **2.** Send an email to the ServiceNow instances mailbox that is both signed and encrypted. **3.** Check the signature in the validity after the email is received. Observe that the email has an invalid signature.
Employee Center PRB1722275 KB1698618	Wishlist is not accessible through a collapsed header menu when the page is zoomed in on /esc portal	Selecting the wishlist when the menu is collapsed doesn't do anything and the user does not see the expected wishlist modal.	
Employee Center PRB1733830 KB1647807	The 'My Task' count in the HR service portal shows	The count shown on the my tasks and the tasks shown when the user selects **My Tasks** do not match.	

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Problem	Short description	Description	Steps to reproduce
	the wrong count		
Employee Center PRB1775296	After adding Granular Delegation, My Tasks is slow in Employee Center	After adding Granular Delegation, My Tasks is slow in Employee Center.	
Employee Center PRB1775510	'Article' isn't translated in i18n Mobile App QA (18.0.0)		**1.** Open the Now Mobile app. **2.** Enter the instance name. **3.** Log in as an administrator. **4.** Select the **Support** tab at the bottom of the page. Expected behavior:'Article' is translated. Actual behavior: 'Article' isn't translated.
Employee Center PRB1787457	Retired knowledge articles are not excluded from topic popularity calculations	Popularity calculations do not change/ exclude retired KBs when the scheduled job 'Populate Topic Popularity' is run.	**1.** Create a topic called 'Popularity test'. **2.** Create five KBs and publish them, increasing the view count to 10 for each. **3.** Navigate to the topic 'Popularity test' and associate the above five KBs and other five catalog items as connected content. **4.** Run the scheduled job 'Populate Taxonomy Content Order' to generate the popularity of connected contents. **5.** View the popularity in the connected content list view for the above connected contents. **6.** Run the scheduled job 'Populate Topic Popularity'. **7.** Open the Topic Metrics table and view popularity for 'Popularity test' topic. **8.** Retire all five KBs. **9.** Run a scheduled job 'Populate Topic Popularity'. Observe that the popularity does not change/ exclude retired KBs from calculation.
Encryption Support PRB1788684	The module key is not generated after the import	The wrapped key material and import token are deleted.	

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Problem	Short description	Description	Steps to reproduce
	token is uploaded for Field Encryption Bring Your Own Key (CLE BYOK)		
Event Management PRB1688635	System Center Operations Manager (SCOM) limits the value of 'context' to 540 characters	When a SCOM event is inserted into the em_event table, parts of the JSON string are missing from the **additional_info** field. The MID log shows that the payload is fully intact and contains the full XML structure, but almost half the string is missing when it is written to the database. If the context is shorter than 540 characters, the SCOM alert is coming up correctly with no truncation occurring. The SCOM alert is truncated if the context if over 540 characters.	
Event Management PRB1745503	On Service Operation Workspace (SOW), there's a CI class change from an updated action in an alert record (em_alert)	Intermittently, a **Save** action on an em_alert form from SOW changes the associated CI class.	
Flow Engine PRB1790120	Flow Engine V2 new columns	New columns introduced by the Flow Engine V2	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1652694	are not added if sys_flow_context table size is above 100 million during upgrade from Vancouver	are not added as expected when upgrading to Washington DC and beyond from a pre-Washington DC family, which can cause the symptom where new flows error.	
Google Maps OOB integration PRB1733649 KB1700423	'Map' pages aren't loading for Google Maps API Version 3.55	All Map Pages with the **Use advanced configuration** field set to True fail to load due to an incompatibility between the latest Google Maps API version and the Google Maps base instance integration plugin.	Refer to the listed KB article for details.
Health Log Analytics (Family) PRB1798050	HLA SysLog Data Input is not working upon start	The script include used by this data input doesn't exist in older versions and therefore the data input is broken.	**1.** Navigate to the data input menu and create a new glide SysLog data input. **2.** Select **Start**. Notice that an error is presented and data input can not be started.
Horizon Component Library PRB1756284	sn-record-reference-connected is not able to show a record intermittently	The issue occurs when sn-notification-preferences-advanced is rendered repeatedly in a loop.	
Horizon Component Library PRB1791908	Keyboard focus is misplaced on a banner notification pop-up, requiring multiple tab key taps to return focus to the **Close** button	Users with motor impairment often use only a keyboard and rely on quick and efficient navigation. This behavior does not allow the banner to be readily dismissed and forces to	**1.** Log in to any instance. **2.** Navigate to any list within any workspace, such as CSM. **3.** Select at least one record from the list (select the checkbox) to enable the **Export** button. **4.** Select **Export**. **5.** Select **Export** again on the modal. Upon completion of the download, observe a notification banner at the top of the page.

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Problem	Short description	Description	Steps to reproduce
		the user into extra tab stops. Additionally, the banner covers focusable content.	Expected behavior: Keyboard focus lands on the **Close** button of the notification banner. Actual behavior: Keyboard focus is behind the banner and the user needs to tab multiple times to bring focus back to the banner to dismiss it.
Incident Management PRB1788130	Opt-in mechanism for Change-Hardware Assest Management (HAM) integration	Users can opt-in for change request asset action validations. Users should be able to move the change request to 'Review state' without an asset action even if the property is turned off.	
Internationalization Features PRB1787388	After upgrading to Washington DC, getDisplayValueLang() doesn't return the expected results	Both the dollar symbol and the comma are dropped from a value in a currency field by getDisplayValueLang.	
JVM at Scale PRB1709224 KB1576486	Several of the memory graphs on the 'Performance' dashboards no longer display in Vancouver	For example, MemoryMaxMonitor.java represents the 'Max' line in 'Java Memory'.	Refer to the listed KB article for details.
Key Management Framework (KMF) PRB1748366 KB1695736	Module keys generated prior to the San Diego release can fail HMAC validation if the Instance HMAC key is rotated	Since San Diego, module keys HMAC values are encoded using the ServiceNow KMF Format, which embeds additional key information. Without this information, the system cannot reliably determine which HMAC	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		key was used to generate the tag, and defaults to using the active one.	
Key Management Framework (KMF) PRB1771941	The existing script include in the Smart Operations application requires access to the Key Management Framework script include 'sn_kmf.ScopedRevokeCertificate'	The existing script include 'sn_smartops.SmartOpsCertificateSNC' in the Smart Operations application requires access to the 'revokeCertificateBySn' method in KMF script include 'sn_kmf.ScopedRevokeCertificate'.	1. Navigate to the 'sys_restricted_caller_access' table on a Washington DC instance. 2. Search for records with the source scope is 'Smart Operations' (sn_smartops). Observe that no record is present to provide access for the 'sn_kmf.ScopedRevokeCertificate' script include.
Key Management Framework (KMF) PRB1781799	Provision Instance Email automation is completed, but email servers are not created on the user instance for GovCommunityCloud (GCC)	The automation completes successfully with no errors in the logs, but the email servers are not created or updated on the instance.	
Legacy Agent Workspace PRB1512256 KB0993531	A **glide_list** field with choices and an empty reference table is not working	A 'List' Type dictionary entry with choices and empty reference table is not working in Agent Workspace.	Refer to the listed KB article for details.
Legacy Agent Workspace PRB1736226 KB1634670	In Agent Workspace, the activity stream displays database names instead of label names for custom fields	In Agent Workspace, when a reference field(task) is opened from problem table, if the custom fields are configured in field changes in activity stream, it displays a database name.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Legal Simple Contracts PRB1798642 KB1700971	Attachments on contract document revision records are deleted	Attachments on contract document revision records stored in the ServiceNow based storage are getting deleted. Finalized contracts are not impacted by this defect.	Refer to the listed KB article for details.
Major Incident Management PRB1791586	A blank choice appears when adding a collaborative communication task in the Major Incident Workbench after upgrading the Service Operations Workspace (SOW)	After upgrading SOW to latest version on Major Incident Workbench, the user sees a blank choice when adding collaborative communication task.	1. Open a major incident. 2. Select **Workbench**. 3. Navigate to **Collaborate** > **Add** > **Channel Dropdown**. Notice that **Channel dropdown** has a blank choice.
Natural Language Query (Family Release) PRB1770635	Group by queries do not work for CMDB_WS or CMDB_QB sources	When a script is executed in the Engineering Details in 'scripts - background', the results say 'errorMessage':'FAIL: type invalid for source of query','output_source':'GAI','nlqQueryLog TableSysId':'cf207c fc43a20210a8fc3 9603ab8f2ac'}.	
Now Mobile - Employee Experience PRB1744741	The 'Save a draft' function can only save some variables on a catalog item	Some fields are left blank when an incident is saved.	1. Open Now Mobile 17.3.0 and log in (Washington DC requires the latest mobile app version). 2. Select the **Request IT assistance** quick link The user is re-directed to the **Create incident** catalog item.

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Problem	Short description	Description	Steps to reproduce
			3. Input the urgency and description, then **Save a draft**. **4.** Navigate to 'My request' and open the draft. Expected behavior: Both urgency and description should be saved. Actual behavior: The description is saved as blank.
Now Mobile - Employee Experience PRB1785198	The 'Date' variable shows no default in languages other than English	When Record Producer is opened in Service Workspace Portal and Mobile Service Portal, the 'Date' variable is prefilled correctly. However, when it is opened again in both portals, the variable is not prefilled correctly in Mobile Service Portal.	
On-Call Scheduling PRB1788633	Selecting the 'primary user' icon opens multiple cards in on-call schedules	Selecting the 'primary user' icon opens multiple cards shifts which have no members in the roster and are covered by coverages.	**1.** Open an instance. **2.** Navigate to **All** > **On-Call Scheduling** > **On-Call Schedules**. **3.** Identify a rota. **4.** Select the 'primary user' icon. Observe that the card expands.
Performance Analytics Dashboards PRB1781569	pa_tabs.name is changed after update set transfers	This is due to the update set's export/import mechanism stripping the separator between the sys_id and the name of the tab.	**1.** Install two instances with the com.snc.i18n.Japanese plugin installed. **2.** Log in to the first instance as an admin. **3.** Display a dashboard. **4.** Select **Dashboard menu** > **Create Tab**. **5.** Select the **Edit tab** icon on the tab created in step 4. **6.** In **Rename tab**, input Japanese text. **7.** Select **OK**. **8.** Select **Dashboard menu** > **Dashboard properties**.

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Problem	Short description	Description	Steps to reproduce
			The record of pa_dashboards is displayed. 'Tab name' is displayed normally in the **Tab** field of the 'Dashboard Tabs' related list. 9. **Preferences** > **Languages and Region**, change the language to Japanese. Observe that 'Tab name' is displayed with the sys_id of pa_tabs record in the **Tab** field of the 'Dashboard Tabs' related list.
Performance Analytics Dashboards PRB1795213	A tab name is truncated in a Washington DC mainline instance	Tab names are truncated.	1. Create a new dashboard with two tabs. 2. Make sure the tab names are more than 32 characters long. 3. Edit the tab records and delete the sys_ID but keep the rest of the name. 4. Load the dashboard again. Notice that the tab names are truncated.
Performance Analytics PRB1780038	The cascading filter m2m migration datasource reference field isn't set as expected	The issue is that the migrated cascading filter works in runtime, but it doesn't work in configuration time.	
Platform Analytics Filters PRB1777094	Washington DC-migrated cascading filters need to be adjusted		
Platform Analytics Migration API PRB1802121	com.glide.par.migration.enabled does not block migration activation	Migration can be activated via the API call.	1. Select **Start moving** in Migration Center. 2. Set com.glide.par.coreui .migration.enabled to false. Expected behavior: The API call should fail. Actual behavior: Migration can still be activated via the API call.
Playbooks (Family Channel)	No new activity context is created when a lane	When a lane or activity that runs only on restart and has been bypassed is	

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Problem	Short description	Description	Steps to reproduce
PRB1727495	or activity that runs only on restart is executed twice in a single session	executed again in a single session, it should be bypassed. When an activity is terminated in the same session, it should keep its terminated state. When a lane has an activity that is in progress, the lane end activity should not be completed.	
Playbooks (Family Channel) PRB1781451	Only the first activity is valid when a playbook definition run condition reference is duplicated		**1.** Create a playbook definition with three or more activities. **2.** Add a run condition to the third activity. **3.** Reference the first two activities. **4.** Duplicate the playbook definition. Expected behavior: The duplicated playbook definition does not contain any invalid reference errors. Actual behavior: The second activity reference is invalid.
Predictive Intelligence PRB1798054	An error reading 'Illegal parameter: null: no thrown error' is thrown when trying to fetch properties of active java solutions for clustering and similarity	JSON parsing on properties with null values results in this redundant error log to be thrown. This is a redundant error message without any impact on pipelines.	
Process Mining PRB1793119	An error message occurs when the breakdown		

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Problem	Short description	Description	Steps to reproduce
	filter set with the 'Empty' category, and the filter does not get applied		
Project Management PRB1711919	Values under 1000 do not copy into the Benefit Plan Grid in the Planning Console	Planning Console Grid paste is not working for values under 1000.	1. Open any project. 2. Open the planning console. 3. Navigate to **Financials** > **Monetary Benefit Plans**. 4. Create a New Benefit Plan with 0 Entered Benefit. 5. Open an Excel worksheet. 6. Enter '10.11' into three columns. 7. Copy all three columns. 8. Paste the columns into the Benefit Plan Grid. Notice that the value 10.11 does not save into the Benefit Plan Grid. 9. Navigate back to Excel. 10. Enter '2000.11' in three columns. 11. Copy all three columns. 12. Paste the columns into the Benefit Plan Grid. Notice that the value 2000.11 is saved into the Benefit Plan Grid.
Project Management PRB1792775	Cost values on task type breakdowns are not populated	Cost values on task type breakdowns and investment and planning items on benefit plans are not populated.	
Schedule Calendar PRB1794379	The Next UI Schedule Calendar does not save updates to the 'Repeat Until' date in the schedule entry	The 'Repeat Until' date does not save when it is updated in the schedule entry.	1. Open a Washington DC instance. 2. Navigate to **Show Schedule**. 3. Open a schedule in the Next UI calendar view. 4. Edit a repeating schedule entry where the **Repeat Until** field is empty. 5. Set a date in the **Repeat Until** field. 6. Save the changes.

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Problem	Short description	Description	Steps to reproduce
			Observe the message 'Event updated successfully'. 7. Open the schedule entry. 8. Verify the date has been entered in the **Repeat Until** field. Expected behavior: The **Repeat Until** date is in the schedule entry. Actual behavior: The **Repeat Until** field is blank in the schedule entry.
Seismic Framework PRB1792811	Service workers do not cache non-200 glide requests		1. Spin up glide or a mock HTTP server. 2. Respond with a 500 glide response. See that service workers responds to subsequent requests with a cached text or document.
Service Catalog PRB1777834 KB1648430	The field message of the catalog UI policy actions are not translated to a non-English language in the service portal	In Service Portal, the translation of field messages rendered from catalog UI policy actions is not working as expected.	Refer to the listed KB article for details.
Service Catalog PRB1804647	Family changes for LLM VA May and August support	This is a product update.	
Service Catalog PRB1804801	Error on workspace catalog form when creating an incident request	There is an error that reads 'ReferenceError: g_prevent_access_from_console is not defined'.	1. Provision the latest catalog builder or Washington DC build. 2. Navigate to **Incident** > **Create request** and open any item. Observe the error in the console: 'ReferenceError: g_prevent_access_from_console is not defined'.

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Problem	Short description	Description	Steps to reproduce
Software Asset Reconciliation PRB1794331	Performance issue in clearing LMRs for entitlements	SamPublisherCalculator's cleanUpEntitlementsByPublisher() gets stuck.	
Survey Management PRB1797560	An error message appears when the date type field is not updated when retaking survey	Mandatory date type file will get the error 'Some fields are incomplete' when user retaking survey without updating that field. The issue only occurs on date type question.	**1.** Open an instance. **2.** Impersonate a system administrator user. **3.** Open a completed survey. **4.** Select **Get started** to retake the survey. **5.** Select **Submit** without changing the **New date** field. Expected behavior: The survey is submitted. Actual behavior: The error message 'ErrorSome fields are incomplete: New Date' appears and the survey cannot be submitted.
Table Administration and Data Management PRB1796193	A sysauto_script is not present in a database	The script enables instant alter glide.db.instant_alter.enabled.	
Table Cleaner PRB1783267	Uncontrolled growth of table sys_cluster_message	The table size increases infinitely.	**1.** In background scripts run the script new GlideTableCompactor().cancel(). **2.** Check sys_cluster_message.list. Notice that there is one new entry per node every 15 seconds.
UI Field Administration PRB1799414	The decimal field does not register the user's country code and system language, and uses a period instead of a comma as a decimal separator in the legacy workspace		**1.** Log in to a Vancouver or Washington DC instance with the com.snc.i18n.german plugin installed. **2.** Set the system property to glide.system.locale - en. **3.** Create a user with the country code 'Germany and Language - Deutsch'. **4.** Navigate to incident.LIST. **5.** Open any record. **6.** Add a **Decimal** field to the form. **7.** Add '1,000.53' in the field. **8.** Save the changes. **9.** Impersonate the user that was created.

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Problem	Short description	Description	Steps to reproduce
			10. Navigate to the incident record with the added field and value. Notice that the decimal field is changed to 1.000,53. 11. Navigate to the legacy agent workspace and open the same incident record. Notice the decimal field is not changed, and is displayed as 1,000.53.
UI Form Administration PRB1765581	Attachment modal behavior issue when selecting a checkbox with a large number of attachments present	When selecting a checkbox with large number of attachments present, the modal is cut off and moves up as more attachments are added. The issue can be reproduced in UI16.	1. Log in to the instance. 2. Turn off the Next Experience UI. 3. Open any incident or kb_knowledge. 4. Add around 15 attachments to the case. 5. Select the checkbox of the last attachment in the modal. Expected behavior: The modal doesn't move when selecting the checkboxes of attachment. Actual behavior: With a large number of attachments present, selecting the checkbox moves the modal up and cuts the top off. This only works for the attachment in the lower part of the scroll.
UX Framework PRB1793083	Having multiple scripted conditions on repeaters causes a collision and resolving in blank page	When multiple scripted conditions are added to a repeater for properties like 'repeatsWith' and 'isHidden', the page does not load at all and throws an 'Internal Server Error 500'.	
UX Framework PRB1798658	The **To** recipient field is not displayed because of the email header in Customer Service Management	The 'To' data pill is hidden in Now Email Client Viewer on the initial load of workspace page.	1. Open a base instance. 2. Open the incident table attributes. 3. Disable the document viewer with the following steps. a. Navigate to **System Definition** > **Dictionary**. b. Search for the table.

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Problem	Short description	Description	Steps to reproduce
	(CSM) Configurable Workspace		**c.** Open the record with the 'Collection' type field. **d.** Enter 'Use Document Viewer' in the **Attribute** field. **e.** Enter 'false' in the **Value** field. **f.** Open the incident email record in the email viewer. Observe that upon opening the email, recipients in the **To** field are not displayed unless **Hide Email Header / Show Email Header** is selected.
Virtual Agent Designer PRB1769577	There's a null pointer exception (NPE) while publishing a foundational topic with date/time	The topic cannot be published due to a NPE.	
Virtual Agent PRB1784826	A JavaScript console error appears when the Virtual Agent chat is open in the Service Portal UI	A JavaScript console error appears in the Service Portal UI as a result of a keyboard shortcut API returning with a code in the 400-500 range.	**1.** Select **Track your Tickets**. **2.** Open any case. **3.** Select the chat option to launch the Virtual Assistant in the Engagement Messenger. Notice that the console error appears on the browser and in JavaScript.
Virtual Agent PRB1787170 KB1650880	The VA in Now Assist is unresponsive when reaching the variable maximum in client scripts	The VA in Now Assist for the Platform is unresponsive and does not populate values when it reaches the variable maximum in client scripts, especially when a client script sets values for 100 variables for a catalog item.	
Virtual Agent	SensitiveData handling unmasking won't work if value	The replaceAll method is used to replace masked text with unmask	

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Problem	Short description	Description	Steps to reproduce
PRB1800743	contains a $ character	text. Because the method is expression based, the appearance of a $ character causes unexpected behavior, such as the IndexOutOfBoundsException error.	
Virtual Agent PRB1804427	Create new fields in sys_generative_ai_log for translated prompt and response	This is a product update.	
Virtual Agent PRB1806496	Controls are not fully visible during topic execution	The user has to scroll to see all options.	1. Create a LLM topic with Static choice list with multiple options. 2. Execute the Skill from NAVA. Expected behavior: All options should be visible to user by default. Actual behavior: The user has to scroll to see the options.
Virtual Agent Web Client PRB1772481	Reducing the browser width to less than 600 makes the web-client go fullscreen	The now-requestor-chat-popover uses the now-modeless-dialog. The minimum height in pixels that the now-modeless-dialog can be resized to has a default value of 600px. Hence, if the height is less than 600px, the web-client becomes fullscreen.	1. Enable popover component. 2. Update window width to less than 600. Notice that the web-client becomes fullscreen.
Work Order Management PRB1784924	Updates made to the wm_task.state label in the Platform is not	Changes in the wm_task state labels are not reflected in My Map because state labels were	

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Problem	Short description	Description	Steps to reproduce
	reflected in My Map	hardcoded in Java.	

Fixes included

- Washington DC Patch 7
- Washington DC Patch 6 Hotfix 2
- Washington DC Patch 6
- Washington DC Patch 5 Hotfix 5
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 7b Hotfix 1

The Washington DC Patch 7b Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 11-20-2024_1649

Build tag: glide-washingtondc-12-20-2023__patch7b-hotfix1-11-14-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Attachments to Records PRB1823698 KB1709552	Out Of Memory (OOM) caused by the misuse of BuffetedInputStream when creating attachments	Attachments created from previously prepared TMP files are read with BufferedInputStream and have an internal buffer of 512M.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Next Experience UI16 Theming PRB1723262 KB1638823	The user is unable to highlight text in a form using Google Chrome	The user is unable to highlight text in a form using Google Chrome v121.0.6167.8.	Refer to the listed KB article for details.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 7b
- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 7 Hotfix 1

The Washington DC Patch 7 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 11-01-2024_1055

Build tag: glide-washingtondc-12-20-2023__patch7-hotfix1-10-30-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
Discovery PRB1817799	Starting a Discovery takes a while when there is a sizeable global exclusion IP address list and inclusion list	Discovery and Shazzam Sensor processing takes a long time when there is a sizeable global exclusion IP address and inclusion list.	1. Open a Washington DC instance. 2. Add 430K IP addresses to the global exclusion list. 3. Create a Discovery schedule with the inclusion list of 50k IP addresses. 4. Start Discovery.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 7
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 7

The Washington DC Patch 7 release contains important problem fixes.

Washington DC Patch 7 was released on September 5, 2024.

- Build date: 08-31-2024_1809
- Build tag: glide-washingtondc-12-20-2023__patch7-08-21-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

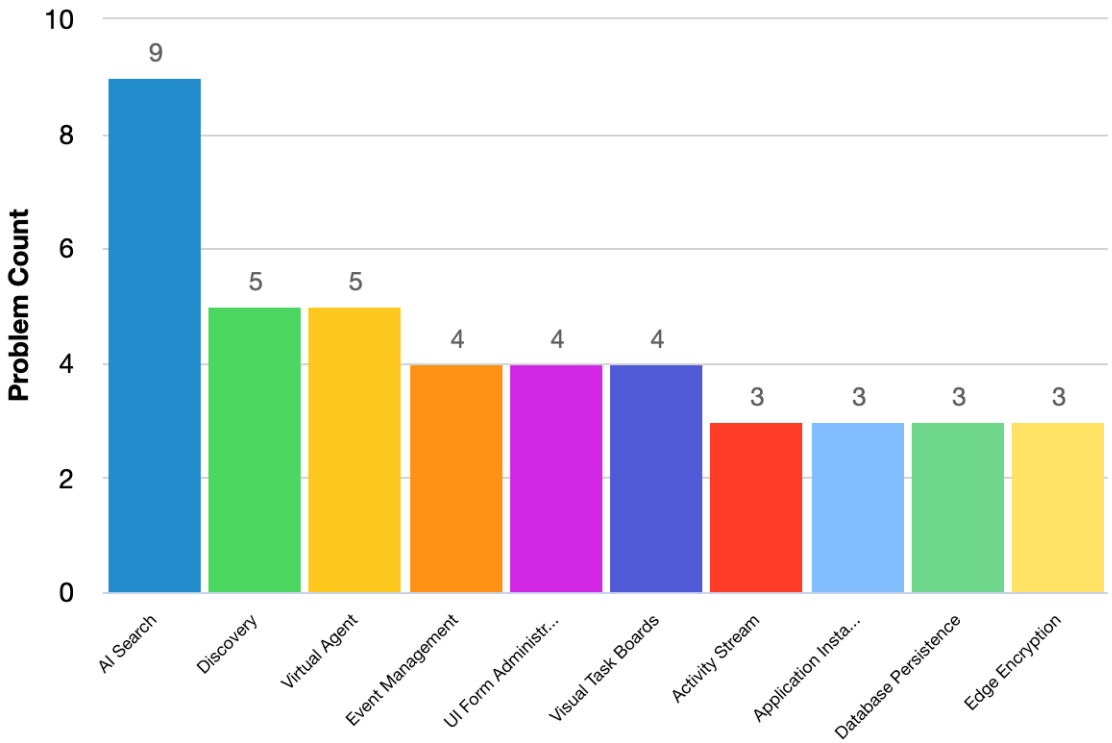
For a downloadable, sortable version of the fixed problems in this release, click here.

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Overview

Washington DC Patch 7 includes 175 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

Top 10 problem categories



Security-related fixes

Washington DC Patch 7 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 7, refer to KB1699908.

Changes in Washington DC Patch 7

Enable Now Assist experience in Virtual Agent API

Be sure you are on Washington DC Patch 7 or above. If you are on an earlier version, see KB1699602 article in the Now Support Knowledge Base .

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
AI Search PRB1778235	There's an 'Invalid or unexpected token' error message on	The issue can be seen on any portal, like 'sp' or 'esc', as well as an empty testing page. There shouldn't be an	

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Problem	Short description	Description	Steps to reproduce
	a browser console when accessing any page on a portal after upgrading to a Washington DC version	error message on the browser console.	
Database Persistence - Data Access PRB1717895 KB1629327	The 'OR' logical operator in a related list condition query behaves as the 'AND' operator	When reporting over a table, using a related list condition with the 'OR' logical operator, it seems to have the same effect as using 'AND'.	Refer to the listed KB article for details.
Legacy Agent Workspace PRB1722642	When two users open an HR Case in HR Agent Workspace, the second user can't see that the first is viewing	When user X opens a HR Case on the HR Agent Workspace, and then user Y opens the same HR Case on the HR Agent Workspace, user X can see that user Y is viewing the HR Case, but user Y can't see that user X is viewing the HR Case.	1. Provision an instance with the 'sn_hr_ws' and 'sn_hr_agent_ws' plugins on a Vancouver instance. 2. Log on to the Vancouver instance. 3. Impersonate a user. 4. Create an HR Case. 5. Navigate to the HR Case on the HR Agent Workspace. 6. Open an incognito tab on the browser. 7. Log on to the same Vancouver instance. 8. Impersonate a different user. 9. Navigate to the same HR Case on the HR Agent Workspace. Observe that the first user can see that the second user is viewing the HR Case, but the second user can't see the first user is viewing the HR Case.
Software Asset Management PRB1638689 KB1227735	The business rule 'Bookkeeping for dedup on delete' doesn't check the normalization status of installs		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
UI Form Administration PRB1665993	g_aw.closeRecord() doesn't work for new records in a workspace	After creating a **Save and close** UI action, it isn't possible to close the current record tab for new records.	

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1709271	The user is unable to select email hyperlinks in the activity stream of Service Operations Workspace (SOW)	There's a degraded user experience for using hyperlinks in email. They may intermittently not open a new tab with a URL address.	1. Log in to a Vancouver instance. 2. Navigate to **Service Operations Workspace (SOW)** > **Create or view an incident record**. 3. Ensure that an email is associated to the incident record. 4. View the activity stream of the incident record. 5. Select the hyperlink for the email. Expected behavior: The system should load the new tab with the URL address. Actual behavior: The system intermittently doesn't load in a prompt manner.
Activity Stream PRB1763824	A space/ line break is observed in UI15's activity stream for emails	The issue is reproducible only in Washington DC. It occurs only when the activity formatter is set to the 'UI15' view through the 'use.concourse' user preference.	1. In any Washington DC instance, navigate to sys_user_preference. 2. Find the 'use.concourse' system-wide preference. 3. Set the value of this preference to false so the activity streams are rendered as UI15. 4. Navigate to any incident record. 5. Send an email from the record. 6. Navigate to the sys_email table. 7. Set this email as 'sent' so it displays in the activity stream. Observe that in the UI15 activity stream where the email is displayed, there's an unexpected space/line break.

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1763981	Activity streams need a maximum length to guard against tables with excessive audit relations	Configuration Item (CI) records with large amounts of related sys_activity records load slowly in a configurable workspace.	1. Add a large number of incidents, 10 K - 100 K. 2. For each incident, on the incident form in Service Operations Workspace, set the **Service** (business_service) field in the 'Impact' section of the form to the 'Email' service. 3. Ensure that the 'Email' service of the CI activity stream is removed; 'GlideActivity.removeStream' in sys.scripts.do. 4. Open the 'Email' service CI by selecting the 'Open Record' icon (info) in the **Service** field in the 'Impact' section of the form. Expected behavior: The CI opens quickly. Actual behavior: The CI gets stuck loading and there's statements in the log file about handling an extremely large result set.
AI Search for Virtual Agent PRB1789779	Users are seeing a 'bad content' error for 'what is spam?'		1. Set up a large language model conversation on esc. 2. Log in to the esc portal. 3. Open the Web Client. 4. Type 'what is spam?' Observe the 'bad content' error.
AI Search PRB1720477	Translated Field Helper generates unexpected AI Search documents for installed languages	Translated Field Helper generates unexpected AI Search documents by searching preferred_language of sys_choice table for installed languages of the sys_user.	1. Provision an instance without the i18n pack plugin. 2. Navigate to sys_choice. 3. Create entries on the sys_user table in the 'preferred_language' column. 4. Ingest a sc_cat_item record with language. Observe that two documents are generated for one glide record.
AI Search	After upgrading to Washington	The user observes an error with the banner, 'Part of the query on	

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Problem	Short description	Description	Steps to reproduce
PRB1779119	DC, the user sees a red banner ACL message when viewing incidents or case tasks	live_message has been ignored because of read security rules on live_message.chat_message', or 'Part of the query on live_message has been ignored because of read security rules on live_message.state'.	
AI Search PRB1780839	Incorrect values are logged for triggered Genius Results (GR) in an async case	When the async mode is 'GR_ONLY', 'GR Placeholders' are returned for every async GR that is executing when returning the initial search response. These placeholders end up in the searchAnalyticsPayload on that response, which is used to log the initial SEARCH_EVENT. As part of the logging of that SEARCH_EVENT signal, those placeholder GRs are then logged to the triggered GRs table. However, there's no guarantee any of them actually resulting in valid GRs, and if they do, there's no guarantee they were shown to the user.	
AI Search PRB1785294	Suggestions for recently viewed results (PERSONAL_CLICK suggestions) with external URLs don't navigate correctly in portal		1. Open Service Portal on an AI Search-enabled instance. 2. Search for 'Change Password'. 3. Select the regular (non-Genius) search result for 'Change Password'. Observe it brings the user to a page outside of the portal (e.g. $pwd_change_error.do). 4. Run the scheduled job to process the queued click signals, to get 'Recently Viewed' suggestions.

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Problem	Short description	Description	Steps to reproduce
			5. Return to the portal home or search page, and type 'Change' in the search box. 6. Select the 'Recently Viewed' suggestion that says 'Catalog Item' underneath it. Expected behavior: The user should be taken to the same URL used when selecting the regular search result. Actual behavior: The user is taken to the generic portal form page.
AI Search PRB1786056	The carousel Genius Result position isn't added to the signal		1. Navigate to the Next Experience homepage. 2. Search for a term that triggers a carousel with more than one result. 3. Provide feedback or do an action like a request for one of the items from the multiple items on the carousel. The carousel Genius Result position should be added to the signal, but isn't.
AI Search PRB1788062	Search is down for some time when upgrading from Vancouver to Xanadu	An error is seen: 'AISearchService: Error is thrown from searchQueryService.search() : java.lang.NullPointerException: Cannot invoke "com.glide.db.meta.Table.getTableIterator()" because "result" is null: com.glide.ais.configuration.Datasource.loadSemanticSearchMappings(Datasource.java:351) com.glide.ais.configuration.Datasource.loadFromDB(Datasource.java:250)'.	1. On a Vancouver instance, provision an instance with Now Assist ITSM installed. 2. Attach Now Assist actions and Now Assist Q&A to the Service Portal search profile. 3. Perform queries on the portal. 4. Upgrade Glide to Xanadu. Notice that the regular search is down during the upgrade.
AI Search PRB1788078	sys_search_event doesn't include grConfig in gr_results for Genius Result feedback and clicks		1. Select **Feedback** or the **Genius Result** action. 2. Wait for the search event to be flushed from the sys_signal_event_queue. Observe that the entry in sys_search_event.gr_results has an empty 'grConfig' value.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1793717	The Natural Language Query (NLQ) 'Switch' table and 'Show' table doesn't emit feedback from sn-search-top-results		In Washington DC, select any non-feedback button on an NLQ result. Observe that no feedback is returned through the network calls tab, and that no genius result event was logged in the search's sys_search_event.
Analytics Data API PRB1788888	Data broker calls fail after an upgrade	The Analytics Data API needs to sanitize the request coming from data brokers, and remove placeholder values.	1. Create a UI Builder (UIB) page. 2. Add a data visualization data broker (table). 3. Fill out the properties of the broker so that the response is a correct data visualization response. 4. Save the page. 5. Navigate to the page definition. 6. In the **Data** field, remove the useDataCache property value from the data broker. 7. Navigate back to UIB and refresh the page. 8. Open the data broker. Expected behavior: The response is the same as in step 3. Actual behavior: There's an error.
Antivirus Scanning PRB1734157	Update com.glide.snap.uw to snap-v2 for the release of Glide	The virus scan isn't working when attaching a file to the **File Attachment** field.	
Application Install Engine PRB1743934	Activating plugins using the new application manager logs 'system', where the previous manager logs the user who activated the plugin	When installing a plugin using the new application manager, it logs 'system' in the sys_plugin_log. This makes it hard to audit who installed the plugin on the instance, where the previous manager logs the user who activated the plugin, the audit was easier.	

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Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1786797	Batch Install doesn't handle circular dependencies for non-app V2 apps	The BatchInstallDependencyMap.java class doesn't handle circular dependencies when the app being installed isn't a V2 app. The shouldEvaluateDependencies method incorrectly returns true when a circular dependency is encountered. When loading a non-V2 app and there's a dependency pair that's already seen, shouldEvaluateDependencies returns true because it checks the list of V2 plugins visited, which is empty because it's not a V2 app.	1. Open a Washington DC instance. 2. Attempt to batch install App Engine Studio. Observe that the progress bar doesn't go beyond 0%, and eventually a StackOverflow message appears.
Application Install Engine PRB1786807	Conditional applications weren't installed via new app management		1. Procure a new Washington DC instance. 2. Navigate to Store. 3. Request the 'Healthcare and Life Sciences Service Management Core' application. 4. Complete the installation of 'Healthcare and Life Sciences Service Management Core' on the instance via system applications. 5. Navigate to system applications. 6. Verify sn_cwf_wrkspc install's status. Expected behavior: sn_cwf_wrkspc should be installed or CSM/FSM Configurable Workspace is available in the instance. Actual behavior: sn_cwf_wrkspc isn't installed or CSM/FSM Configurable Workspace isn't accessible in the instance.
Application Manager PRB1780803	Remote app table entries are populated with 'undefined' in	Installer copies sys_code values from sys_remote_app table to sys_store_app table and used it for all app	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1649374	the 'sys_code' column	installations. However, it didn't account for records which have 'undefined' legacy values. As a result, the existing records with 'undefined' values causes failure to load conditional content in the plugin.	
Appointment Booking PRB1789260	Personal events on a technician calendar are ignored when booking an appointment for an appointment booking user	There's also an error in the CSM/CSP portal when booking/ rescheduling an appointment as an appointment booking user.	**1.** Create a personal event for an agent. **2.** Ensure that only that agent is available in the group, so that DS checks availability and events for that user alone. **3.** Log in as a user in the CSM portal. **4.** Book an appointment. Expected behavior: An appointment slot shouldn't be visible when an agent is on timeoff, or when booked for an appointment for any other available slot. The appointment should be booked with no error thrown. Actual behavior: Appointment booking/ reschedule isn't honoring the time where a technician is on timeoff and displays slots. Also, users are seeing an error message on the screen.
Asset Management PRB1778297 KB1649341	The Hardware Asset Management (HAM) 'Incident' view rule within Asset Management Workspace targets Agent Workspace	The **Workspace** field is set to 'Agent Workspace'. The HAM 'Incident' view rule shouldn't target Agent Workspace. The **Agent Workspace** field should remain empty.	Refer to the listed KB article for details.
Asset Management PRB1781337	The 'Stock Runner' job is failing with an error	The 'Stock Runner' job is failing with an error: 'ProcessStockRules: ReferenceError: "sn_eam" is not defined.: no thrown error.'	

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Problem	Short description	Description	Steps to reproduce
Automated Test Framework (ATF) PRB1764100	ATF steps that execute without explicitly setting 'Success' or 'Failed' statuses can leave pending suite results and stuck cloud run executions	Even after all tests are finished, the suite and progress tracker both stay in a 'Running' state. The cloud runner stays active even though there's nothing left to run, until it eventually times out much later. This can happen any time an ATF test step doesn't get set to a 'finalized' state (i.e. Success/ Failed/Error), including because the step author simply forgot to do it, or because an error was thrown.	
Automated Test Framework (ATF) PRB1769587	ATF scheduled client test runners can sometimes get unimpersonation errors	This can cause other tests in the same test runner to also have unimpersonation errors.	
Case and Knowledge Management for HR Service Delivery PRB1785629 KB1698772	The 'Manage Human Resource' catalog page isn't loading	An error displays in the console: 'Uncaught SyntaxError: Unexpected token ')...'	Refer to the listed KB article for details.
Change Management PRB1790024	A review flow should only attach one post-implementation review task	Review flow's configuration needs to be corrected. Because the creation of the task doesn't mean the flow waits until the task is complete, it creates the task and then the flow ends. Based on the trigger condition of the flow, this means that when a user updates the record while it's in the review state, it keeps triggering the	1. Make an unauthorized change model available in 'Create New'. 2. Create an unauthorized change. A single post-implementation review task is associated. 3. Update the change request's short description. Another task is associated because another flow was attached.

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Problem	Short description	Description	Steps to reproduce
		flow and creating new tasks.	
Field Encryption PRB1781726 KB1648610	Duplicate **Encryption Configuration** field records for tables in the CMDB hierarchy cause errors when the tables are queried	Duplicate **Encryption Configuration** field records for tables in the CMDB hierarchy can lead to new tables not having the correct number of clone descendant records, causing errors when the tables are queried.	Refer to the listed KB article for details.
Configuration Management Database (CMDB) PRB1787678	The CSDM Life Cycle Migration 'bulkPopulate' method can be initiated multiple times, causing issues	The 'bulkPopulate' method in the LifeCycleUtil script include can cause issues if it's directly called multiple times in a short time window. Copies are created of itself as they both try to update the same target CI records, and potentially overwriting changes made by each other.	
Content Experiences PRB1741977	Script include and server errors are visible on the homepage	Errors visible on Cloud Services's 'Browse Cloud Catalog' page.	1. Log in as an admin user/role. 2. Navigate to **Cloud Services** > **Browse Cloud Catalog**. Observe that script include and server errors are visible on the homepage.
Content Experiences PRB1743499 KB1641446	With slow internet/ fast multi-clicks, if a user multi-clicks **Checkout** or the **Save and Publish** button, it creates multiple draft and retired content	There should be only a single draft version and retired versions should be unique.	Refer to the listed KB article for details.
Database Persistence	'Order by' columns are not added to	An SQLException error is thrown.	

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1789910	the 'Group by' clause when joined on a denormalized table with aggregation via 'RLQuery'		
Database Persistence - Data Management PRB1786870	Remove the **Toggle DMTableCleaner** button		1. Navigate to the list view of the sys_dm_job table. 2. Navigate to the form view of the 'DMTableCleaner' job. Expected behavior: The **Toggle DMTableCleaner** button should be removed along with the script include it calls. Actual behavior: The **Toggle DMTableCleaner** button displays.
Database Persistence - Data Scale PRB1715563	Adjust connection opening/ closing based on resource utilization and idle time	Idle instances should only use 1-2 connections instead of 8-12. The connection closing doesn't really take effect currently.	1. Converge an idle DBI and app node. 2. Wait until it's truly idle. Observe that it still uses 10 connections, because the scheduler workers keep 8+ connections active all the time.
Database Persistence - Data Scale PRB1788006	DBLazy writer accumulates messages in an unlimited fashion in a thread stack	In DBLazyWriter.process, it accumulates messages dequeued for triggering listeners later. If the queue isn't empty, it continues the loop forever and keeps adding messages to the arraylist. This is unbounded and runs into an out of memory error.	1. Write to DBLazyWriter at a high rate to keep the queue full. 2. Ensure that the DBLazywrite process runs slower so the queue is always full. Observe the memory usage of the Glide instance.
Database Persistence PRB1685412	Ordering by the **Function** field on a union query generates a query with syntax errors		1. Create a table rotation/extension or use an existing one (such as sys_event). 2. Create a **Function** field on that rotation/extension.

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Problem	Short description	Description	Steps to reproduce
			3. Navigate to the 'List' view for the base table which would union all rotations (/sys_event_list.do). **4.** Add a sort on the **Function** field created in step 2 and add it to the list view if it isn't there. Notice the syntax errors.
Database Persistence PRB1714908	GlideAggregate that queries against table rotations generates incorrect results	The addition of 'count_of_102865796' in the GROUP BY causes the different counts from the various table shards to be distinct values, instead of summed together. Removal of this field from the GROUP BY returns expected results.	
Discovery PRB1712133 KB1648259	There's a Large Table Handling (LTH) warning in queryPrivAffinity in the 'Insert Discovery Affinity & Cred Aliases' business rule when cmdb.name is null	The encoded_query from the queryPrivAffinity function of the 'Insert Discovery Affinity & Cred Aliases' business rule lacks a control mechanism, causing a large table handling when the hostname is undefined.	Refer to the listed KB article for details.
Discovery PRB1767189	The use_optimized_counter flag in DiscoveryStatus can cause started/completed counts to be incorrect and the status is set to 'complete' before its done	The problem is difficult to reproduce on demand but it happened frequently on datacenter. It was noticeable there when they discovered a single Linux server. A sensor launched 22 downstream probes and deferred updating the start count until all probes had been launched. Sometimes, one of the probes would complete and its sensor would complete processing at the same	

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Problem	Short description	Description	Steps to reproduce
		time, launching all 22 probes as completed. The thread that was launching probes would increment started by 22 and then thread that processed the sensor would overwrite the started count and unto that increment.	
Discovery PRB1776300	System event processing is held up by numerous running.process.relation events from Discovery and Agent Client Collector Visibility (ACC-V)	In Tokyo, a new type of event was added to clean up orphaned application CIs and relationships after the table cleaner had deleted the cmdb_running_process records. The event is triggered by the 'RunningProcessReconciler' script include, as part of Discovery sensors, and Agent Client Collector Visibility checks. It is then processed by the tcmdb_ci_appl CIs as a 'Absent' status, which potentially involves looping through a lot of records. Where there is a big ACC-V implementation, this is triggered for each agent install every 8 hours by default, which leads to many of these events. These events use the general event queue and the 'Events Process 0' job, which leads to backlogged event processing where all other events have to wait for these events to clear before running.	
Document Management	Add telemetry changes for PDF generation	Add the following telemetry changes for PDF generation: export functionality and	

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Problem	Short description	Description	Steps to reproduce
PRB1790213		Html2PDF conversion, including number of pages, the output PDF file size, and generation time.	
Edge Encryption PRB1773542	A scheduled upgrade fails for a proxy running on Windows	It appears that the upgrade mostly completes. There's no errors in any of the logs, but the new Edge proxy service isn't started.	
Email Notifications PRB1681360	A scheduled report isn't including attachments on all emails	Email attachments aren't sent in emails that are split due to multiple recipients. The problem only occurs when the attached file size is larger than 220 KB.	1. Create a scheduled email of reports that generates an .xlsx attachment over 180 KB. 2. Add 2 recipients to the list. 3. Set the glide.email.smtp.max_recipients property's value to 1. 4. Trigger the report on demand. The attachment is only present in one of the split emails.
Email Notifications PRB1763775 KB1699112	When composing an email in Service Operations Workspace (SOW) and copy/pasting the 'Caller' name to the **To** or **CC** field, the auto-complete for the reference field isn't appearing	For example, when the user copies and pastes the name 'Abraham Lincoln', it displays the error 'Local address contains control or whitespace. Characters in format [a-z][A-Z][0-9]{-} are accepted'.	Refer to the listed KB article for details.
Email Notifications PRB1783999	The 'Instance Email Reader' job stalls when only deleting (not retrieving) messages from POP3	When an instance is collecting mail, it retrieves messages at a significant rate under normal operations. When choosing only to delete messages (and not retrieve them), each mail reader job processes only	

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Problem	Short description	Description	Steps to reproduce
		20 messages and then exits, forcing the instance to wait for the next scheduled email reader job 2 minutes later. This cycle repeats until the instance finds messages it chooses to retrieve, instead of just delete.	
Employee Document Management PRB1764655	The **Move attachment** button isn't loading topic details in UI16	When using the **Move attachment** button from the Employee Documents plugin in UI16, the topic aren't loading. The issue also occurs on Next Experience.	1. Provision an instance with the Employee Document plugin installed. 2. Add some attachment to an HR case sn_hr_core_case. See that the **Move Attachment** button appears. Observe that when the button is selected and a user tries to change the topic detail, it doesn't load.
Event Management PRB1760429	A race condition in tag based clustering engine when multi job/ node event processing is enabled is causing multiple tag clusters to be created	This causes multiple tag cluster groups to be created for the same alerts.	1. Set 'not for correlation' from the query job (set the property as false). 2. Enable multi-job (4)/node event processing. 3. Create a TBAC definition. 4. Send several events at the same time with different message keys. Observe that multiple tag cluster groups containing the same alerts are created.
Event Management PRB1772901	There's an out of memory error in Alert Priority when an alert has high number of child alerts	In the warning logs, there's a message: 'Size of Alert group has reached limit of..."	1. Create 3 million events that would generate 3 million alerts. 2. Configure the alert correlation such that 30k alerts would have a single parent and around 100 parent alerts each have 30k child alerts. 3. Ensure that the parent alerts are in 'em_alert_trigger_queue'. 4. Run the 'Event Management - Alert Priority Queue' job.

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Problem	Short description	Description	Steps to reproduce
Event Management PRB1784562	Setting the main alert for Virtual Alert isn't consistent with the ACR script	The ACR script chooses the main alert to be the first one (by initial_remote_time) with the lowest number but ignores severity. Setting the main alert for Virtual Alert in VirtualAlertHandler.java is based on severity, but the alert number is ignored. This is causing redundant Virtual Alert groups to open.	1. Enable the TBAC property for debugging: 'evt_mgmt.sn_em_tbac.log_acr_script_debugging' 2. Send multiple events at once with the severity set to 'Critical', that eventually should be grouped together in a tag cluster. 3. Verify in the 'Activity' notes of the created Virtual Alert that the main alert is consistent and doesn't change.
Event Management PRB1786275	On the 'Link' view, getHopsBetweenCIs fails on CMDB grouping	Users are also receiving an error.	
Fixed List Queries PRB1721024	Users are unable to create a record on a fixed query list	The issue comes from a null string.	1. Load a kb_knowledge list with a fixed query. 2. Create a record using the **New** UI action. Expected behavior: A 'New record' page should appear. Actual behavior: An empty page appears.
Flow Engine PRB1781775	The FlowCallbackExecutor callback throws a null pointer exception	FlowCallbackExecutor.executeCallBack throws a null pointer exception. It could be due to the usage of collectors.toMap, which breaks when there's null output values. This blocks major flows.	
Form Controller PRB1761770	There's main and Washington mainline Oracle zBoot errors	Error details on the main Oracle zBoot: 'StatementBatcher SEVERE *** ERROR *** Exception during batch statement commit to glide...'	

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Problem	Short description	Description	Steps to reproduce
Form Controller PRB1761801	A page is unresponsive when opening a list that is part of an activity stream in a legacy workspace	sn-form handles list actions in ColumnLayoutElement that are dispatched by a component that the form doesn't own.	**1.** Log in to a Washington DC instance. **2.** Activate the sys_aw_master_config record for Agent Workspace. **3.** Navigate to /cache.do. **4.** Navigate to Agent Workspace. **5.** Open an incident with an attachment. **6.** In the activity stream, open a list via the three-dots. **7.** Select the three-dots again to hide the list. Observe that the page becomes unresponsive.
Hermes (Family) PRB1786830	Updating the partition count in a topic causes the associated 'SUBSCRIPTIONS' to fail		**1.** Create a topic and keep the number of partitions as 1. **2.** Create a consumer. **3.** Create a kafka stream with the topic created in the previous step. A subscription is created. **4.** Produce messages to the topic. **5.** Confirm the msgs are consumed by the consumer. **6.** Update the number of partitions from 1 to 4. **7.** Save the topic record. This changed value appears well in the topic page. Navigate to the 'Topic Inspector' page, and there's the increased number of partitions. But, in sys_kafka_subscription, the number of partitions still displays 1. Also, the subscription that is created in step 3 gets deleted and a new one gets created, every minute or so. The column 'Has Error' value changes from 'false' to 'true' and vice versa.
Horizon Component Library PRB1733120	The 'Customer activity' page loads slowly in a workspace	Users are seeing this issue Intermittently on the first load and when loaded multiple times. Automated tests	**1.** Create a case with the **Contact/ consumer** field. **2.** Navigate to the 'Customer activity' page.

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		are failing due to this reason.	Expected behavior: The 'Customer activity' page should load with an activity feed and facets. Actual behavior: The page isn't loading with the activity feed and it's stuck in a loading state.
HR Service Delivery PRB1772519	After upgrading to Vancouver, COE Security has a different behavior	For a set of cases, the user defined no read policies but only a write policy, because they want to restrict only write but not read. With this setup, all agents can read those cases but only some (as defined in policy) can write. After the upgrade, only the agents with write are able to read. The other agents who were able to read the cases before lost the access post-upgrade.	1. Provide a user with write access via the COE security policy. 2. Post-Vancouver, verify if no read policy is made that only the agents with write access are able to read.
Incident Communications Management PRB1751178 KB1638819	There's errors in logs for using instanceof for ConferenceParticipantsTCM0	There shouldn't be any errors in the console and the isConferenceLeader method should return the value based on the input. However, the following errors are logged in syslog: 'Error in ConferenceParticipantsTCM0.getGroupMembers: JavaException: com.glide.script.fencing.MethodNotAllowedException: Function instanceOf is not allowed in scope sn_comm_management: no thrown error'.	1. Provision an instance with the TCM plugin installed. 2. Set up 'Notify'. 3. Initiate a conference call from Service Operations Workspace. Observe that there's errors in the log.
Install Base Management PRB1786211 KB1650430	The 'Account Page (Case View) Sold Product' related list must be updated with the default filter condition	The 'Sold Product' related list displays as empty when upgrading from Vancouver to Washington due to additional filters. The issue is observed only when the records are associated with a	Refer to the listed KB article for details.

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		product offer that has a specification set.	
Instance Clone (Family) PRB1774663	The user observes the alert 'General Data Exception detected by Database (No value specified for parameter 1.)' after submitting a clone on the 'clone_instance' page	This isn't impacting clone progress, but it gives false alarm.	Submit a clone via the 'Legacy clone request' page. An error warning displays on the top of the page.
Instance Data Replication (IDR) PRB1787215	For conserving disk space, remove the functionality of the seeding producer job waiting for ACK messages from the 'consumer' to 'publish next batches of data'	It adds an unnecessary point of failure of, if the ACK messages aren't received or sent without errors, then jobs hang. The only benefit of the ACK message exchange was controlling the disk size. Disk size unchecked growth can be controlled at the kafka level with data retention policy settings.	1. In QA env, stop the metadata consumer job on producer. 2. Request new seeding on the consumer. 3. Reset the metadata topic offset to end on the consumer. Notice the 'Seeding produce' job hangs.
Integration Hub PRB1668651 KB1645922	Retry policies for connection timeouts don't work over HTTPS	If users try to configure a retry policy for a connection timeout, it doesn't trigger when the request is done over HTTPS. The following exception is thrown in the UI: 'java.net.SocketTimeoutException: connect timed out'.	Refer to the listed KB article for details.
Integration Hub PRB1780194	A data stream action fails with 'Undefined Schema' when a dynamic object is used as an output in a Washington release	The issue is happening only on the Washington release where the parent plan runs on engine v2 and the child plans run on engine v1. The issue is not reproducible when both the child plans are run on engine v1 (Washington) or when	1. Open a Washington instance. 2. Create a simple data stream action requesting incident records. 3. Set the output as a dynamic object. 4. Create a 'Get ServiceNow Object Schema (Dynamic)' action. 5. Run/test the data stream action from a flow/subflow.

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Problem	Short description	Description	Steps to reproduce
		both the plans are run on engine v2 (Xanadu).	Observe that the action/flow doesn't pass successfully.
Integration Hub PRB1782980	The script-side StrictReject map for the glide_hub_flow_engine_glideencrypter crypto module causes an 'access denied' error	Strict reject should be turned off for password2 or encryption support.	1. Create an action with a script step. 2. Decrypt the **password** field using GlideEncrypter in the script step. Expected behavior: The flow with the script step should be executed by creating a map for 'global.com_glide_hub_flow_engine_glideencrypter'. Actual behavior: Access is denied to the cryptographic module with a 'global.com_glide_hub_flow_engine_glideencrypter' error on the flow execution.
Inter-Instance Data Comparison Tool PRB1772226	Remove the reseeding records limitation	The current design retrieves the sys_id list that are either missing or mismatched records, or both. It creates partial seeding configuration with all sys_ids in the IN query as a string. It initiates the partial seeding. Since all sys_ids are added to a single string, the max sys_ids to be processed is limited to 100k sys_ids. In order to remove the limitation, improvements are being considered.	1. Run DCT. 2. Perform reseeding of mismatched records.
Key Management Framework (KMF) PRB1762398	The database view 'sn_kmf_crypto_user_policy' fails on Postgres instances	The database view 'sn_kmf_crypto_user_policy' which joins sys_user_has_role and sys_kmf_crypto_caller_policy, fails on Postgres instances. Users can't correct the view manually, as the view is protected.	1. On a Postgres instance, navigate to sn_kmf_crypto_user_policy.list. 2. Verify that no records are returned.
Language and Translations	The translation loader does not dismiss		Install a store app that carries translations in JSON format. Once

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Problem	Short description	Description	Steps to reproduce
PRB1784816	store apps translations for deactivated languages		installed translations for all languages are loaded.
License Usage PRB1725703 KB1648266	The software model page does not open in Software Asset Management Pro after upgrading to the Vancouver release	After upgrading to the Vancouver release, the software model page does not open when selecting the 'i' icon in Software Asset Management (SAM) Pro.	1. Navigate to Workspaces then Software Asset Workspace. 2. Select a record with a reference field and value. 3. Select the 'i' icon in the reference field. Notice that the referenced record does not open.
License Usage PRB1764672 KB1644243	License usage is slow for unlicensed entitles and progress indicator widgets are slow	On the 'License Usage' page, there's widgets to show counts for ignored installs, unlicensed installs, and installs requiring action on the publisher result, product result, and software model result. These aggregated counts aren't stored and instead queries are executed, which can take a long time.	Refer to the listed KB article for details.
List Administration PRB1709691 KB1641555	Each sort order of a column on 'Dashboards' acts like a separate view	In 'Dashboards', when a column is sorted, it seems like a new view is created with each column and its position in the list. The expected behavior is that the columns selected and their position remain the same regardless of what column is sorted.	Refer to the listed KB article for details.
List Administration PRB1789036	Uptake the enableFocus property for internal uses of now-alert/now-alert-list within the 'Lists' component	Include the enableFocus property to the message payload for any dispatches to the UXF notification handler where focus can safely be moved to the alert. Users with motor impairment often use only a keyboard	1. Log in to any instance. 2. Navigate to any list within any workspace. 3. Select at least one record from the list (select the checkbox) to enable the **Export** button. 4. Select **Export**.

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Problem	Short description	Description	Steps to reproduce
		and rely on quick and efficient navigation. This behavior doesn't let the banner be readily dismissed and forces to the user into extra tab stops. Additionally, the banner is covering focusable content.	**5.** Select **Export** again on the modal. **6.** Upon completion of the download, verify that there's a notification banner at the top of the page. Expected behavior: The keyboard focus lands on the **X** or **Close** button of the notification banner. Actual behavior: The keyboard focus is behind the banner. The user must tab multiple times to bring the focus back to the banner to dismiss it.
MetricBase PRB1728947	Registering a large number of triggers with Clotho causes some triggers to not get registered	Series references are appending to a request URL when syncing triggers between Glide and Clotho. If there are too many series registered at once (for example 20k), the header becomes too large. Series references should be included in the request body so things are scalable.	
MetricBase PRB1785413	'Accumulate' calls result in double counting	A typo in GlideClothoClient results in a known series being resent alongside an unknown series. This causes the value doubling for them during 'Accumulate' calls.	
Mobile Platform PRB1754843	When offline, there's missing redirected screens in the 'Chart' section in iOS	Sections where offline mode is enabled aren't working as expected. The screens and sections don't load.	
Next Experience Unified Navigation PRB1768410	Service Operations Workspace (SOW) tabs are less descriptive in Washington, with the workspace name missing	Browser tab titles are less descriptive and not compatible with screen readers since the Washington DC upgrade. This happens for all workspaces, not just SOW.	**1.** Log on to an instance. **2.** Navigate to **Workspace** > **Service Operations Workspace**. **3.** Verify that it correctly displays 'Home | Service Operations Workspace | ServiceNow'. **4.** Navigate to a list.

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			5. Open an incident. **6.** Press **back** on the 'home' tab. **7.** Verify that it now displays 'Home | ServiceNow'.
Next Experience Unified Navigation PRB1779558	A domain with children whose entire hierarchy is turned off still appears in the domain picker		**1.** Install Domain Extensions Installer with demo data. **2.** Navigate to domain_list.do. **3.** Turn off the entire hierarchy of a domain that has a descendant. **4.** Open the domain picker in the navigation header. Expected behavior: MSP doesn't display since the entire hierarchy is turned off. Actual behavior: MSP does display.
Next Experience Unified Navigation PRB1787356 KB1652699	Some pages don't load when the property 'glide.ui.next_experience.instance_tools_disabled' is set it to false and Next Experience is turned off	Pages such as 'Plugins', 'NLU Workbench models', 'Service Operations Workspace', and 'CSM-Configurable Workspace' don't load when the property 'glide.ui.next_experience.instance_tools_disabled' is set it to false and Next Experience is turned off. Admin role users are unable to access these modules: Plugins (now/app-manager/home), NLU Workbench models, Service Operations Workspace, CSM-Configurable Workspace. ITIL role users are unable to access Service Operations Workspace and CSM-Configurable Workspace.	Refer to the listed KB article for details.
On-Call Scheduling PRB1729558	The canRead check on a table throws an error from a non-global scope	For the tables 'on_call_user_contact_preference' and 'on_call_user_preference', if users check canRead access on the table	

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		as an admin from a scope other than global (eg. sn_cmdb_ws), the canRead returns a value but also throws a background error.	
On-Call Scheduling PRB1747212	The on-call workflow is intermittently canceled at the 'Timer' activity without any error	There's an intermittent issue where on-call workflows, like 'On-Call Assign by Acknowledgement per Rota', are intermittently canceling when the workflow reaches the 'Timer' activity, which is causing the escalation process to prematurely stop.	
Performance Analytics Dashboards PRB1774493	Saving a report as a PNG/ JPEG on a dark theme makes the text appear light grey in the downloaded file	While saving report as image (using save as PNG or JPEG options) on the dark theme, the text appearance of the downloaded image is incorrect (light grey text, with an invisible title). This is happening for all reports when using the dark mode. When using the light theme, the downloaded image is correct.	1. Navigate to a Washington instance. 2. Open the 'Incident Overview' dashboard. 3. On any report, select the hamburger icon. 4. Select **Save as PNG**. 5. Check the downloaded file for the texts appearing in proper font colors. 6. Change the theme to dark from the preferences. 7. Download the same report again. 8. Check the texts in the downloaded file if they are appearing in light grey. Expected behavior: Text colors in the downloaded file in both themes should be in the proper colors. Actual behavior: Text colors in the downloaded file in dark themes are becoming light grey.
Performance Analytics PRB1781018	A legacy widget doesn't publish filters	When the user has a custom filter in compatibility mode and tries to interact with it, the filter doesn't get applied.	

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Problem	Short description	Description	Steps to reproduce
Platform Analytics Dashboard API PRB1781006	Dashboards, Data Visualisations, and Scheduled Exports are set to have been created by the user who ran 'Platform Analytics Migration' instead of the original	The 'created by' user was the user before migration who actually created the dashboards and scheduled exports. But post-migration, the 'created by' is changed to the person who initiated the migration.	1. Navigate to a Washington DC instance. 2. Have a non-admin user with roles like itil + report_scheduler, and impersonate this user. 3. Create a report. 4. Schedule the report and add it to the new dashboard. Entries in pa_dashboards, sys_report, sysauto_report should be created and updated by the user used in step 2. 5. End the impersonation. 6. Impersonate the user with a user with an admin role. 7. Trigger 'Platform Analytics Migration', which should be completed without issues. 8. Validate the new records created post migration in par_dashboard, par_visualization, par_export, par_export_visualization. The created by the user is set as the user who triggered the migration (the user in step 6). Expected behavior: Dashboards, Data Visualizations, and Scheduled Exports shouldn't have 'created by' set by a user who ran 'Platform Analytics Migration'. Instead, original creator names should persist. Actual behavior: Dashboards, Data Visualizations, and Scheduled Exports are set by the user who ran 'Platform Analytics Migration' instead of keeping the original user.
Platform Analytics Migration API PRB1793305	If individual dashboards have been rolled back, migration rollback fails an activation step		1. On a Washington DC instance, migrate all dashboards. 2. Rollback a couple dashboards from par_dashboard table. 3. Set the rollback property to true. 4. Perform a bulk rollback.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Bulk rollback actives everything properly. Actual behavior: The rollback fails.
Predictive Intelligence Clustering Solution PRB1769445	An error is thrown in the syslog by the job 'Application Suggestion - ITOM discovery'	An 'Illegal parameter: null:' error is thrown in the syslog by the job 'Application Suggestion - ITOM discovery'. There's no impacts to processing. It's a redundant error message thrown 4 times every time the job runs.	1. Run the scheduled job 'Application Suggestion - ITOM discovery'. 2. Check the system log for errors.
Predictive Intelligence for Knowledge Management PRB1783818	The 'Related Article' widget isn't displaying knowledge articles from the 'Knowledge Similar Articles' solution	Related articles aren't displaying due to ML prediction failing. This happens due to a validation error, as not all input columns defined in the solution definition are passed.	
Process Mining PRB1775603	Licensing API blocks process mining for open instances for valid users		Try using process mining on an open instance.
Process Mining Workspace PRB1740430	Users are unable to validate an automation request feature due to an error on the 'Automation request' tab	The error: 'Please install Automation center plugin'.	1. Navigate to the Process Mining application. 2. Select **All Projects**. 3. Open a project in the 'Draft' state. 4. Select **View** in Workspace. 5. Navigate to Analyst Workbench. 6. Select **Improvement Initiatives** from the right side menu. 7. Select the 'Automation request' tab. Expected behavior: Automation request content details should be available to the user in the automation request. Actual behavior: Users see an error 'Please install Automation center plugin'.

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Problem	Short description	Description	Steps to reproduce
Process Mining Workspace PRB1762674	In Process Mining's 'Map Dashboard' widget, the incorrect theme can cause the process map to disappear		1. Open **platform-analytics-workspace** > **dashboards**. 2. Create a dashboard. 3. Add a Process Mining map element. 4. Select **Edit** on the 'Theming' section. 5. Give a different name for 'Pill'. 6. Save. 7. Save and exit the edit mode. Observe that the process map disappears.
Process Mining Workspace PRB1786987	Set Objectives is slow to load and sometimes doesn't load at all		1. From the left navigation, select **Process mining** > **Projects** > **Create new**. Observe that set objectives doesn't load and intermittently takes around 1 minute to load. 2. Navigate to the 'Process Projects' page. 3. Select **Create new project**. Observe that it doesn't load for the first time. If users close the tab and reopen by selecting the **Create new project** button again, it opens instantly.
Record Watcher PRB1788115	In rare cases, ResponderRegistryCleaner can remove all persisted responders from the memory when the database returns null on an exception	RW Cleaner Thread wakes up every 10 seconds and does some cleanup tasks. As part of this, it tries to remove all orphaned persisted responders from memory. It gets all persisted responders from the database and compares them with what's in the memory. It removes those which are in memory but not in DB. In this case, because of an exception from the DB query, the database layer has returned	1. Set glide.record_watcher.debug.extra to true. 2. Ensure that 'sys_rw_action' contains a few entries. If not, create them. 3. Shorten the interval glide.record_watcher.cleaner.orphaned_persisted_responders.cleanup_interval to 10 (seconds) for testing (so the breakpoint below 1 can be hit more often). 4. Put a debug pointer at getPersistedRespondersFromDatabase before the actual query. 5. When breakpoint hits, shut down the DB.

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		null. The cleaner code understood this as there are no responders in database and removed all of them from memory, which has caused RW to not call the responder on a matching condition.	**6.** Resume the program. **7.** Check the logs. Expected behavior: Responders are kept in the memory. Actual behavior: A log message like 'removing persisted watchers for tables: [list of all tables in memory]'.
Schedule Optimization PRB1792462	When an assigned task is canceled, it's returned as part of locked_tasks	A locked task query was getting both canceled and closed tasks. Upon investigation, only closed tasks should be sent as locked.	**1.** Create a work order task in the 'Pending Dispatch' state with the window_end date as the future. **2.** Perform graph QL query for the batch. The task should be returned as part of 'tasks'. **3.** Assign it an agent either manually or run SO. **4.** Cancel the same task. **5.** Perform a graph QL query for the batch. Observe that the task is returned as part of 'locked_tasks', which isn't expected.
Script Includes PRB1761513	Hung semaphore thread on EmbeddedSlotMapJava	In Washington DC, there's been a large increase in the number of jobs for hung semaphore threads.	
Search Administration PRB1789281	There's cache issues across domains when performing a global search	There's cache issues across domains when performing a global search if the 'text_search' view on a list contains a short description in one domain and doesn't contain it in another domain.	**1.** Navigate to any instance in a Washington DC version. **2.** Ensure that in the global domain there's a text_search view on the incident table. **3.** Set up a text_search view on the incident table in a domain other than global. Ensure to not include any string fields in the list layout. **4.** In this new domain, execute a global search against an incident that has previously not been searched on.

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			5. Validate if 'No Title' or the sys_ID is displayed in the search preview. 6. Switch to global domain. 7. Complete a search for the same incident. 8. Validate if 'No Title' or the sys_ID is still displayed. 9. Try vice versa across both the domains. 10. Verify that the expected behavior is obtained after clearing the cache (after cache.do).
Server-side scripts PRB1730509	In Firefox, after running a background script, the browser's **Back** button doesn't return to the script page	After running any script on the 'Background script' page, when a user navigates back with the arrow in the Mozilla browser, they're redirected to the instance homepage and don't stay on the background script page.	1. Navigate to the filter navigator, **System Definition** > **Background Script**. 2. Type 'gs.log();'. 3. Change the scope to global. 4. Run the script. 5. Select the back arrow from the browser. Expected behavior: The user should stay in the 'Background Script' menu. Actual behavior: The user is navigated to the instance home page.
Service Level Management PRB1734205	'SLA Repair' and 'SLA Timeline' using HistoryWalker give undesired results when audit data has a split transaction	For example, the same update number for different record internal checkpoints.	
Service Mapping PRB1745336	The property that limits the number of lookup items added to the service model should include cmdb_ci_network_adapter	'sa.lookup_tables.tables_for_limited_query' is a comma-separated list of table names to limit the lookup query. A limit is added to the table list, and all tables that inherited from them. The default value is cmdb_ci, cmdb_serial_number. 'sa.lookup_tables.	1. Create many records (7-9 K) for a network adapter on any switch in cmdb_ci_network_adapter. 2. Add this switch to an application server. 3. Run recomputation of the service with this switch. An error displays: 'WARNING *** WARNING *** Large Table: Table

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Problem	Short description	Description	Steps to reproduce
		exclusion_tables_for_limited_query' is intended to complement 'sa.lookup_tables.tables_for_limited_query'. It's a comma-separated list of table names to unlimited lookup query. The table list is unlimited, and all tables are inherited from them. The default value is empty. 'sa.lookup_tables.max_records_to_check' involves the numbers of records to limit the lookup query. The default value is 100.	handling an extremely large result set: 45321...'
Service Mapping PRB1791752	Put a hard limit on properties that can be destructive	These are the properties: sa.max_relations_in_service, sa.service.max_ci_service_population, svc_by_tags.max_ci_limit. A business rule should be created that doesn't allow increasing the property values above twice the default value. The business rule name is: 'Limit' + the name of the property.	**1.** Try to set the following properties: ○ sa.max_relations_in_service > 10000 (default 5000) ○ sa.service.max_ci_service_population > 2000 (default 1000) ○ svc_by_tags.max_ci_limit > 2000 (default 1000) **2.** Verify if these properties can be set. These shouldn't be possible to set as they can be destructive.
Service Portal PRB1725506	Attachments aren't displayed in Service Portal's activity stream	Attachments that are added more than 8 hours prior to the submission of the record aren't visible in the activity stream on Service Portal. This restriction impacts the scenarios where the users use the 'Add to cart' or 'Add to Wishlist' functionalities in portal. There could be scenarios where the users add the attachment to the catalog item and then save the catalog item	**1.** Log in to Service Portal. **2.** Add an attachment to a catalog item. **3.** Add the catalog item to the cart. **4.** Log out. **5.** Wait for more than 8 hours. **6.** Re-log in to the instance. **7.** Submit the catalog item. Actual behavior: The image/attachment added is missing in the activity stream on portal. Expected behavior: The attachment should appear in the activity stream.

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Problem	Short description	Description	Steps to reproduce
		in the cart for future submissions.	
Service Portal PRB1745184	'Service catalog' in the breadcrumb isn't translated consistently	The issue is reproducible in Vancouver in the 'Breadcrumb' widget. Other texts are translated.	
Service Portfolio Management PRB1750190	The document ID doesn't handle the table extension transparently	If a record is moved from a 'Base' table to an 'Extended' table (while keeping the sys_id), the expectation is that existing references via the document_id (e. g. sys_attachment) or related features (e. g. sysapproval_approver) aren't broken. However, the actual behaviour is that references via document_id are not brought forward to the extended table.	1. Create a record in cmdb_ci_service. 2. Attach a file to it. 3. Select the related link 'Convert to Business Service'. 4. Check the attachment. Expected behavior: The attachment is still there. Actual behavior: The attachment isn't there.
Software Asset Reconciliation PRB1734615	SuiteEngine performance improvement	The user has 1.5m Microsoft installs that were taking 3 hours to complete.	
Software Entitlements PRB1728056	Microsoft License Statement (MLS) bulk import creates duplicate entitlements	Errors are created.	
Software Lifecycles PRB1756991	A life cycle report should be able to handle empty life cycle dates		
System Export Sets PRB1792544 KB1699358	If Log Export Service (LES) is enabled and the LES source is configured with syslog in a global scope filter, there's a null pointer	There's an error: 'Script execution error: Script Identifier: null.null.script, Error Description: java.lang.NullPointerException, Script ES Level: 0 Couldn't decipher the stack trace resulting	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	exception when using gs.log after a Washington DC upgrade	from the following JavaScriptException...'	
Time Card Management PRB1785263	Managers are unable to copy timecards	When a manager attempts to copy time cards for one of their reports, the system returns {0} time cards created.	**1.** Impersonate a manager in an instance. **2.** Select a user from the user list. **3.** Select the **Copy time card** button. **4.** Select the date for the time sheet. **5.** Select **Okay**. Observe the error message.
UI Field Administration PRB1695552	For translated text reference fields, the reference pop-up list doesn't display a value when a right-to-left (RTL) language is used		**1.** Have any RTL language, like Arabic, plugin installed. **2.** Create a table to be used as a reference table with at least the following fields: ○ Name: Display column, Type: Translated Text, Display: true ○ Name: Active, Type: True/False ○ Name: Type, Type: Choice, Choices: Type A, Type B **3.** Create at least the following records in the new table: ○ Display column: 'Ref - Type A - Active 1', Type: Type A, Active: true ○ Display column: 'Ref - Type A - Inactive 1', Type: Type A, Active: false **4.** Create a reference type of field on the incident table. **5.** Make that field refer to the newly created table in step 1. **6.** Configure the incident table form layout to show this field. **7.** Change the session language to Arabic. **8.** Open any incident. Expected behavior: The type 'Ref' in the **Reference** field should display the 2 entries from the table created before.

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			Actual behavior: The type 'Ref' in the **Reference** field displays the 'Reference' list but the list has empty entries.
UI Form Administration PRB1773340	A field hint no longer displays for a boolean field when a field label URL is configured	This works as expected in a Vancouver instance. The issue is only with checkboxes and read-only choice fields with URLs configured.	1. Log in to the latest Washington DC release. 2. Enable **User settings** > **Display** > **Show help tips on forms**. 3. Open a problem record. 4. Add a **Knowledge** field to the form layout. Notice the hint is added to the field label when hovering over the [?] icon. 5. Right click on **Knowledge field** > **Configure label**. 6. Add a URL. 7. **Update**. 8. Hover again over the [?] help icon for the field. Notice the hint isn't displayed. Expected behavior: Both the URL and field hint should work. Actual behavior: When the URL is added, the field hint breaks.
UI Form Administration PRB1783850 KB1651462	High memory usage by viewrule_all_cache (Workspace View Rules)	The viewrule_all_cache can consume excessive memory on application nodes. This can cause memory contention/ increased garbage collection/application node performance degradation.	Refer to the listed KB article for details.
Upgrade Center PRB1776398	After a family upgrade and activating the Store app, conditional content isn't being installed		1. Provision an instance in Washington DC. 2. Upgrade the instance from Washington DC to Xanadu. 3. Upgrade the Security Center (SC) Store app from 1.5.3 - 1.6

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The 'Client push notifications' table exists and the glide.cmdb.canonical.url property is displayed. Actual behavior: The sn_vsc_client_push_notifications table, and others, are missing.
Usage Analytics PRB1771649	Enforce basic tracking for users who consented to the decision to 'NO' and add a privacy link on the 'Enable/ Disable' page		1. Log in to a Glide instance with a valid user. 2. Ensure that instance level usage analytics is on. 3. Turn off the user consent policy for that user Actual behavior: Heartbeat isn't sending. Expected behavior: Heartbeat should send.
UX Framework PRB1742312	The test step to open a new form gives the error 'GraphQL API - GlideGraphQL : documents list does not contain valid document records: com.glide.graph'	There's an issue with the 'Open a New Form' ATF test step. The first time the Activity Stream GraphQL API is called, it's with the sys_id=-1. Although this doesn't return a valid record, '-1' is understood to be a marker for a new record. As such, in this instance, the Activity Stream GraphQL API returns 'null'.	
UX Framework PRB1792196	The 'Extend your session' option isn't occurring for single sign-on (SSO) users	After upgrading an SSO-enabled instance to Washington DC, users no longer see the 'Extend your session' modal on the 'Platform' view. Instead, users are logged out after their session times out. This causes work to be lost. The modal still appears in the /esc and /sp portals, however. For the 'Extend session' modal to appear for SSO users,	1. Navigate to an instance with read/ write access via SSO. 2. From the filter navigator, navigate to **Content Library** > **View All**. 3. On the next screen, select **New** in the top-hand corner. 4. In the modal that pops up, select **Rich Content**. 5. Select **Continue**. 6. In the left-hand column, in the **Content name** field, enter any value.

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Problem	Short description	Description	Steps to reproduce
		glide.ui.session.show_modals.override must be created if it doesn't exist and set to 'true' in the system properties 'All' menu.	**7.** Select **Open Editor**. **8.** Select and type in the card. Observe that after 15 minutes, the user is logged out automatically and no modal populates.
UX-Metrics PRB1772426	UX-Metrics must enable basic tracking for users who consented to the decision 'NO'	A privacy link should be added to the 'Enable/Disable' page.	**1.** Log in with a Glide instance with a valid user. **2.** Ensure that instance level usage analytics is on. **3.** Turn off a user consent policy for a specific user. Expected behavior: When turning off the user consent policy for a specific user, heartbeat should send to appsee backed. Actual behavior: Heartbeat isn't sending to appsee backed.
Virtual Agent Designer PRB1793134	A user without elevated privileges can't create a large language model (LLM) sys_cs_context_profile		**1.** Impersonate a user that doesn't have elevated privileges, but has the virtual_agent_admin role. **2.** Navigate to / sys_cs_context_profile.do. Observe the **model_type** field is NLU/keyword and can't be set to LLM.
Virtual Agent Designer PRB1793793	NAVA topic execution doesn't populate the 'API' column in a sys_cs_fdih_invocation table, causing ETL job failure	For regular Virtual Agent conversations, topic execution populates an 'API' column in a sys_cs_fdih_invocation table, which is used by the ETL job to process the conversations. However, for NAVA conversations, topic execution doesn't populate the 'API' column, which leads to ETL job failure, causing the Virtual Agent dashboard	**1.** Set up NAVA. **2.** Search 'What is spam'. **3.** Check the sys_cs_fdih_invocation table for the 'API' column of the newly generated record. Expected behavior: The 'API' column is populated. Actual behavior: The 'API' column is empty.

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Problem	Short description	Description	Steps to reproduce
		to not display all conversations.	
Virtual Agent PRB1770948	In Virtual Agent, an action utility doesn't display all the relevant flow actions	Flow Designer actions are missing an action utility in Virtual Agent Designer.	
Virtual Agent PRB1781835	Unable to create a new Now Assist deployment channel record for the provider channel 'Identity'		
Virtual Agent PRB1782232	Utterance length isn't checked at topic discovery, which allows large utterances that cause a slow down	In topic discovery, no input length is checked, so large utterances can be passed into the search. Also, USER_INPUT_MAX_LENGTH isn't checked and is also too large for topic discovery.	1. Provision an instance with the glide.cs.chatbot plugin. 2. Start a conversation with a virtual agent. 3. Enter a large utterance at topic discovery. Observe slowness.
Virtual Agent PRB1789855	In Virtual Agent after a Washington DC upgrade, every input that matches more than one keyword throws an error	Virtual Agent should display all topics that match a keyword, but it displays a technical error message or occasionally hangs.	
Virtual Agent PRB1791956	Multiple entities for slot filling cause a conversation to crash	When an NLU-based user has multiple entities in a conversation being filled during NLU topic switching, a choice picker is presented. After a choice is made VA displays 'I'm having technical issues and won't be able to continue this conversation'.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Web Client PRB1768332	After an upgrade, Now Assist in Virtual Agent results aren't formatted	Newly provisioned instances have the same problem.	
Work Order Management PRB1774985	Users are unable to unassign the tasks from a service organization (SO) solution for some tasks, which is causing double booking		1. Run optimization for a territory (with batch). 2. Add or update some tasks. 3. Run optimization again. 4. Verify that there are unassigned_task_ids in the solution file. Observe that the tasks were not unassigned due to the validation in FieldServiceTerritoryPlanning. validateAgentMembershipForTerritory.

Fixes included

- Washington DC Patch 6 Hotfix 3
- Washington DC Patch 6 Hotfix 1
- Washington DC Patch 6
- Washington DC Patch 5 Hotfix 4
- Washington DC Patch 5 Hotfix 3
- Washington DC Patch 5 Hotfix 2
- Washington DC Patch 5
- Washington DC Patch 4 Hotfix 2b
- Washington DC Patch 4 Hotfix 1b
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 6 Hotfix 3

The Washington DC Patch 6 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 09-04-2024_0847

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Build tag: glide-washingtondc-12-20-2023__patch6-hotfix3-08-29-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Email Notifications PRB1763775 KB1699112	When composing an email in Service Operations Workspace (SOW) and copy/pasting the 'Caller' name to the **To** or **CC** field, the auto-complete for the reference field isn't appearing	For example, when the user copies and pastes the name 'Abraham Lincoln', it displays the error 'Local address contains control or whitespace. Characters in format [a-z][A-Z][0-9]{-} are accepted'.	Refer to the listed KB article for details.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 6 Hotfix 2
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

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Washington DC Patch 6 Hotfix 2

The Washington DC Patch 6 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 08-27-2024_1140

Build tag: glide-washingtondc-12-20-2023__patch6-hotfix2-08-23-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1786797	Batch Install doesn't handle circular dependencies for non-app V2 apps	The BatchInstallDependencyMap.java class doesn't handle circular dependencies when the app being installed isn't a V2 app. The shouldEvaluateDependencies method incorrectly returns true when a circular dependency is encountered. When loading a non-V2 app and there's a dependency pair that's already seen, shouldEvaluateDependencies returns true because it checks the list of V2 plugins visited, which is empty because it's not a V2 app.	1. Open a Washington DC instance. 2. Attempt to batch install App Engine Studio. Observe that the progress bar doesn't go beyond 0%, and eventually a StackOverflow message appears.
CMDB Query Builder PRB1796164	Query Builder queries with the 'AND' node have different result structures / the data is split over multiple result records	A fix was applied to the performance of QB queries with the 'AND' node by avoiding multiplexing data in the results of such queries. However, this might break the way users consume the results in their systems.	

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Fixes included

- Washington DC Patch 6 Hotfix 1
- Washington DC Patch 6
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 6

The Washington DC Patch 6 release contains important problem fixes.

Washington DC Patch 6 was released on August 01, 2024.

- Build date: 07-27-2024_1026
- Build tag: glide-washingtondc-12-20-2023__patch6-07-17-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

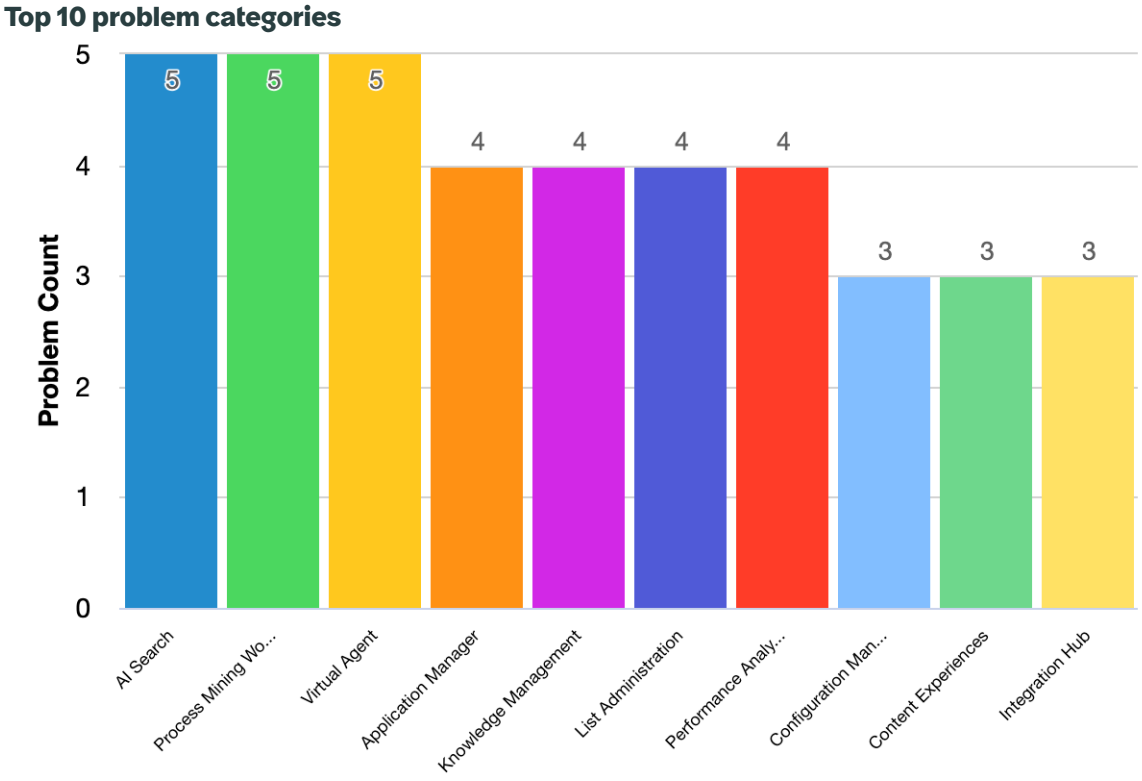
Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Washington DC Patch 6 includes 131 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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Security-related fixes

Washington DC Patch 6 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 6, refer to KB1651485.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Application Manager PRB1719552	AppClient displays a 'pending' state even when the application successfully installs	Child execution trackers were in a 'pending' state when the parent execution tracker was marked 'completed'. The stuck progress worker was due to an upgrade issue where the parent tracker was successful but the child tracker was hanging.	

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Problem	Short description	Description	Steps to reproduce
Application Install Engine PRB1746800 KB1649407	The host app isn't able to load the macros under 'ui.jtemplates', which breaks the openframe functionality in a non-Next Experience UI	The hosted plugin fails to load static content in the cache post-activation.	Refer to the listed KB article for details.
Condition Builder PRB1777164 KB1650812	Change Advisory Board (CAB) workbench displays an extra backslash in the **Planned start date** field	CAB workbench displays an extra backslash in the **Planned start date** field every time the CAB meeting is saved and refreshed.	Refer to the listed KB article for details.
Configuration Management Database (CMDB) PRB1538972 KB1587295	CMDB Query Builder has high memory utilization with queries containing operator nodes	There's a high memory footprint issue with QueryBuilderProcessor. It was identified that when operator nodes are utilized it doesn't adhere to the batch size/total max results limits. There are more objects in the heap than there should be.	Refer to the listed KB article for details.
Configuration Management Database (CMDB) PRB1742296	Optimizing the queries in CSDMReportProcessor causes a replication lag on csdm_dashboard_type_result inserts	Some warnings display in the logs: 'SEVERE *** ERROR *** Exception during batch statement commit to glide...'	

All other fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1761952	The cursor jumps to the bottom of the text with Service Operations Workspace	Within SOW, when working on an incident and entering text in the 'Comments section', the cursor intermittently moves to the bottom of the text.	**1.** From SOW, open an incident. **2.** Apply a template with text in the 'Comment' section. **3.** Begin typing anywhere above the bottom of the text.

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Problem	Short description	Description	Steps to reproduce
	(SOW) activity stream in the Comments section		Observe that randomly the cursor jumps to the bottom. The issue can be reproduced intermittently.
Activity Stream PRB1780340 KB1649222	Post-Washington DC upgrade, GlideRecord for [sys_email] updates all fields	The transaction should display that only the relevant information on the sys_email record was updated, but extraneous fields are also updated.	Refer to the listed KB article for details.
Adaptive Authentication PRB1765221	Evaluate pre-authentication policy for every fixed interval of time unless the input criteria changes	Pre-Authentication context of Adaptive Auth is being evaluated for each and every request. This is causing few performance issues.	
Agent Assist PRB1680218 KB1433227	The **Copy to clipboard** action isn't created for a table configuration with the searcher 'Response' templates	The issue with the action not copying occurs because all existing records for 'Copy to clipboard' populate the **current_table** field. This field controls which table action is generated. If it is left empty, it would be created for any table.	Refer to the listed KB article for details.
AI Search PRB1732660	The AI Search 'All' tab count does not match the number of returned results		Start from a base instance. First Case: **1.** Open Service Portal Default Search Profile. **2.** Create and link to a new Search Source. **3.** Set Indexed Source to the Catalog Item Table. **4.** Set Conditions to 'Catalogs contains Technical Catalog'. **5.** Search *** in /sp. Observe that the All tab contains a different number than the 'X results returned for ***'. Second Case:

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Problem	Short description	Description	Steps to reproduce
			1. Create a new KB with knowledge base = Knowledge. **2.** Create a new Search Source for Service Portal Default Search Application with filter = 'knowledge_base=knowledge'. **3.** Search in SP. Observe that the All Tab shows 'Knowledge Base shows IT and Knowledge'. **4.** Select **Knowledge**. Observe that the document appears, but All facet tabs show 0.
AI Search PRB1734185	Exact match is skipped if the user presses Enter' very quickly	With base instance data and with AI Search powering global search, if the user pastes in 'KB0000011' and presses **Enter** immediately, they end up on the search results page rather than being redirected to the record's form view.	
AI Search PRB1734605 KB1646388	AI Search suggestions don't respect configurations for external URLs	If a user wants to use a custom URL to an external source for a result, they can configure this for search results via either a scripted post processor that overwrites the **navigation_url** field, or create a custom declarative action. However, users are observing that neither of these methods are respected by suggestion readers.	
AI Search PRB1779622	'Attachment' is not translated in the suggested search popover		**1.** Install a language. **2.** Add an attachment to a KB. **3.** Publish the KB. **4.** Search in service portal suggestion box to see the attachment.

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Problem	Short description	Description	Steps to reproduce
			Observe that 'Attachment' is not translated.
AI Search PRB1779636 KB1651332	Carousel and regular search results do not appear intermittently	The carousel gets stuck in a loading state when a search query is performed.	**1.** Provision an instance. **2.** Make sure that Now Assist Actions and Now Assist QnA are attached to a Service Portal search profile. **3.** Perform a search for any Catalog or QnA query. Notice that the carousel is stuck in a loading state.
Application Install Engine PRB1776624	The host app is not able to load the macros under 'ui.jtemplates', so openframe is not loading with Next Experience turned off	The openframe phone icon on the top navigation bar is missing.	
Application Manager PRB1737218 KB1644172	When using Application Manager to review application updates, an error occurs when trying to review the list of Customized Files for a customized application	If the length of this URL exceeds 1000 characters, it results in a '414 Request-URI Too Large' error, preventing the display of customized files.	
Application Manager PRB1781787	Dependencies are not loading on Now Assist for Creator	The dependency processor repeatedly adds the same dependency for further processing, causing the list to grow continuously in an infinite loop.	**1.** In App Manager, search for Now Assist for Creator. **2.** Select **Install**. Observe that the dependencies pop-up doesn't appear and a 500 error is shown.
Application Manager PRB1781970	An offline install of an application fails when using BCFKS certificate encryption as		**1.** On an on-premise instance, download an application using a BCFKS certificate. **2.** Upload to a client instance.

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Problem	Short description	Description	Steps to reproduce
	required by the Federal Information Processing Standard (FIPS)		
Archive Rules PRB1744445	Ensure tier 2 offloading works with Federal Information Processing Standard (FIPS) mode on	While running ITs, if the glide.it.bcfips.enabled property is turned off, it prints 'FIPS Instance modification property glide.it.bcfips.enabled=false' in the logs.	1. Log in to instance with FIPS off by default. 2. Run 'offload'. Observe that it works properly. 3. Turn on FIPS. 4. Run 'offload' again. Observe the error.
Audit History PRB1767585	User names in the history set and activity stream are incorrect when another user updates a target record	The journal history set does not attribute the correct user after the first record.	1. Set glide.history_set.pull_journal_entries_from_journal_table to true. 2. Add work notes to an incident using a script. 3. Delete the history set for these journal entries. 4. View the work notes in the platform view of the incident. Expected behavior: The first journal entry is from 'System Administrator', the next two are from 'Abraham Lincoln' Actual behavior: All journal entries are from 'System Administrator'.
Audit History PRB1772442 KB1651482	When choosing logs to be exported in Log Export Service (LES), sys_audit is not forwarded when the non-cancelable audit functionality is enabled		
Authentication PRB1775195	The web_service_access_only bucket value is missing in GCF	For REST calls, type, status, and web_service_access_only should be populated properly.	

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Problem	Short description	Description	Steps to reproduce
	Dimensions for the REST API log in		
Authentication PRB1780158	Users are unable to receive credentials		
Cache PRB1709834	The cached scriptable API still queries for inputs during decision table evaluation	Cache sys_auth_policy_answer and sys_element_mapping.	
Content Experiences PRB1753361 KB1641447	Padding and min-width settings changes are reflected on the Portal but are reset after reopening the content to edit it	When editing rich content or news content where some padding or min-width settings had been updated from their default values for the specific content, the previous values are reset to the default values, disrupting the content.	Refer to the listed KB article for details.
Content Experiences PRB1755897 KB1642671	Duplicates in a news article's publish plan prevent other content from displaying	News Feed and News Categories widgets are showing less articles than are actually targeted to the News widgets for the given user.	Refer to the listed KB article for details.
Content Experiences PRB1763240	Users observe the JS error 'Error: trackImpressions is not defined'	The console errors in the Employee Service Center cause the 'CREATE_STYLEDCONTENT_VIDEO_SCA' ATF test to fail.	
Content Publishing PRB1738461 KB1638470	Rich Content Editor components overwrite modified styles when editing	Changes applied on certain styles/ Component settings in Rich Content Editor (for Rich Content and News Content) are being overwritten to default values when reopening the content to edit it.	Refer to the listed KB article for details.
Database Persistence	A table in TPC hierarchy with descendants and lacking		1. Create a test table (test1) that isn't extensible. 2. Add some test data.

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Problem	Short description	Description	Steps to reproduce
- Data Management PRB1762527	field sys_class_name caused all records in the table to be excluded		**3.** Change it to extensible. **4.** Create a descendant for it (test2). **5.** Populate the descendant with data. **6.** Create an exclusion rule for the descendant. **7.** Invoke a new sn_clone.CloneDBAPI() .getExclusionStatements(). There's a delete statement that deletes all records in 'test1' regardless of its logical table location.
Database Persistence - Data Scale PRB1777198	When upgrading, the fix script does not update records		**1.** Run an upgrade. **2.** Notice that records in sys_query_rewrite have the **Engine** field, but no value in it.
Database Persistence PRB1776659	Disable update staging table by default	Confirmed from 'SHOW TRIGGERS', the 'UPDATE' trigger inserts a record into a TMP staging table. The 'UPDATE' trigger is pointing to a different tmp_ table than insert and delete triggers.	
Data Privacy (Classic) PRB1759020	Plugin 'sn_dp_store_app' adds a new field level ACL which prevents access to fields of the table sys_filter	After installing the Data Privacy plugin 'sn_dp_store_app', a new field-level ACL is being added to the system for the 'sys_filter' table, which prevents access to the fields of the Filter table for any roles other than the data privacy rules.	
Data Privacy (Classic) PRB1772904	When scheduling the 'Data privacy' job with input for a column more than the allowed character length of the column in sys_dictionary,	An error in one record causes the entire privacy job to fail and not proceed.	

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Problem	Short description	Description	Steps to reproduce
	the job errors out		
Discovery PRB1757141	The **Discover Now** UI action does not support workspace		1. From Discovery Admin Workspace, select **Schedules**. 2. Choose one of the schedules. 3. Select **Discover Now**. Nothing happens and a status is not created.
Dynamic Translation PRB1776882	Add transaction ID validation support for translation URL prefixes with 'aitranslation-'	An API transaction ID is not validated when the connection URL starts with 'aitranslation-'.	
Email Notifications PRB1763775	When composing an email in Service Operations Workspace (SOW) and copy/pasting the 'Caller' name to the **To** or **CC** field, the auto-complete for the reference field is not appearing	For example, when the user copies and pastes the name 'Abraham Lincoln', it will show the error 'Local address contains control or whitespace. Characters in the format [a-z][A-Z][0-9] {-} are accepted.'	1. Navigate to Service Operations Workspace. 2. Open any incident or RITM record. 3. Copy the name from the **Caller** field of 'Details' tab. 4. In the 'Compose' section, select **Email**. 5. Paste the name in the **To** or **CC** fields of the email. 6. Select the **(i)** section beside the name. Observe the error.
Email Notifications PRB1782410	The AutoSave function on the 'New Email Draft' page in CSM/FSM workspace continues to work after sys_property glide.email_client.auto_save_enable is set to False		1. Navigate to a Washington DC base instance. 2. Create a sys_property 'glide.email_client.auto_save_enable'. 3. Set the Property to False. 4. Navigate to the 'New Email Draft' page in CSM/FSM Workspace. See that the AutoSave continues to work.
Event Management PRB1777769	Users observe slowness when opening an alert record in Service	The issue is related to the evt_mgmt.similarity_use_ml system property.	1. Log in to the instance. 2. Navigate to Service Operations Workspace. 3. Select the **Service Dashboard**.

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Problem	Short description	Description	Steps to reproduce
	Operations Workspace due to the similarities feature		**4.** Select a map and ensure alerts are present. **5.** Select **Service Details**. **6.** Navigate to Related Records. **7.** Select **Related Alerts**. **8.** Open one of the alerts. Observe slowness when opening an alert record.
Flow Designer (Family Channel) PRB1721354	Workflow stages for requested items are shown in English even in French language settings	Request items (RITM) associated to workflows are displaying stage values in English, even under French language settings. The issue doesn't happen when an RITM item is associated with a workflow.	**1.** Install the French language plugin in a base instance. **2.** Submit a request for a catalog item that uses a workflow. **3.** Switch the language settings to French. **4.** Navigate to the sc_req_item table. **5.** Look for the RITM generated from Step 2. **6.** Look under the **Stage** field. Notice that the value is still displayed in English.
GlideRecord PRB1786468 KB1651472	A transaction runs in an infinite loop when the user evaluates the condition that has 'Contains'	As a result of this issue, the entire session becomes unusable.	
Hermes (Family) PRB1732227	'KafkaMergeConsumer' does not properly close all the consumers (near consumers and far consumers) when one of the makeConsumer attempts fails or throws an exception		

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Problem	Short description	Description	Steps to reproduce
HR Service Delivery PRB1726645 KB1585012	When creating a new Evidence record, the **Parent** field is set to 'Empty' and is not auto-populating	When creating the new Evidence Record in HR Service Delivery, the **Parent** field is automatically set to 'Empty' and doesn't auto-populate appropriately.	
Identity PRB1743348	The 'User log in history' table isn't populated when the user has selected the 'Remember me' option on the 'Log in' form	On a successful log in, with or without the 'Remember me' option, the 'User log in history' table should populate that the user log in is successful at a particular time. Same with a failed log in attempt, the user history should be saved.	1. Log in as an admin. 2. Search for sys_properties.list under the 'All' section. 3. Update glide.ui.forgetme to false. 4. Log out from the instance. 5. Log in again with the correct credential. 6. Check the user login history table by searching for sys_login_history_table.list. Expected behavior: The user would be able to see the login history record for this table. Actual behavior: The user wouldn't see the login history record for this table.
Identity PRB1776254	Log in response time is increased	As part of Vancouver, UAParser was introduced, which increased the log in time. The response time is increased by 71% (approximately) for logins.	
Instance Data Replication (IDR) PRB1766400	Users encounter a null offset	Currently, the **Clear Error and Retry** button tries to recover from a null offset issue, but it fails if the offset is missing or null in the topic.	1. In a table with a boolean field with an 'empty' value (neither true nor false). 2. Make changes to any field that is tracked via the CDC/IDR plugin. 3. Observe the boolean field in the payload. Expected behavior: The value should be empty, not true or false. Actual behavior: The boolean value is represented as false.

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Problem	Short description	Description	Steps to reproduce
Instance Data Replication (IDR) PRB1780168	Instance Data Replication (IDR) xmlstats do not show replication sets properly		1. Create active producer and consumer replication sets. 2. Navigate to xmlstats. Observe that the replication sets are not shown.
Integration Hub PRB1773548	Async HTTP Client doesn't keep connections alive	Sample logs from an instance show that connections aren't kept alive on the client side despite the server indicating that they should be kept alive.	1. Enable logging for the Apache 4.5.x HTTP Client. 2. Make an outbound request via async mode for Flow Designer's REST Step. Notice in the logs that connections aren't kept alive and are discarded after every request.
Integration Hub Stream Connect PRB1782355	Access restriction issue when querying tables	This is a product update.	
JVM at Scale PRB1767013	Lambda classes loading effects Metaspace usage, leading to Metaspace exhaustion		
Key Management Framework (KMF) PRB1770002	Cloning overrides the target's glide.crypto.core.features. cache/ glide.crypro .core.config.cache property		
Knowledge Article Templates PRB1762185 KB1642007	Exact match shows the Sys ID of the record as the title for a kb_template_how_to record (Zing search)	The Sys ID is shown as the title, but it should be the short description.	1. Activate the Plugin 'Activating Knowledge Management Advanced Installer'. 2. Create a kb_template_how_to record. 3. Publish the record. 4. Search for the KB number in Next Experience Global Search. Expected behavior: The short description (metadata title) is shown in the exact match result.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The Article ID is shown in the exact match result.
Knowledge Management PRB1767594	The user is unable to set the default sort order on the 'Knowledge Result Sort' widget	This occurs on Service Portal for a non logged in user.	
Knowledge Management PRB1771819	Knowledge clustering solutions are erroring out	The clustering solution fails with the error 'Error: NSE0014:Failed to initialize pipeline: No columns to parse from file'.	**1.** Install the below plugins: **a.** Predictive Intelligence for Knowledge Management (For Incidents) **b.** Predictive Intelligence for Knowledge Management (For Cases) **c.** Self Service Analytics for Customer Service (For Failed knowledge searches) **2.** Log in to the instance. **3.** Navigate to **Knowledge demand insights** > **Solution Definitions** > **Demand Insights: Similar Cases and Knowledge** > **Update and Retrain the similarity solution** **4.** Navigate to **Knowledge demand insights** > **Scheduled Jobs** > **[Knowledge Curation]: Generate Case Clusters** > **Execute Now**. **5.** Navigate back to **Knowledge demand insights** > **Solution Definitions** > **Demand Insights: Case Clusters Need Knowledge** **6.** Check the related list for ML Solutions, and wait until the solution is in progress. The clustering solution is erroring out at 50% despite the Task Knowledge Coverage table having data.
Knowledge Management PRB1783762	Authors that are not a member of the ownership group can no longer edit a Knowledge	The relevant condition does not check if the user is the author of the KB article, and if the glide.knowman.ownership_group.override	**1.** Create an ownership group, for example 'Test Ownership Group' **2.** Add a System Administrator as the manager and add Abel Tuter as a member.

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Problem	Short description	Description	Steps to reproduce
	Base article, even if the glide.knowman._group.override property is set to true	property is set to true, causing the ACL to fail. ownership	**3.** Create a Knowledge Base with the itil and knowledge role in the 'Can Contribute' list. **4.** Make sure that the published workflow is Knowledge - Approval Publish. **5.** Set the following properties: **a.** glide.knowman.ownership_group.override = true **b.** glide.knowman.ownership_group.enabled = true **6.** Impersonate a user who is not a member of the 'Test Ownership Group', not an admin, and doesn't have a knowledge role but has an itil role. **7.** Create a knowledge article with: **a.** Knowledge Base: General Knowledge **b.** Ownership Group: Test Ownership Group **8.** Submit the knowledge article. Expected behavior: The user can edit the knowledge article. Actual behavior: The knowledge article that was just created cannot be found in the list of knowledge articles. Therefore, the author cannot edit the knowledge article.
Legacy Agent Workspace PRB1740656	The user observes a 'Loading last reply...' message while viewing an email in the activity stream	When attempting to view an email by selecting **Show more** in agent workspace, then modifying a field on the record and attempting to save it, the user observes the message 'Loading last reply...' in the activity stream.	**1.** Navigate to a record in a CSM/FSM configurable workspace. **2.** Open an email by selecting **Expand all activity posts** in the activity stream. **3.** Modify a field in the record (for example, **Short description**) and Save the record. **4.** Navigate to the activity stream. Notice the message 'Loading last reply...'. The message goes away after selecting **Show less** then **Show more** again.
List Administration	When the **DateTime** field is set as display =	The **DateTime** field set as Display = true does not reflect the user's time zones.	

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Problem	Short description	Description	Steps to reproduce
PRB1713911	true, it doesn't reflect the user's time zone		
List Administration PRB1752336	Inline editing for strings do not accept shift + enter to create lines	When in list view, if the user tries to add a line on a string by using the shift + enter shortcut, nothing happens. For example, the **Description** field on the incident list view. This worked as expected in the Vancouver release.	**1.** Access any Washington DC instance. **2.** Navigate to any table list view, for example incident.list. **3.** Make sure a long string field is visible in the list, for example the **Description** field. **4.** Begin editing the field and press Shift + Enter. Expected behavior: The field creates a breakline. Actual behavior: Nothing happens.
List Column Menu PRB1758905	If records are selected across multiple pages, the 'Assign to me' workspace list action assigns all records to the current user		**1.** In Agent Workspace, or any configurable workspace, create a personal list on the task table. **2.** Navigate to the newly created list. **3.** Add the filter below: **a.** Task type = Incident **b.** Assigned to = empty **c.** State = new **4.** Select any cell from the first page. **5.** Navigate to the sixth page and select any record. **6.** Navigate to any page and select any record. **7.** Navigate to page 1, do not select anything, and then navigate to page 3. Notice that the SelectionQuery is empty there. **8.** Select the list action **Assign to me**. Expected behavior: Only the selected records should be assigned. Actual behavior: All records in the list are assigned / updated, as opposed to the three selected.

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Mobile Platform PRB1763577	For mobile publishing, assetlinks.json files for ServiceNow instances should be supported	When publishing a branded app on Google Play, errors are reported on the Google Play dashboard.	
Next Experience Unified Navigation PRB1749880	A workspace without the globalSearchDataConfigId sys_ux_page_property defined defaults to the original Unified Navigation configuration	This issue is caused by the existing configuration being cached, when it needs to pull in the up-to-date configuration from experienceConfigs.	
Next Experience Unified Navigation PRB1755359 KB1641036	The Application Pill does not show the complete table name even when the screen is zoomed out	In a Washington DC instance, if the user opens any table with a long name, an incomplete name is displayed in the contextual pill even when there is space in the screen. Normally, the whole name would be shown in the contextual pill if there is enough space.	Refer to the listed KB article for details.
NLU Workbench PRB1742963	Mapped objects column values don't load and users are unable to delete or publish any model	Users are unable to delete the model by selecting the **Delete this model** button.	1. Open 'Setup Topics Model'. 2. Select **Build and train your model view phase**. The mapped objects column values don't load.
Now Assist Panel PRB1785939	The dynamic translation message is not displayed in the Now Assist Panel		1. Change the user language to Spanish. 2. Select a Now Assist Panel icon and enter 'summarize a record in Spanish'. Expected behavior: 'This message is dynamically translated message' should be displayed below the Now Assist heading. Actual behavior: The message is not displayed.

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Performance Analytics PRB1755501	A scheduled export of the type 'Embed PNG' doesn't work	In the Platform Analytics Workspace, when scheduling an export from a visualization with the file type as 'Embed PNG', no email is generated.	1. In the Platform Analytics workspace, create a data visualization of the type 'Single Score' for any table. 2. Save it. 3. Select **Schedule** in the list menu next to the **Save** button 4. In the 'Scheduled export' tab, select the file type as 'Embed PNG'. 5. Fill the rest of the email details. 6. Save the record 7. Select **Send Now**. Observe that no email is generated. If a user changes the file type to PDF or PNG, the scheduled export works as expected.
Platform Analytics Filters PRB1733858	Users aren't able to apply a value of a string field on a runtime filter	Migration generates a cascading filter with datasource table sys_user and field **Name** but it is not supported in the Next Experience filter.	
Platform Runtime PRB1770154	PDF generation from mobile shows invalid values in the 'Cost' column for incidentals		1. As an admin user, navigate to **Field Service** > **Administration** > **Configuration** > **Add-ons**. 2. In the 'Signature Capture And PDF Order Summary' section, toggle all the switches to on. 3. Log in to the ServiceNow Agent application as an agent. 4. Navigate to **Settings** > **Offline mode**. 5. Download the cache and don't turn on offline mode. 6. Navigate to **My work** and select any task. 7. Navigate to **Related** > **Incidentals**. 8. Create an incident of the type 'Car' with a cost of $180. 9. Navigate to **Settings** > **Offline mode** and switch to offline mode. 10. Navigate to the same task and create another incident in offline mode of the type 'Rental'.

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			11. Switch back to online mode. 12. Navigate back to the same task and close complete the task. 13. Navigate to the work order for that task and make sure that the work order is 'Close complete'. 14. Select **Sign**, confirm, and add a signature. 15. Navigate to the activity stream. Notice that a PDF file has been generated. 16. Open the PDF file and look at 'Service Management Incidentals'. Observe that the 'Cost' column for the first incidental shows the value 'wo_incidentals80.00', but it should be $180.
Process Mining Workspace PRB1759742	For clustering results pop-ups, selecting the **Show records** icon throws an error for analyst users		1. Impersonate an analyst user. 2. Create a model and mine. 3. Open the analyst workbench and select any node/arc and trigger clustering. 4. Once ST is completed, select **View results**. 5. On the clustering results pop-up, select the **Show records** icon. The analyst is redirected to a page with errors.
Process Mining Workspace PRB1767365	The transition value is empty in the condition when it is not present in latest model version		1. Open the analyst workbench. 2. Create a transition filter with values. 3. Save the transition filter as a filter set. 4. Update the project configuration to remove one or more values from the transition filter. 5. Re-mine the project. 6. Open the analyst workbench and apply the previous filter set. 7. Open the transitions modal.

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			Notice that the values that were removed from the model are shown as empty in the transitions modal.
Process Mining Workspace PRB1770856	The process map component's secondary pop-up colors are not configurable	In the process map component, when users select any edge, it correctly displays a pop-up that has a **Filter on Transition** button. After selecting this button, the process map loads, and it intermittently shows another pop-up for which the color theming configuration is not available. As a result, the colors show up inconsistently.	
Process Mining Workspace PRB1771505	The 'Set objectives' page is very slow to load		1. Log in to an instance with many tables (15-20k +). 2. Select **New project** from Process Mining Workspace. The 'Set objectives' page should load and the tables list should be populated.
Process Mining Workspace PRB1773921	'Select specific activity values' has an empty field and does not show any values for the reference field with a significant number of references		1. Create a project in guided setup. 2. Create activity definitions (for example, assignment group, assigned to). 3. Open the pop-up for 'Select specific activity values'. Expected behavior: There are no empty values. The values load instantly with a more significant amount of reference fields (assigned to). It always shows the values related to the selected AD. Actual behavior: Each AD has an empty field. For the assignment group, assigned to, the values don't load.
Project Management PRB1766107	The project_funding table shouldn't be updated when new		

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	budgeting is used		
Record Watcher PRB1742660	The record watcher clean-up query takes up to 15% of total DB time according to 'Slow Queries'	The query is used to find 'orphan' tables - tables that are being observed but which no longer have any watchers. Orphans are rare, but the query runs every 10 seconds, which is unnecessary.	
Scheduled Jobs PRB1782901 KB1650691	A high number of values in the 'Job classification' column can prevent scheduled jobs from being processed due to a StackOverflowError in a SchedulerThread	Scheduler uses job classification during the assignment process. When there is a high number of job classifications (over ~370K unique), scheduler assignments fail with a StackOverflowError error. This causes jobs to be stuck in a 'Ready' state and not be assigned to the worker nodes for processing.	
Schedule Optimization PRB1775417	Objective label change and policy weight >0	Updates required to change the label for an optimization constraint to the state it was based on minutes passed, not hours. Changes also required to update constraint weight changes, to not allow values equal to zero.	
Search Administration PRB1731361	Global text search is broken in /buildtools1 for UI16		1. Navigate to a /buildtools1 instance, 2. Switch to UI16. 3. Perform a global text search for something. Expected behavior: Search results display. Actual behavior: There's a brief flash of frame-in-a-frame, then an empty page.

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Seismic Framework PRB1783295	There is an empty Service Operations Workspace Incident form after upgrading from Vancouver to Washington DC	Some forms do not load after upgrading to Washington DC.	
Server-side scripts PRB1769142 KB1646329	No source handler for installation exits causes 'Error accessing descriptor for metaObject: package_private script include function: no thrown error'	Installation exits are treated as script include objects. When getting the descriptor, it searches sys_script_include instead of sys_installation_exit. Since it can't find the installation exit, the error is thrown.	
Server-side scripts PRB1772532	Blacklist sandbox properties that are not sufficiently validated	This is a product update.	
Server-side scripts PRB1786423 KB1650937	Transpiler doesn't respect the custom per-thread memory limit, causing an error	Some threads in the transpiler do not respect the value of the system property, com.glide.script.swc .memory_threshold_in_kb, and instead throw an exception when memory usage exceeds the default per-thread limit of 16MB. The error is logged repeatedly and prevents a portion (up to 1/4) of the server-side scripts executed on the node to fail.	Refer to the listed KB article for details.
Service Catalog API PRB1782677	UI policies using the 'OR' clause does not work as expected in Now Assist in Virtual Agent	Output has slots empty.	1. Create a record producer with several questions. 2. Make one of the questions a single-line text question that takes a sys id as an input.

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			3. Create a topic and add the 'Request catalog item (LLM)' topic as a topic block in the newly created topic. **4.** Pass an input utterance to catalog through the topic and make sure to add an utterance for the sys id as well. Expected behavior: The utterance should populate properly. Actual behavior: None of the variables in the catalog are populated from the utterance.
Service Catalog Portal Widgets PRB1763735	The attachment is missing on a task record after submitting the record producer, which was saved as draft	This issue is observed in Washington DC instances.	**1.** Navigate to /sp and search 'Create incident'. **2.** Complete the mandatory fields and attach a file. **3.** Select **Save as draft**. **4.** Navigate to the 'My Request' page and select the request which was saved as a draft. **5.** Select **Submit**. **6.** Select the 'Attachment' tab. Expected behavior: The attachment is shown. Actual behavior: The attachment is missing.
Service Catalog PRB1736392	Update Sets captures additional entries by 'system'	When updating a Catalog Client Scripts record in Vancouver, its parent record, 'Record Producer', gets added to the update set with an **Updated By** field made by the system user. There are no changes captured within this update by the system - it simply creates an extra entry.	**1.** Provision a Vancouver instance **2.** Create a new update set and make it the current update set. **3.** Navigate to catalog_script_client.list and select any base instance record. **4.** Make any small update (for example, add '//test' to the script). **5.** Navigate to the new update set. Expected behavior: Observe the entry made by the user (as expected, there is no system entry captured). Actual behavior: Observe the entry made by the user and the entry captured by the system.

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Service Catalog PRB1788268	Dot walking to the second level with g_form in Catalog Client Script makes catalog non-conversational	There is a steep drop in the conversational catalog coverage due to client scripts which involves second level dot walking on g_form object.	
Service Level Management PRB1728854 KB1585852	Setting the property com.snc.sla.condition_class_caching.enabled to 'false' prevents the SLA Engine from attaching SLAs	By default, the property com.snc.sla.condition_class_caching.enabled is set to 'true' and provides performance improvements to the SLA engine. Setting this to 'false' should revert this performance improvement to its original behavior, but instead it breaks the SLA Engine.	
Service Portal PRB1758218	A field is hidden when a read-only check box is selected	In a catalog item, check box variables are selectable even though they're read-only by default. If a read-only check box is set to 'True', a situation can occur where a field is hidden when the check box is selected even though the check mark is invisible.	
Service Portal PRB1758358 KB1641595	'Show' URL type fields/ variables aren't unlocked by default on a portal	'Show' URL type fields/variables aren't unlocked by default on a portal even after the glide.ui.unlock_empty_url property's value is set to true. They display as locked.	Refer to the listed KB article for details.
Service Reliability Management (Family release) PRB1738090	An incident created by the escalate/notify automation rule has inaccessible worknotes for Service Reliability	SRM users also cannot access the following related lists: Task SLAs, Affected CIs, Impacted services, and Outages.	**1.** Log in as an SRM responder user, navigate to the 'Escalate and notify' tab in Alert automation, and create an automation. **2.** Complete the mandatory fields in step 1 and make sure to specify trigger conditions. **3.** Complete step 2 and save.

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	Management (SRM) users		**4.** Trigger an alert and make sure the alert matches the criteria in the trigger condition defined previously. **5.** Navigate to the newly created alert's details tab and open the incident record stored in the **Task** field. Expected behavior: The user should see worknotes in the incident saying that it was created as a result of the automation rule. Actual behavior: SRM users are restricted from seeing these worknotes.
Service Reliability Management (Family release) PRB1780893	Update access to tag-based services for manager and responder	Responders and managers do not have update access for tag-based services that belong to their team. Users are unable to create SLO/SLI and integrations due to limited access.	
Survey Management PRB1781172	Selecting the **Next** button on the Survey Deprecated widget doesn't progress to the next question		**1.** Open any survey in the deprecated widget. **2.** Select the **Get started** button. **3.** Select the **Next** button to move to the next question. Expected behavior: The user should be able to see and answer the next question. Actual behavior: Selecting the **Next** button on the Survey Deprecated widget doesn't progress to the next question.
System Import Sets PRB1781287	For a node restart, existing import sets and the concurrent import set job are not removed		**1.** Create a parallel data loading job with a sleep in loading script to pause loading data at running state. **2.** While running the job, stop the node and restart. **3.** Set com.glide.system_parallel_job_inactive_time_minutes to 5, to restart after 5 minutes. The concurrent import set job for the older record is not removed.

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Time Card Management PRB1737941	JAWS does not read out task card fields in the Time Sheet Portal		1. Navigate to the Time Sheet Portal. 2. Using the tab key, focus on any Task card in the left hand column with JAWS running. 3. Change the focus to the status or date on the Task card. Notice that JAWS will not read it out.
UI Builder (Family Channel) PRB1737069	Agent Assist in configurable workspace does not have scroll bars for knowledge articles containing tables in the article body	Agent Assist in configurable workspace does not have scroll bars for knowledge articles containing tables in the article body.	
UI Field Administration PRB1695552	For translated text reference fields, the reference pop-up list doesn't display a value when a right-to-left (RTL) language is used		1. Have any RTL language, like Arabic, plugin installed. 2. Create a table to be used as a reference table with at least the following fields: ○ Name: Display column, Type: Translated Text, Display: true ○ Name: Active, Type: True/False ○ Name: Type, Type: Choice, Choices: Type A, Type B 3. Create at least the following records in the new table: ○ Display column: 'Ref - Type A - Active 1', Type: Type A, Active: true ○ Display column: 'Ref - Type A - Inactive 1', Type: Type A, Active: false 4. Create a reference type of field on the incident table. 5. Make that field refer to the newly created table in step 1. 6. Configure the incident table form layout to show this field. 7. Change the session language to Arabic. 8. Open any incident.

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			Expected behavior: The type 'Ref' in the **Reference** field should display the 2 entries from the table created before. Actual behavior: The type 'Ref' in the **Reference** field displays the 'Reference' list but the list has empty entries.
UI Field Administration PRB1717782	Phone numbers on any table fail to save correctly when 'Other/ Unknown' is selected	The user is not able to select**Other/Unknown** with pn_strict=false attribute.	
UI Form Administration PRB1753812	The length of the 'Handled events' column on the sys_ux_macroponent table needs to be increased to avoid truncation of data	The issue is very specific to 'Agent Workspace for HR cases' and not reproducible on any of the other configurable workspaces.	
UI Form Administration PRB1769443	Event handling doesn't work on a 'UI action selected' event on an action bar component	When trying to add the 'UI action selected' event to associate a custom UX script, the associated UX client script doesn't get triggered.	
UI Form Administration PRB1784983 KB1649352	Duplicate UI scripts that have the same exact name prevent a workspace page from loading	Workspace pages fail to load if there are duplicate UI scripts with the same API name in the sys_ui_script table. This is caused by a functional change to how the workspace UI scripts are called.	Refer to the listed KB article for details.
Upgrade Center PRB1771566	Issue with schema alter duration in the database upgrade usage event	The current database upgrade usage event does not send accurate information for the schema alter duration (table_alters_time).	
UX Framework	App Shell does not honor internal events		

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PRB1746871			
Virtual Agent PRB1765722	The Virtual Agent table bot response card doesn't display all data properly after upgrading to Washington DC or Vancouver	In Virtual Agent Designer, part of a table card is cut off.	
Virtual Agent PRB1777529 KB1648385	Selecting **Continue this topic** doesn't resume the topic but closes the conversation	In Virtual Agent, when triggering the 'Continue this topic' option from the predicted intent in mid-topic discovery, it does not resume the topic but closes the conversation.	Refer to the listed KB article for details.
Virtual Agent PRB1781177	Users are unable to run a topic with a topic name/topic description	Users receive the error 'Sorry, there was a problem on my side trying to complete this request. Try asking again later.' This is not working as expected with both unified search on and off.	
Virtual Agent PRB1781543	A survey returns an incorrect value in Virtual Agent	Survey answers are mapped with wrong values.	
Word Document APIs PRB1789946	A corrupted Word document generates from the WordDocumentAPIs after a recent update in Microsoft Office Word	This is happening because of a recent update in Microsoft Office. If a template is created out of this version, it adds a few new tags into the document. These aren't handled yet in the APIs.	1. Create a Word template document with MS Office Word with the 16.85.x version. 2. Add it to the 'Contract' template. 3. Parse it. 4. Initiate a contract with this template document. Observe that the document is generated, but if it's downloaded and opened, the document is corrupted.

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Fixes included

- Washington DC Patch 5 Hotfix 2
- Washington DC Patch 5 Hotfix 1
- Washington DC Patch 5
- Washington DC Patch 4 Hotfix 2
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 5 Hotfix 5

The Washington DC Patch 5 Hotfix 5 release contains fixes to these problems.

Build information:

Build date: 09-09-2024_0923

Build tag: glide-washingtondc-12-20-2023__patch5-hotfix5-09-08-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
UI Field Administration PRB1799414	The decimal field does not register the user's country code and system language, and uses a period instead of a comma as a decimal separator in the legacy workspace		1. Log in to a Vancouver or Washington DC instance. 2. Install the com.snc.i18n.german plugin. 3. Set the system property to glide.system.locale - en. 4. Create a user with the country code 'Germany and Language - Deutsch'. 5. Navigate to incident.LIST. 6. Open any record. 7. Add a decimal field to the form. 8. Add '1,000.53' in the field.

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Problem	Short description	Description	Steps to reproduce
			9. Save the changes. 10. Impersonate the user that was created. 11. Navigate to the incident record with the added field and value. Notice that the decimal field is changed to 1.000,53. 12. Navigate to the legacy agent workspace and open the same incident record. Notice the decimal field is not changed, and is displayed as 1,000.53.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 5 Hotfix 4
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 5 Hotfix 4

The Washington DC Patch 5 Hotfix 4 release contains fixes to these problems.

Build information:

Build date: 08-08-2024_1548

Build tag: glide-washingtondc-12-20-2023__patch5-hotfix4-08-06-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
Column Level Encryption PRB1781726	Duplicate **Encryption Configuration** field records for tables in the CMDB hierarchy cause errors when the tables are queried	Duplicate **Encryption Configuration** field records for tables in the CMDB hierarchy can lead to new tables not having the correct number of clone descendant records, causing errors when the tables are queried.	
UX Framework PRB1792196	The 'Extend your session' option isn't occurring for single sign-on (SSO) users	After upgrading an SSO-enabled instance to Washington DC, users no longer see the 'Extend your session' modal on the 'Platform' view. Instead, users are logged out after their session times out. This causes work to be lost. The modal still appears in the /esc and /sp portals, however. For the 'Extend session' modal to appear for SSO users, glide.ui.session.show_modals.override must be created if it doesn't exist and set to 'true' in the system properties 'All' menu.	1. Navigate to an instance with read/write access via SSO. 2. From the filter navigator, navigate to **Content Library** > **View All**. 3. On the next screen, select **New** in the top-hand corner. 4. In the modal that pops up, select **Rich Content**. 5. Select **Continue**. 6. In the left-hand column, in the **Content name** field, enter any value. 7. Select **Open Editor**. 8. Select and type in the card. Observe that after 15 minutes, the user is logged out automatically and no modal populates.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 5 Hotfix 3
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2

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- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 5 Hotfix 3

The Washington DC Patch 5 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 08-02-2024_0329

Build tag: glide-washingtondc-12-20-2023__patch5-hotfix3-07-30-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1789855	In Virtual Agent after a Washington DC upgrade, every input that matches more than one keyword throws an error	Virtual Agent should display all topics that match a keyword, but it displays a technical error message or occasionally hangs.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 5 Hotfix 2
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1

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- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 5 Hotfix 2

The Washington DC Patch 5 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 07-26-2024_2048

Build tag: glide-washingtondc-12-20-2023__patch5-hotfix2-07-24-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
AI Search PRB1778235	There's an 'Invalid or unexpected token' error message on a browser console when accessing any page on a portal after upgrading to a Washington DC version	The issue can be seen on any portal, like 'sp' or 'esc', as well as an empty testing page. There shouldn't be an error message on the browser console.	
Form Controller PRB1761801	A page is unresponsive when opening a list that is part of an activity stream in a legacy workspace	sn-form handles list actions in ColumnLayoutElement that are dispatched by a component that the form doesn't own.	1. Log in to a Washington DC instance. 2. Activate the sys_aw_master_config record for Agent Workspace. 3. Navigate to /cache.do. 4. Navigate to Agent Workspace. 5. Open an incident with an attachment. 6. In the activity stream, open a list via the three-dots. 7. Select the three-dots again to hide the list.

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Problem	Short description	Description	Steps to reproduce
			Observe that the page becomes unresponsive.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 5 Hotfix 1
- Washington DC Patch 5
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 5 Hotfix 1

The Washington DC Patch 5 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 07-16-2024_1316

Build tag: glide-washingtondc-12-20-2023__patch5-hotfix1-07-11-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
AI Search PRB1779636	Carousel and regular search results do not appear intermittently	The carousel gets stuck in a loading state when a search query is performed.	1. Provision a latest track instance. 2. Make sure Now Assist Actions and Now Assist QnA are attached to a Service Portal search profile. 3. Perform a search for any Catalog or QnA query.

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Problem	Short description	Description	Steps to reproduce
			Notice that the carousel is stuck in a loading state.
Condition Builder PRB1777164	Change Advisory Board (CAB) workbench displays an extra backslash in the **Planned start date** field	CAB workbench displays an extra backslash in the **Planned start date** field every time the CAB meeting is saved and refreshed.	1. Navigate to the Agenda Management form section **Change Request addition conditions** field. 2. Add a new condition term: Planned start date at or after (Select the calendar icon, then select the green checkmark to save/close the picker). 3. Save the record and view the form again. 4. Look at the condition term added. Expected behavior: The date should be in the format (yyyy-MM-dd 00:00:00). Actual behavior: The date shows a slash in the format (yyyy-MM-dd\ 00:00:00).
Server-side scripts PRB1786423	Transpiler doesn't respect the custom per-thread memory limit, causing an error	Some threads in the transpiler do not respect the value of the system property, com.glide.script.swc .memory_threshold_in_kb, and instead throw an exception when memory usage exceeds the default per-thread limit of 16MB. The error is logged repeatedly and prevents a portion (up to 1/4) of the server-side scripts executed on the node to fail.	
Service Catalog API PRB1782677	Input utterance in conversation catalog is not working	Output has empty slots.	1. Create a record producer with several questions. 2. Make one of the questions a single line text question that takes a Sys ID as an input. 3. Create a topic and add the 'Request catalog item (LLM)' topic as a topic block in the newly created topic. 4. Pass an input utterance to catalog through the topic and make sure to add an utterance for the Sys ID as well. Expected behavior: The utterance should populate properly.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: None of the variables in the catalog are populated from the utterance.
UI Form Administration PRB1784983 KB1649352	Duplicate UI Scripts that have the same exact name prevent a workspace page from loading	Workspace pages fail to load if there are duplicate UI scripts with the same API name in the sys_ui_script table. This is caused by a functional change to how the workspace UI scripts are called.	Refer to the listed KB article for details.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 5
- Washington DC Patch 4 Hotfix 1
- Washington DC Patch 4
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 5

The Washington DC Patch 5 release contains important problem fixes.

Washington DC Patch 5 was released on July 3, 2024.

- Build date: 06-26-2024_1335
- Build tag: glide-washingtondc-12-20-2023__patch5-06-21-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

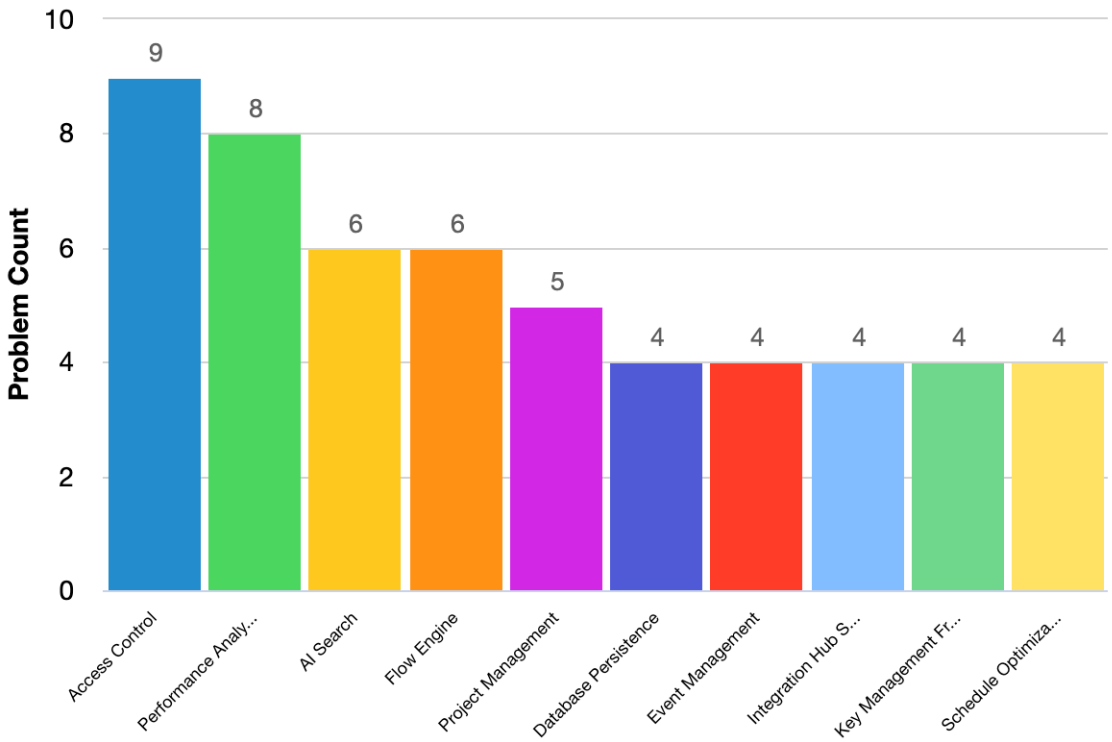
For a downloadable, sortable version of the fixed problems in this release, click here.

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Overview

Washington DC Patch 5 includes 186 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

Top 10 problem categories



Security-related fixes

Washington DC Patch 5 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 5, refer to KB1648633.

Changes in Washington DC Patch 5

Case management for CSM release notes

The customer service manager role (sn_customerservice_manager) includes the approver_user role. This role replaces the approval_admin role. Users with the customer service manager role can approve the approval requests that are assigned to them.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
AI Search	JavaScript errors display on portal after	After upgrading Washington DC, JavaScript errors	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1758577 KB1644179	upgrading Washington DC	display on the portal and in the browser console that didn't take place in previous versions. These errors don't have any functional side effects.	
Application Manager PRB1714286 KB1646367	The last sync with Store shows an invalid date in 'dd-MM-yyyy' date format	The last sync with Store's date and time is displayed incorrectly when the glide.sys.date_format has been adjusted to use a different default format.	1. In the filter navigator, navigate to **System Applications** > **All Available Applications** > **All**. 2. Select the **Sync apps** (double arrow circle) button next to the 'Last sync with store' date and time and wait for the sync to finish. Notice that the date is displayed correctly. 3. Set the glide.sys.date_format to dd/MM/yyyy. 4. In the filter navigator, navigate to **System Applications** > **All Available Applications** > **All**. This should open the Application Manager. Observe that the 'Last sync with store' date is incorrect (day is month and month is day), or invalid.
Application Manager PRB1741568 KB1644191	The user observes an internal server error on the 'App Manager' UI	The user observes the error: 'App info not found. Click ok to go back to home page' along with an Internal Server Error (500).	1. Log in to an instance. 2. Navigate to a new **Application Manager**. 3. Sync apps to get the latest version. 4. After sync, search 'appstore' in the search box and check the 'Updates' tab. 5. Select **App Store**. Notice a blank page with an Internal Server Error (500) and text reading, 'App info not found. Click Ok to go back to home page'. The user needs to go back and try again a few times before the page is updated, which is time consuming.

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Problem	Short description	Description	Steps to reproduce
GRC Platform Plugins PRB1765837	asmt_assessment_instance isn't accessible in the classic UI	Users with the snc_internal role can't access the assessment instance (asmt_assessment_instance) table.	

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control PRB1765014	When true, glide.invalid_query.returns_no_rows is overriden by glide.query.queryacl_failure.returns_no_rows when false	If a query term is on an unknown field, glide.invalid_query.returns_no_rows determines if it returns all rows or no rows. But when this property is set to true, which means it should result in no rows being returned, glide.query.queryacl_failure.returns_no_rows = false results in overriding it and returning all rows.	1. Set glide.invalid_query.returns_no_rows = true. 2. Set glide.query.queryacl_failure.returns_no_rows = false. 3. Execute a query such as namSTARTSWITHab on sys_user. Notice that it returns all rows from the table when none are expected.
Access Control PRB1765788	Removing ListOrderBy Default enforcement and flipping followRef from true to false	Due to default enforcement of ACLs on LIstOrderBy, 'Group by' isn't working as expected for reports.	1. Log in to an instance. 2. Navigate to reports. 3. Create a report on an incident table with the 'Group By' configuration as 'Questions.Createincident .urgency'. 4. Run the report. Observe that 'Group by' isn't applied properly.
Access Control PRB1768556	Fix order-by for the 'List 'view	This is a product update.	
Access Control PRB1769105	Fields that are meant to be excluded from query restrictions aren't excluded	Query restrictions shouldn't be applied on the **sys_id**, **sys_class_name**, **sys_domain**, **sys_domain_path** fields with both default	

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Problem	Short description	Description	Steps to reproduce
		and custom query ACLs.	
Access Control PRB1770088	Replace Query star ACLs with star.star	This is a product update.	
Activity Stream PRB1755658	Downloading attachments from an activity pane in Agent Workspace kills the browsing tab in Chrome, Firefox, Edge	The browser page freezes when downloading an attachment from within Agent Workspace.	**1.** Log in to a Washington DC instance. **2.** Navigate to Agent Workspace. **3.** Open the case with an attachment. **4.** In the Activity Stream, download the attachment. Notice that the page becomes unresponsive.
Advanced Work Assignment PRB1735889	Avoid duplicate awa/work_item message accumulation on resubscribe	The underlying issue is that on network failure, the object that holds redelivery messages isn't garbage collected, causing nodes to be unresponsive. It was also noticed that all the messages held in memory are redelivery messages for 'awa/work_item' channels. These messages can be over 2MB and are accumulating as duplicates. This is caused by the client being disconnected continuously and requesting redelivery. The onSubscribe method for that channel is publishing an agent's work item.	**1.** Set up a service channel where agents have a high default capacity. **2.** On one browser as an agent, visit workspace and become available with the browser developer tools open. **3.** Using the browser developer tools, set the agent's network throttling temporarily to 'Offline'. **4.** In another browser session, create a task or interaction that routes to the agent. **5.** After 1-2 minutes, set the agent's browser network setting back to 'No throttling'. **6.** The work item card should display in the agent's inbox. Expected behavior: There should be one AMB message to the agent at reconnection, which updates them on the inbox's contents. Actual behavior: There's often multiple messages for the item that got assigned during the time offline. At least one listing is only that item, and at least one listing is all the items in the inbox.

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Problem	Short description	Description	Steps to reproduce
Agent Chat PRB1770414	getDisplayValue() on a Dynamic choice node variable gives the sysId instead of the display value in LLM topics	When trying to access the display value of the choice chosen by the user, getDisplayValue() gives the sysId of the choice selected instead of the the display value.	1. Open any Large Language Model (LLM) topic. 2. Define a dynamic choice node. 3. Try to access the display value of the choice. Notice that the sysId of the choice selected is being displayed instead of the the display value.
Agent Chat PRB1774036	The chat window on Agent Chat is blank due to the payload being null	Sometimes, the Agent Chat window is blank because the payload is empty from the server, which breaks Agent Chat.	
AI Search for Virtual Agent PRB1767685	Feedback isn't updating on the 'Deflection log' table		1. Open NAVA and search for 'What is spam'. 2. Select **Feedback** on a topic card. 3. Verify that the sys_cs_deflection_log_list.do saved state based on the input and resource. 4. Select **Feedback** on a Q&A card. Feedback in the sys_cs_deflection_log_list.do isn't updating the state and the resource is blank.
AI Search PRB1764792	The loading state for a carousel on pagination appears for few seconds before disappearing	When the user paginates from page 1 to page 2, the carousel shows until the search response for page 2 is returned, with the previousPageToken populated on it.	
AI Search PRB1765394	In AI Search, it creates an invalid div role='Search' for 'Search Knowledge' search box	This problem doesn't reproduce on instances that haven't had AI Search enabled.	
AI Search PRB1767388	Update Now Assist tagline for Genius results	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1770551 KB1647708	Search on a portal displays a blank Genius Results card at the top when no results are found	A blank Genius Results card is displayed at the top if no results were found. Genius results for an unsuccessful keyword search renders 'No results generated' after taking 9-10 seconds.	
AI Search PRB1771600	Digital Product Release (DPR) searches across non-English catalogs query with English text	A DPR request on a non-English instance finishes with an English query which returns no results.	1. Provision an instance with NA4S 6.2.3 + DT enabled. 2. In a Spanish session, enter the query 'Solicitud de categoría de servicio'. Using Debug AI search, observe that the DPR request finishes with the query 'Service Category Request', but with the locale 'es'. No results are returned (pre-DT change, this returned Service Category Request catalog item, displaying as 'Solicitud de categoría de servicio').
Application Install Engine PRB1768085 KB1645935	Overriding glide.cache.hard_references can cause the dependency cache to be garbage collected when upgrading to Washington DC	In the Washington DC release, a new value is applied to the system property glide.cache.hard_references. If this system property has been overridden on an instance prior to upgrading to the Washington DC release, a new reference cache for dependencies is excluded, causing the dependencies to not be activated or updated during the upgrade.	Refer to the listed KB article for details.
Application Navigator PRB1716876	An error displays in the logs in 'List' view.	Errors display in the logs: 'Default-thread-1...SEVERE *** ERROR *** NavigatorHistory No such column: ui_type'.	1. Provision a Utah instance. 2. Ensure that the instance doesn't have the 'ui_type' column in the sys_ui_navigator_history table. If it does, remove this column from the instance/database. 3. Navigate to 'List' view in both Next Experience or the old UI. 4. Check the logs.

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Problem	Short description	Description	Steps to reproduce
			Observe an error.
Application Portfolio Management PRB1729500	In the new Application Manager, the 'Install Details' pop-up can have the 'Demo Data' check box checked by default	In Application Manager, the 'Demo Data' check box isn't checked by default. However, it remembers if it was checked. If the pop-up is closed and reopened, it stays checked.	**1.** In a Vancouver instance, open Application Manager. **2.** Search for an application with demo data. **3.** Select the application. **4.** Select the **Install/Update** button. **5.** In the 'Install details' pop-up, check the box for 'Load Demo Data'. **6.** Close the 'Install details' pop-up. **7.** Open it again and the 'Load Demo Data' check box is still checked. **8.** Search for a different application. **9.** Select **Install.** In the pop-up, observe that the 'Load Demo Data' check box is still checked.
Asynchronous Message Bus (AMB) PRB1771490	A dedicated session sync feature is not working as expected for channels implementing RecordWatcherAMBAccessor	Whenever a dedicated session sync is enabled at the processor level in sys_amb_processor, it should honor that setting and run an AMB transaction in parallel to other semaphores running a transaction.	
Asynchronous Message Bus (AMB) PRB1772915	Gathering crucial information about Asynchronous Message Bus (AMB) message sizes	As of today, there's no limitations on the size of the AMB message published from the server. This can lead to memory issues.	
Attachments to Records PRB1733053	The 'Remove' and 'Rename' options aren't available on an Employee Document Management (EDM) attachment		

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Problem	Short description	Description	Steps to reproduce
Automated Test Framework (ATF) PRB1757363	Field state validation does not work as expected in CSM/FSM Configurable Workspace due to the presence of a dot within the field name	The issue arises due to the presence of a dot within the fieldName. Upon invocation, the utility/helper function 'get' attempts to parse the fieldName by splitting it at dot ('.'), resulting in the return of an 'undefined' value.	
Automated Test Framework (ATF) PRB1761012	When a child transaction is terminated by memory watcher, the root tracker remains running	There is a rare race condition that can cause a parameter run to be marked as 'Cancelled' instead of 'Failed'. When this happens, all other parameter runs are cancelled, and the suite is left in the 'Running' state. This causes the cloud runner to hang until it eventually times out and force-cancels the test suite much later (24+ hours).	Prerequisite: Automated Test Framework (ATF) and ATF Cloud Runner installed and configured 1. Create a client-side parameterized test that will always fail (for example, by trying to update a read-only field) and give it at least two parameter sets. 2. Create a test suite containing the parameterized test. 3. Run the test suite in cloud runner. Expected behavior: All parameter runs should always run and be marked as 'Failed'. Actual behavior: One parameter is marked as 'Cancelled' instead of 'Failed', and the suite is left in the 'Running' state. The cloud runner hangs until it eventually times out and force-cancels the test suite.
Client Software Distribution PRB1762221	Client Software Distribution (CSD) 1.0 software revoke issue	This is a product update.	
CMDB Data Manager PRB1752346 KB1641376	CMDB Data Manager's 'Dependent CIs management' feature is enabled on an instance without warning	In Utah, the CMDB Data Manager is enabled by default when the instance has one or more active CSDM lifecycle rules. This has had an unintended consequence of also enabling the 'Dependent CIs	

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Problem	Short description	Description	Steps to reproduce
		management' feature of CMDB data manager.	
Code Signing PRB1748530	Changes in protected script behavior causes signature verification failure	Signatures that should be trusted are untrusted.	
Currency Administration PRB1746302	When updating a record via GlideRecord, the reference amount updates are based on the latest currency rate even if the input/session amount has not changed	The reference amount stored in fx_currency_instance is updated based on the latest currency rate if the input/session amount is explicitly set to the same value when updating a record via GlideRecord.	
Database Persistence - Data Access PRB1734995	Nodes are restarted due to an out of memory error	This results in warnings being returned for every record returned by an SQL query. So if resultset, report, or any query sends back 1M rows, then 1M warnings are sent. This further results in large memory overhead on app nodes. If a node is under memory pressure, it can restart with an out of memory error.	
Database Persistence - Data Access PRB1763146 KB1645993	If GlideFilter has a new query (NQ) to add multiple conditions, it generates different JavaScript from the same encoded query	The issue affects certain, but not all, MultipleCondition (^NQ) queries. It specifically impacts those where the first of the conditions satisfies both the following: Targets a dot-walked field, and the field is of type 'GlideList' and the condition is 'IsOneOf'.	
Database Persistence	Out of memory (OOM) Error due to domain	Domain related code execution or Domain related	

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Problem	Short description	Description	Steps to reproduce
- Data Access PRB1777345	separation plugin installation	plugin installation intermittently hangs with a low memory stack trace.	
Database Persistence - Data Management PRB1765904 KB1647554	Transactions/ Jobs are canceled at midnight following a Washington DC upgrade	DropTmpTablesJob went from cleaning five tmp_ tables per day to 100, with a batch size of 5. With a long enough execution time, and since the DB is locked for some portion of the execution time, everything stops, restarts, and eventually gives up. This causes the job to be canceled.	Refer to the listed KB article for details.
Database Persistence - Data Scale PRB1731356	Log instrumentation with xmlstats	This is a product update.	
Database Persistence - Data Scale PRB1757098	Add the pool name to StatementsMessage	It would help to know in which connection pool something was executed.	
Database Persistence - Data Scale PRB1762237	SQL queries should have limited string sizes to avoid out of memory (OOM) errors	If a user has a large enough query, it gives an Out of Memory error.	
Database Persistence PRB1731418 KB1645608	Using a related list query along with setAggregateWindow writes an invalid SQL statement	The node logs contain an error.	
Database Persistence PRB1760592	Prepared queries are not formed correctly on Rotation Tables	This results in the following errors: 'General Data Exception detected by database (No value	

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Problem	Short description	Description	Steps to reproduce
		specified for parameter 1.)'	
Database Persistence PRB1761025	A connection sharing violation can occur when StatementBatcher is used	Usually this issue occurs when process_flow jobs are running.	
Database Persistence PRB1766265	Add low overhead instrumentation for connection sharing detection		Run flow engine jobs or others jobs disconnecting connections from the session. Notice that the logs contain 'Thread sharing violation detected' messages when sharing is detected.
DecisionTableAPI PRB1758851	Degradation of adaptive authentication's performance due to multiple DB calls to the 'Answer' table	An instance queries has over 20 million executions per hour. This causes high CPU utilization on the DB Server.	
Demand Management PRB1732855	The **Edit** button appears on the 'Idea details' page, but selecting it does not save the content	The **Edit** button appears on 'IM Idea Detaled View Wrapper' widget even though the idea is not editable if it's in any state other than 'Submitted'.	1. Provision an instance with the PPM and Innovation Management Plugins activated. 2. Impersonate a non-admin user. 3. Create an idea on the idea table. 4. As an admin, set the idea to 'Under Review'. 5. Navigate to the Idea Portal list view page. 6. Open the idea created earlier. 7. Select the **Edit** button 8. Type something in the short description and **Save**. Observe that the content is not saved.
Discovery PRB1737309	Discovery Admin Workspace and ITOM Content Service need their own plugins	Discovery Admin Workspace and ITOM Content Service shouldn't be dependent on the pattern designer.	

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Problem	Short description	Description	Steps to reproduce
Document Intelligence Unified Backend PRB1742913	Some docExtractor versions do not upgrade to 25.1		
Document Intelligence Unified Backend PRB1743818 KB1646495	DocIntel tasks fail	The docintel jobs failed at 50% with an error: 'NSE0014:Failed to initialize pipeline : No columns to parse from file' and 'nse0014:Failed to initialize pipeline : NSE0003:Failed to get pipeline JSON to have dataset path information'.	
Document Management Services PRB1740264	There's an incorrect default sys_service_endpoint URL and issues with handling error codes for failed requests properly	Currently, the sys_service_endpoint URL is incorrect. If there's any errors, like 500 or 403, these errors aren't handled properly by the service.	
Edge Encryption PRB1730076	A phantom error is logged from an inappropriate execution of an Edge rule	An edge rule was created to handle some PUT actions, which has a JSON Body in the request. However, the rule is casting too wide a net, and is now triggered by a newly minted PUT action that doesn't have a JSON body. The rule does nothing, and doesn't break functionality, but it creates an error message. This error is appearing in the Edge logs: 'ERROR Unexpected exception occurred during execution of Edge Encryption Rule[REST JSON] : org.mozilla.javascript.JavaScriptException:	

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Problem	Short description	Description	Steps to reproduce
		java.lang.UnsupportedOperationException: getAsJsonContent called when content is not in JSON Format. Could not parse.'	
Email Notifications PRB1771357	The system should accept any email ID from Subject Alternative Name (SAN)	Public certificate(.pem file) has more than one Subject Alternative name(SANs). The system accepts the alternative name mentioned at the end.	
Employee Growth and Development Activities PRB1771197	EGD Activities rebranding changes	This is a product update.	
Employee Growth and Development - Core PRB1771188	EGD Core rebranding changes	This is a product update.	
Encryption PRB1772479 KB1646228	Password2 properties aren't reloaded post-Storage Encryption initialization	When a node is restarted, if system properties of type Password2 are accessed as early as possible, it intermittently returns the encrypted property value instead of decrypting it. This results in the usage incorrect Passwords for the dependent transaction/service until the system properties cache is reloaded.	Refer to the listed KB article for details.
Event Management PRB1626676	If a payload sent is empty or invalid, a request fails on getting events	When the user is trying to push an invalid payload using API, events do not arrive. A null pointer exception	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1645682	in the Event Management default rest, which API Add logs don't indicate	occurs when a JSON sent in the request body doesn't contain the word 'records' correctly.	
Event Management PRB1757856	Impact for topology with loops is not calculated properly	The hidden property evt_mgmt.connected_services_ignore_loops was recently added. The default value is false. When the value of this property is set to true, the loop is ignored and impact is calculated in a regular way.	
Event Management PRB1768322	The short description isn't filled during the creation of virtual alerts for tag-based groups	When a virtual alert is created during the creation of tag-based group, the **Short Description** field remains empty until the 'Update' virtual alert job updates it.	**1.** Create a tag-based rule. **2.** Send events that fit the rule. Observe that when the group is created, the **Short Description** field is empty.
Field Service Marketplace PRB1768352	A state with a value of 20 pushed to Marketplace is used by another state in one of the child tables of the task	The issue occurs if a state with a value of 20 is pushed to Marketplace when there is already a choice with the same value on the task table.	
Flow Designer (Family Channel) PRB1761716	When making an update to a flow in the global domain as a user in a different domain, a duplicate flow is created		**1.** Install the Domain Support - Domain Extensions Installer plugin. **2.** Create a user in the top domain. **3.** While logged in as an admin, create a flow in the global domain. **4.** Impersonate the user from step 2. **5.** Make sure the domain is still set to global and modify the flow created in step 3. **6.** Change the user's domain to top. Expected behavior: The new flow should not exist in the user's domain.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: A flow is created with the same name in the top domain.
Flow Engine PRB1758754	The user observes a 'Unique Key violation detected by database' error when they run the flow 'Get All Occupancy by IDs'	Errors are shown when the user runs the flow 'Get All Occupancy by IDs'.	
Flow Engine PRB1764102	Dot-walked values don't appear in the error handler afteran execution moves to MID	If the MID user does not have access to the dot-walked value, the key for the value will be present but the value will be empty.	1. Create a MID server with mid_server role user. 2. Create a subflow with an incident record input. 3. Create an action with a script step that throws an exception, and configure the script step to execute on MID. 4. Add a custom action to the subflow. 5. Add an error handler to the subflow with a log action that uses any dot walked value from the input incident. The number should work for an incident record. 6. Run the subflow. Expected behavior: The log in error handler should show the incident number. Actual behavior: The incident number is empty in the log.
Flow Engine PRB1765110	The **Get Catalog Variables** action gets the previous execution rows of multi row variable sets	GetCatalogVariablesOperation adds the variable set entries to the ops CoCollection output. The output is starts out as the default value which is then shared between subsequent executions of the compiled flow.	

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Flow Engine PRB1765142	Quick executing a 'Run As User' Subflow through FDIH spoofs the user in a session, but the Credential Builder uses a system user reference	When other components in the 'Run as User' subflow reference the EngineConfig, they aren't able to find information for that user.	1. Create a subflow that references a connection and credential alias where the credential is a personal type 3rd party oauth token. 2. Execute the subflow via the FDIH Layer. See that the subflow cannot access the user's oauth token because of the code snippets above.
Flow Engine PRB1772034 KB1647550	A flow remains 'In progress', gets marked 'Presumed Interrupted' and does not move forward	This defect causes flows built in Flow Designer and processes built in Process Automation Designer (PAD) to get stuck and not move forward even when records they're waiting on have been updated and moved forward.	
Horizon Component Library PRB1751879	The modal size for Work Notes and Comments is off	The issue seems to be caused by the addition of now-textarea-resize-field selector to now-text-area.	
HR Service Delivery PRB1744488	Errors while scheduling an ER interview with Outlook on the Configurable HR Workspace	Multiple pop-up errors appear.	
Import Set API PRB1769656	An import set is not created for a scheduled import when no data is returned	Subsequent executions are stopped.	1. Provision an instance with Service Graph Connector installed. 2. Run a scheduled import. Notice that the import stops at a certain point.
Integration Hub PRB1769570	There's no call chain debug logging whenever a user posts an Integration Hub usage	This prevents users from tracking sources of their ua_ih_usage records. If a user maxes out call chain logging, users don't get enough logging to determine what points in the call	1. Install com.glide.hub.integrations.enterprise. 2. Set the property: glide.sys.client.call_chain.debug = true.

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Problem	Short description	Description	Steps to reproduce
		chain created which usages.	**3.** Create a REST/SOAP action (outbound call). **4.** Publish the action. **5.** Call the action from a background script. **6.** Check the call log. Notice that there is no call chain debug logged.
Integration Hub Stream Connect PRB1755243	Some fields and buttons are not visible to admin users	The **Consumer ID** field and **Edit** button are not displayed.	Navigate to **Stream Connect Home** > **Consumers**. Select any consumer. Notice that **Consumer ID**and **Edit** are not displayed.
Integration Hub Stream Connect PRB1769416	Change the accessibility of a script	This is a product update.	
Integration Hub Stream Connect PRB1774031	Access restriction issue when querying topic replication table		
Key Management Framework (KMF) PRB1716042	Adhoc Key Exchange is successful with the incorrect status 'Error on Local Instance' on target	The resource exchange request status is changed to 'Error on Local Instance' but the key is exchanged successfully.	**1.** Provision/Upgrade a Washington DC instance to main build. **2.** Set the EJBCA property to false on both Source and Target instances. **3.** Vault key pairs and Vault certifications should present on both source and target instances. **4.** Create a crypto module/encryption module on Source instance and export the update set. **5.** Import the update set on the Target instance. **6.** Initiate a Resource Exchange request on the target instance. **7.** Approve the request on the source instance.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Key Exchange should be successful with the status 'Request Approved' on the target. Actual behavior: On the target instance, the resource exchange request status was changed to 'Error on Local Instance' but the key was exchanged successfully.
Key Management Framework (KMF) PRB1759971	Unable to decrypt the preserved sys_properties of type 'password2' for clones		1. Open a Xanadu instance. 2. Create a few sys properties (type password2) and ensure that they get encrypted with KMF type. 3. Ensure that 'Decrypt' is also working as expected in X. 4. Perform a clone from Washington DC into Xanadu. 5. After the clone, in the Target instance (version is downgraded to Washington DC) try to decrypt the newly created properties. Expected behavior: Decryption should work as expected. Actual behavior: Unable to decrypt the properties.
Key Management Framework (KMF) PRB1767648	CryptoCore initialization at startup can take several seconds to minutes, which delays node availability	A lot of time is spent on inserting jobs for instance keys. Multiples of these jobs can get created and recreated, which is inefficient.	
Key Management Framework (KMF) PRB1773544 KB1646553	Initializing a 'system' user before GlideProperties are loaded leads to caching an invalid 'system' user while initializing Glide (Glide.init())	This issue occurs on instances with timezone setting (glide.sys.default.tz) set to a region other than America / Los Angeles or US / Pacific. The 'system' user gets cached with an incorrect timezone during node start up. Instead of using the system property value (glide.sys.default.tz), it uses an incorrect value. This affects Flow,	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
		Notification, Business Rule, Schedule jobs and any processes run by a 'system' user.	
Knowledge Management PRB1742967	ViewAs articles are skipped as the manager doesn't have access	If a manager doesn't have read access to an article when an employee under them does, then 'View As' article results are skipped. In previous versions, these were returned even if the manager didn't have access to them.	1. Choose a manager and direct report. 2. Create articles where the direct report has access but the manager doesn't. 3. Navigate to the EC Portal as the manager and ViewAs as the direct report. The articles the manager doesn't have access to no longer display.
Language and Translations PRB1769645	Japanese translation of Key='new tab {0}' in sys_ui_message table displays in French	Japanese translation of Key='new tab {0}' in sys_ui_message table is showing French from Washington DC.	1. Activate the Japanese language plugin(com.snc.i18n.japanese). 2. Navigate to sys_ui_message table. 3. Filter as Key='new tab {0}' and Language=日本語. 4. Check the message. Expected behavior: Should be translated to Japanese as '新しいタブ {0}'. Actual behavior: Translated to French as 'Nouvel Onglet {0}'.
Legacy Agent Workspace PRB1713134	The activity appears in the foreground of the image sent by the end user requestor to the live agent in the workspace	When an agent opens an image sent by the requestor/end user in the workspace, the activity appears in the foreground of the image.	1. Navigate to a Vancouver instance as an agent in one tab. 2. Navigate to Service Operation Workspace and stay available. 3. In an Incognito tab as an end user, log in and start a conversation from the portal '/sp' & connect to a live agent. 4. As the end user, send an image to the agent. 5. As an agent, open the image sent by the end user. Expected behavior: The image should be shown properly and the activity shouldn't appear on top of the image. Actual behavior: When the agent opens the image, the activity is seen in the foreground of the image.

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Problem	Short description	Description	Steps to reproduce
Legacy Agent Workspace PRB1719776	A field doesn't expand all the way in a workspace	Customer Service Management (CSM)'s workspace displays 50% less than the width in Platform.	1. Navigate to a Vancouver instance. 2. Create a **Duration** field for any table. 3. Add that field in the 'Workspace' UI Builder view after the '|- end_split-|'. 4. Open a form with that field on the CSM Workspace. Observe the width.
Legacy Agent Workspace PRB1757927	Email pages only display the value instead of displayValue for created_on information	In Customer Service Management (CSM)'s workspace, when an email tab is opened from the case record and if the email is exited, then the timestamp displayed under the user information doesn't change even after the time zone is changed between different time zones.	1. Open a case record. 2. Navigate to the 'Email' tab. 3. Select the three dots. 4. Select **Compose email**. 5. Write some test data. 6. Send the email. 7. Open the email record. 8. Navigate to the preferences. 9. Set some time zone, such as GMT. 10. Refresh the email record and check the timestamp under the user information. Expected behavior: The timestamp under the user information should change as per the time zone set in the user's preferences. Actual behavior: The timestamp isn't changing as per the time zone set in the user's preferences.
Microsoft Reconciliation PRB1761184 KB1646112	constructGraphForHostAndVMs logic causes reconciliation logic to get stuck	The reconciliation for Microsoft remains in the 'In progress' state. This is caused by a feature added in the Washington DC release to indicate the reason for some unlicensed installs.	Refer to the listed KB article for details.
Mobile Experience for Field Service Management	A questionnaire displays a different UI for Android and iOS		1. In the Agent Mobile app, select the tab 'FSM'. 2. Select **See all** for 'My work order tasks'. 3. Open an active work order task where the state is 'work complete' and 'pending debrief'.

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PRB1748996			**4.** On the form screen, select the three dots. **5.** Open the questionnaire to display the assessments. **6.** Open the 'in-progress' one and verify that the opened assessment displays differently in Android and iOS. Expected behavior: On an iOS device, it works as expected and the expectation is to have the survey questions similar to iOS in Android. Actual behavior: On the Android device, the customer entry survey question displays twice.
Next Experience Unified Navigation PRB1712079 KB1567085	The Application Selector displays only recently selected applications	All active applications in the instance should be displayed.	**1.** Access any Vancouver instance and set the system property 'glide.ui.next_experience .instance_tools_disabled' to false. **2.** Impersonate a user. **3.** Toggle **Show instance tools.** **4.** Choose an application, such as Employee Center Core. **5.** Attempt to select another application by either expanding the **Application Scope** icon or entering the name of any other currently active application on the instance. Expected behavior: All active applications in the instance should be displayed. Actual behavior: Only the recently selected application scopes are displayed.
Next Experience Unified Navigation PRB1714303 KB1641644	Domain picker fails to switch to 'Recent Selections' domains when the system property glide.ui.domain_picker.enabled is set to true	reference_	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
NowMQ PRB1759010	There is a redistribution of events to other nodes when one node is full	When flow events fall out of the in-memory queue, the priority of the events are lost. That means even P2 events that move to other nodes are processed as lowest priority events.	
ServiceNow AI Platform Security PRB1484329	Loading a form with the **Roles** field takes a very long time due to the many sys_user_roles on the instance	When loading any form with the **Roles** field (for example, catalog items and variables) it takes a long time to load the form due to the many sys_user_roles on the instance.	
Performance Analytics PRB1716114	Performance Analytics and Reporting (PAR) dashboards are visible outside of a domain scope	A user with different domain access is able to see other domain dashboards in Platform Analytics Workspace.	**1.** Log in to a domain separated instance. **2.** Switch to a low level domain (not top or global). **3.** Navigate to platformance analytics workspace. **4.** Select the 'Dashboards' tab. **5.** Create a new dashboard using the 'In-line editor' with the name 'Domain Separation Test'. **6.** Save the dashboard. **7.** Switch to a different low level domain (not top or global). **8.** Reload the page. Expected behavior: The user should only see dashboards in their domain, or any of their parent domains. Actual behavior: The user in this domain should not be able to see the dashboard created in a different domain.
Performance Analytics PRB1754203	Migrated Report data visualizations do not migrate the 'Created by' info to the Owner		**1.** Navigate to CoreUI reports. **2.** Create a CoreUI report list. **3.** Save the report. Notice that the report is visible from 'My reports'.

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Problem	Short description	Description	Steps to reproduce
			4. As a System Admin, trigger the full bulk migration from Migration Center. **5.** Activate 'Platform Analytics' experience. **6.** Navigate to **Data visualizations** > **Owned by me.** Observe that 'My reports' are not shown in the 'Owned by me' filter of the Data visualization library page.
Performance Analytics PRB1755646	On-click behavior for reports is not migrated		**1.** Create a classic dashboard and add a bar report to it. **2.** In the Bar report created, configure it with on-click URL. **3.** Migrate the dashboard. **4.** Select the chart interaction in the config panel. **5.** Check if the core UI configs are migrated to 'Go to Custom URL'. Expected: The configs are migrated, the label name is migrated to the page name, and the URL value is migrated to the URL field. Actual behavior: The configs are not migrated.
Performance Analytics PRB1758026	Administrators can't set a dashboard background color		
Performance Analytics PRB1760487 KB1646306	Performance Analytics (PA) score migration causes pa_snapshots to contain an odd subset of records	Records collected after the migration are correct. Only those collected prior to the migration appear to be affected.	Refer to the listed KB article for details.
Performance Analytics PRB1764932	Administrators can't move their Next Experience dashboards	The **Unload** button that allows admins to unload their dashboards into an update set does not exist.	**1.** Create an update set and mark it as the current update set **2.** Create a new Next Dashboard **3.** Unload the dashboard with the **Unload** button.

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Problem	Short description	Description	Steps to reproduce
	between instances		Expected behavior: There is an **Unload** button on the dashboard form to allow admins to unload their dashboards into the current update set. The generated update set is working fine when retrieving it to the target instance and the dashboard is open successfully without any errors or missing widgets. Actual behavior: Such a button doesn't exist.
Performance Analytics PRB1767451	There is a missing flag option for scheduled export requests	The missing flag is 'isAutomatedJob'.	1. Schedule any MultiPivot report and wait until the execution is completed. 2. Run the export manually from the report builder. 3. Check the received request parameters in parexport logs for both requests. Expected behavior: The user should be able to differentiate between the user initiated and automated job's requests. Actual behavior: Both requests appear to be similar without any notion of how exactly the export request is triggered.
Performance Analytics PRB1768927	A cascading filter won't migrate to a Next Experience filter		1. Create a Core UI dashboard. 2. Add a cascading filter to the dashboard. 3. Migrate the Core UI dashboard to the Next Experience dashboard. Notice that the cascading filter is not migrated to the Next Experience filter.
Platform Runtime PRB1752341	Thread yield on close timeout can delay node recovery	The timeout for non-standard WebSocket closes should be reduced.	
Platform Runtime PRB1764334 KB1645600	Some files aren't consumed when some plugins are activated through automated	Orbit has dependencies on two versions of the same library, one of which is out of date and out of sync with glide dependencies.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	plugin activation		
Predictive Intelligence PRB1646823	For system clean-up phase one, instituting adoption of data retention policies		
Process Automation Designer (Family Channel) PRB1751565	An existing record with a playbook displays a configuration error post-upgrade	When instance is upgraded from Vancouver to Washington DC with a record that triggers a playbook, the user is not able to proceed on the record playbook due to a Configuration error upon upgrading.	
Process Mining PRB1749007	There is a negative arc number on a LE-Lifecycle table with a Regular **DateTime** field AD		1. Create a project on an incident and add a date time activity definition to the table configuration. 2. Create a new AD on the state. 3. Make sure the value of the **DateTime** field is after the state AD's last event. Expected behavior: The **DateTime** field is used as the actual **DateTime** in the event pipeline. Actual behavior: The arc from the **DateTime** AD to the next AD value contains negative values.
Process Mining PRB1766598	Filter set data is being uploaded for all jobs instead of full mine jobs only		
Project Management PRB1753033	Projects closed via the planning console or Project Workspace from sub-tasks do not update	When a project is closed from the project form by moving the State to 'Closed Complete' or closing all Project Tasks (State = Closed Complete), the project	1. Have an instance with the PPM module active along with Project Workspace plugin active as well. 2. Create a simple project. 3. Open the Planning Console or the Project Workspace.

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Problem	Short description	Description	Steps to reproduce
	the **closed_at** and **close_by** fields	will have closed_at and closed_by properly populated. But when closing the project from either the Planning Console or Project Workspace by closing all project tasks, the **closed_at** and **closed_by** fields remain empty.	**4.** Add 2-3 tasks. **5.** Close each task by moving the State to 'Closed complete'. Observe that the project is also closed as the State becomes 'Closed complete', but the fields **closed_at** and **closed_by** remain empty.
Project Management PRB1758365	The **Hide/ Show**, **Manage** and **New** buttons on the resource plan related list have issues		
Project Management PRB1761595	'Save as new template' failed in creating a template	When a non-admin user tries to create a template from a project by selecting the 'save as new template' related link, the template isn't created. The user and project aren't a global admin. The issue doesn't happen when copying a template from an existing template.	
Project Management PRB1768915	Migrating 'Demand' UI actions	This is a product update.	
Reporting PRB1736998	Tooltip text doesn't disappear even after drilling down the report in the dashboard	The tooltip doesn't go away on a 'Single score' report even after drilling down through it. The same tooltip is displayed on all the subsequent drilldown reports until the final list view is reached. This happens when looking at a such report from a dashboard.	**1.** Create a 'Single score' report on any table. **2.** Add two layers of drilldown reports with the 'Bar Chart' type. **3.** Save the report. **4.** Add it to any dashboard. **5.** Navigate to that dashboard. **6.** Hover over the 'Single score' drilldown report that was just added.

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Problem	Short description	Description	Steps to reproduce
			Notice that the tooltip appears on the report. **7.** Open the report and drilldown though the report. Observe that the first tooltip on the 'Single score' report doesn't go away until the user keeps drilling down to the final list view.
Reporting PRB1762400	When translated to French, reports of the type 'Time Series' generate an error	A report of type 'Time Series', when translated to French generates an error, though it displays results normally when the selected language is English.	**1.** Create a report of type 'Time Series'. **2.** Choose trend 'Resolved' by 'Day' Aggregation 'Count'. **3.** Run the report. Observe no errors. **4.** Change the language to French. Observe the following error: 'ERROR: Impossible de générer le rapport. Échec de la génération d'un résumé de séries de graphiques Index -1 out of bounds for length 0'.
Schedule Optimization PRB1744241	Tasks are assigned in an overlapping manner	When tasks are created every hour and intraday is run every 15 minutes, tasks are assigned in an overlapping manner.	
Schedule Optimization PRB1769457	An 'Estimated end' update fails in the 'Shift left' flow	'Estimated end' on WOT's is not updated when the Scheduling method on a Task is Optimization and the task is updated via the 'Shift left' flow. This is due to the fact that a business rule that is responsible for updating 'Estimated end' was skipped.	
Schedule Optimization PRB1774080	Skill level validation and improve performance	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1732325	Error due to Java 17 and script memory estimation	The error reads, 'java.lang.reflect.InaccessibleObjectException: Unable to make field private final byte[] java.lang.String.value accessible: module java.base does not 'opens java.lang' to unnamed module.'	
Service Catalog Portal Widgets PRB1736848	A Service Portal form widget loads unexpected UI scripts and includes them in the uploaded form data	A form widget loads UI scripts that are not added to the widget dependencies. They just load and add overhead time to widget loading.	
Service Catalog PRB1763535 KB1646316	When a CRUD operation is triggered from a 'Record Producer' script in a non-global scope, business rules aren't executed due to an incorrect 'current' reference	Business rules that are supposed to run due to CRUD operations triggered by the 'Record Producer' script never run. This can affect multiple use cases where they don't rely on the Record Producer's natural flow to create records, but instead use the script field to create records in multiple tables.	Refer to the listed KB article for details.
Service Mapping PRB1763366	The Export PDF feature doesn't work on the App Service map page	The user observes the message, 'an error occurred...', and no PDF is generated.	1. Open Application **Services** > * > **View map**. 2. Select the Hamburger menu and then **Export PDF**. The user observes the message, 'an error occurred...', and no PDF is generated.
Service Portal PRB1405409 KB0994576	A Service Portal form widget loads unexpected UI scripts and includes them in the uploaded form data	A form widget loads UI scripts that are not added to the widget dependencies. This adds overhead time to widget loading.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Session Management PRB1757612	An uncaught null pointer exception causes stale records in the 'Active transactions (all nodes)' table	This issue originates for users who turned the glide.active.session.timeout.invalidate.session property to true. An uncaught null pointer exception in a rare race condition in HTTPSession TimeoutManager causes stale records in the 'Active transactions' table. There's no consistent way to reproduce this issue without running the IT. It's a race condition that's seldom occurring.	
Software Asset Reconciliation PRB1762816 KB1644537	Stamp Cloud provider and cloud host type columns only for delta records on install table	When users with a large amount of data in the install table clear the cloud provider, cloud host type, and cloud service type columns and restamp them on every reconciliation run, they observe performance issues.	
Source Control Engine PRB1772875	Operation latch wasn't released after importing an application through Source Control	Operation latch wasn't released after importing an application through Source Control, without MID Server, using a Continuous Integration/ Continuation Delivery (CICD) endpoint.	1. Navigate to Flow Designer. 2. Select the **Actions** tab. 3. Open the **Import Application from Source Control** action (without MID). 4. Add a github URL, github branch, credential sys_id, and instance URL. 5. Run the action. Notice that the 'Update-Mutex' is displaying in the sys_mutex table. 6. Attempt to delete the imported application from sys_app. Notice the error explaining that a CICD process is running. Notice that the operation latch in sys_padlock isn't decreased.

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Problem	Short description	Description	Steps to reproduce
Survey Management PRB1724829	If the user is using a different time format, incorrect dates are saved when a survey is submitted	When a survey is saved and then later submitted, if the user is using a different timezone than the one in the instance, the metrics that are date type save the value with wrong information.	
System Import Sets PRB1736383	A data stream action field doesn't populate in the Data Source page	This occurs on instances with the plugin com.glide.hub.action _type.datastream installed.	1. Provision an instance with the plugin com.glide.hub.action _type.datastream installed. 2. Set up a glide instance with the track code. 3. Navigate to **Data Source** and create a new data source. 4. In the 'Type' list, select **Data Stream Action**. Expected behavior: The **Data Stream Action** field should populate in the screen with a search option. Actual behavior: It is not being populated.
System Import Sets PRB1762760	Data sources multi-threaded	This is a product update.	
Territory Planning PRB1769188	There is no support of overlapping territory in the current system		1. Navigate to an appointment booking configuration. 2. Select availability method as scripted. 3. Enable territory model. Notice that there is no support of overlapping territory in the current system.
Time Card Management PRB1677471	Days of the week are announced by assistive technology as 'Sun', 'Mon', etc	The full name of the day of the week should be announced.	1. Navigate to **Time Sheets** > **Time Sheet Portal**. 2. Make sure that there is at least one task in the Project Tasks chart. 3. Start VoiceOver. 4. Move the input focus into the Projects Time Chart days.

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Problem	Short description	Description	Steps to reproduce
			Notice that VoiceOver announces the abbreviated version of the days of the week (for example, 'Sun', 'Mon', etc.) rather than Sunday, Monday, etc.
UI Field Administration PRB1695153 KB1642631	The date and time picker are not displayed in forms where the user has set the preference for date format as dd.MM.yyyy	If Next Experience is on, the date and time picker is not displayed when user has set the user preference for date format as dd.MM.yyyy.	
UI Field Administration PRB1718953	Reference field type-ahead transactions aren't cancelable in Customer Service Management (CSM)/Field Service Management (FSM) configurable workspaces	Transactions triggered to perform reference field type-ahead searches are cancelable when using traditional UIs. The transactions aren't cancelable in the 'CSM/FSM Configurable Workspace' UI. If a user has a slow reference field, this can cause a degraded experience when using the 'CSM/FSM Configurable Workspace' UI.	1. Create a table containing a reference field which references any table and uses an advanced reference qualifier which points to a script include. 2. Create a client callable script include with the name/function matching the above reference qualifier. 3. Add a gs.sleep() statement to the function to simulate some 'delay'. Expected behavior: The reference field type-ahead transactions are cancelable in all UIs to give consistent functionality and the best end-user experience. Actual behavior: The reference field type-ahead transactions are batched when using the 'CSM/FSM Configurable Workspace' UI and are no longer cancelable. If there's a slow reference qualifier, this can cause degraded end-user experience and, in some cases, has the potential to cause semaphore queue contention on application nodes.
UI Field Administration PRB1737778	The **Currency2** field value completes itself with the value 'true'	The field should be empty.	
UI Form Administration PRB1746742	The **Entity View Action Mapper (EVAM)** field list doesn't populate for tables		

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Problem	Short description	Description	Steps to reproduce
	extending 'Variable'		
UI Form Administration PRB1746953	On a Washington DC instance, the value of a reference field is displayed as 'undefined' if it is changed to a blank (no value) using the OnChange client script	On a Washington DC instance, the value of a reference field is displayed as 'undefined' if it is changed to a blank (no value) using OnChange client script, even though it is displayed as a blank (no value) in Vancouver.	
UI Macros PRB1771525	The sys_allowlist_macro_template table is activated and running when accessing dashboards	The issue is intermittent and it's seen in most of the Eastern time zone.	
Usage Analytics PRB1755548	Central instance loads are high, causing download requests to fail	Central instance resources are at maximum use at certain points of the day, especially during the first hour of the day. This causes download requests to fail.	
Usage Analytics PRB1761116	Some download jobs fail	A central instance hosts multiple download APIs (Usage + Licensing). User instances call the central instance to download different metadata information. Hence, the central instance is overloaded with different calls, causing download jobs on user instances to fail.	1. Log in as a user with elevated privileges. 2. Navigate to sys_trigger table and run the 'UATableStatsDownloader' Job. 3. Verify that the metrics are downloaded to only the ua_stats_defn and ua_tablestats_override tables. Expected behavior: Metrics are downloaded to only ua_stats_defn and ua_tablestats_override tables. Actual behavior: Metrics are downloaded to ua_stats_defn , ua_tablestats_override tables,ua_custom_metric_defn and ua_central_upload_allowed_defn tables.
Usage Analytics	When users upgrade from a pre-Vancouver	If there's no user present in the m2m_user_consent_info	

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Problem	Short description	Description	Steps to reproduce
PRB1764167	release to the Vancouver release, User Consent Migration encounters a null pointer exception (NPE) in some scenarios	table but the user is present in the sys_user table, User Consent Migration fails with a NPE.	
UX Framework PRB1697508	Isolate UIScript query from Form GQL and cache the response	This is a product update.	
UX Framework PRB1733058	The macroponent doesn't load intermittently when the parent app of an experience is empty		
Virtual Agent Designer PRB1761215 KB1641677	Highest-scored intent isn't picked up by the Virtual Agent (VA)	If the returned intents are not sorted, the VA picks up the first intent from the list without checking the confidence values.	
Virtual Agent PRB1741509	ActiveTopicTypesCache consumes a lot of memory		
Virtual Agent PRB1767655	The feature name in sys_gen_ai_usage_log is shown as 'Case Summarization'	This occurs when FSM record summary use cases are run.	1. Open a WOT. 2. Select the **Summarize** button. 3. Navigate to the sys_gen_ai_usage_log table and open the latest record for the above action. Observe that the feature name is 'Case Summarization'.
Virtual Agent PRB1777192	Data extraction doesn't work after Platform ML security		

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Problem	Short description	Description	Steps to reproduce
	ACLs are added		
Virtual Agent Web Client PRB1771991	When sending a 'messageDto' to the cs_message endpoint, an incomplete class name is passed in the message body	The issue occurs when the hardcoded class, '.MessageDto', is included in the message body when posting messages from the web client to the cs_message endpoint.	
Visual Task Boards PRB1747150	Visual Task Boards (VTB) have no limits on attachments, which can lead to slow loading, memory issues, and semaphore exhaustion with excessive attachments	There's no way to limit the amount of attachments in VTB. If the number is more than 10,000+ records, it's slow and causes memory issues. There are error stacks in the logs.	**1.** Attach any JPEG image file to an incident record. **2.** Navigate to the sys_attachment table. **3.** Find the JPEG just uploaded and copy the sys_id. **4.** Navigate to 'Scripts - Background'. **5.** Run the script from 'Clone_Attachments.txt' to duplicate the attachment 10,000 times, after changing the sys_id on Line 2 to the sys_attachment's sys_id. **6.** Create a new data-driven VTB with the table as 'Incident' and the number as [incident_number _from_step_1]. **7.** Load the new VTB. **8.** Open the card. Notice that it takes a long time to load.
Web UX Runtime PRB1770269	Some buttons are not translated	The buttons, **Close Tab**, **Close Other Tabs**, and **Close All Tabs** do not display their translations or MSG prefixes.	**1.** Set up testing environment with a language plugin installed (for example, com.snc.i18n.french). **2.** Sign in as System Administrator. **3.** Enable i18n debug prefixes. **4.** Navigate to **SOW** > **List** > **Changes** > **All**. **5.** Select a record. **6.** Change the language to French and refresh. **7.** Select the three dots in the greyed out toolbar in the top right corner.

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Problem	Short description	Description	Steps to reproduce
			Observe that the strings 'Close Tab', 'Close Other Tabs', and 'Close All Tabs' are not translated.
Work Order Management PRB1727506	Time cards are not displayed for delegated users on the timesheet portal plugin		
Work Order Management PRB1769179	There is an error message for community users on the community_profile page when the user timezone is updated	The error reads, ''Part of the query on agent_events has been ignored because of read security rules on agent_events.user.'	1. Provision an instance with the com.snc.agent_schedule plugin installed. 2. Create a user on the platform. 3. Impersonate or log in as the created user. 4. Navigate to the profile and update the time zone. 5. Save the changes. Notice the specific error message encountered during the update process: 'Part of the query on agent_events has been ignored because of read security rules on agent_events.user.'
Zing Text Indexing and Search Engine PRB1759390	Global search no longer auto-opens the result record when the **Short description** field is empty	There's an error in the browser console: 'Uncaught TypeError: Cannot read properties of undefined (reading 'title')...'	1. Open the instance. 2. Copy a case record number. 3. Paste the case number in global search. 4. Wait for the list picker to give the detail of the record. 5. Press **Enter**. The record doesn't open. On seeing the console, a log error is found.
Zing Text Indexing and Search Engine PRB1762854	The Global Search display message is broken in Core UI	When the user searches for an exact record number, it takes them to the form view where they observe the message 'Match found', which is not expected. In earlier versions, the record was shown and the message read	1. Navigate to a Washington DC instance. 2. Ensure that the search configuration is selected as Zing for Next Experience. 3. Turn off Next Experiece UI. 4. Set the property glide.ui.polaris.experience to false.

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Problem	Short description	Description	Steps to reproduce
		'Exact search match. Click here to see full search results' link.	Now the core UI is active. 5. Search for an exact incident number in global search. Expected behavior: Exact search matches in Core UI display the message, 'Exact search match. Click here to see full search results' link. Actual behavior: The message reads 'Match found'.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 4 Hotfix 1
- Washington DC Patch 4
- Washington DC Patch 3 Hotfix 3
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 4 Hotfix 2

The Washington DC Patch 4 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 07-15-2024_2316

Build tag: glide-washingtondc-12-20-2023__patch4-hotfix2-07-08-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
AI Search PRB1770551 KB1647708	Search on a portal displays a blank Genius Results card at the top when no results are found	A blank Genius Results card is displayed at the top if no results were found. Genius results for an unsuccessful keyword search renders 'No results generated' after taking 9-10 seconds.	Refer to the listed KB article for details.
Condition Builder PRB1777164	Change Advisory Board (CAB) workbench displays an extra backslash in the **Planned start date** field	CAB workbench displays an extra backslash in the **Planned start date** field every time the CAB meeting is saved and refreshed.	1. Navigate to the Agenda Management form section **Change Request addition conditions** field. 2. Add a new condition term: 'Planned start date at or after' (Select the calendar icon, then select the green checkmark to save/close the picker). 3. Save the record and view the form again. 4. Look at the condition term added. Expected behavior: The date should be in the format (yyyy-MM-dd 00:00:00). Actual behavior: The date shows a slash in the format (yyyy-MM-dd\ 00:00:00).
Server-side scripts PRB1786423	Transpiler doesn't respect the custom per-thread memory limit, causing an error	Some threads in the transpiler do not respect the value of the system property, com.glide.script.swc .memory_threshold_in_kb, and instead throw an exception when memory usage exceeds the default per-thread limit of 16MB. The error is logged repeatedly and prevents a portion (up to 1/4) of the server-side scripts executed on the node to fail.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this

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release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 4 Hotfix 1
- Washington DC Patch 4
- Washington DC Patch 3 Hotfix 2
- Washington DC Patch 3 Hotfix 1
- Washington DC Patch 3
- Washington DC Patch 2 Hotfix 2
- Washington DC Patch 2
- Washington DC Patch 1 Hotfix 3b
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 4 Hotfix 1

The Washington DC Patch 4 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 06-17-2024_2231

Build tag: glide-washingtondc-12-20-2023__patch4-hotfix1-06-10-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
AI Search PRB1771600	Digital Product Release (DPR) searches across non-English catalogs query with English text	A DPR request on a non-English instance finishes with an English query which returns no results.	1. Provision an instance with NA4S 6.2.3 + DT enabled. 2. In a Spanish session, enter the query 'Solicitud de categoría de servicio'. Using Debug AI search, observe that the DPR request finishes with the query 'Service Category Request', but with the locale 'es'. No results are returned (pre-DT change, this returned Service Category Request catalog item,

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Problem	Short description	Description	Steps to reproduce
			displaying as 'Solicitud de categoría de servicio').
Database Persistence - Data Access PRB1763146	If GlideFilter has a new query (NQ) to add multiple conditions, it generates different JavaScript from the same encoded query	The issue affects certain, but not all, MultipleCondition (^NQ) queries. It specifically impacts those where the first of the conditions satisfies the following: It targets a dot-walked field, the field is of type 'GlideList', and the condition is 'IsOneOf'.	
Key Management Framework (KMF) PRB1773544 KB1646553	Initializing a 'system' user before GlideProperties are loaded leads to caching an invalid 'system' user while initializing Glide. (Glide.init())		Refer to the listed KB article for details.
Reporting PRB1717895 KB1629327	The 'OR' logical operator in a related list condition query behaves as the 'AND' operator	When reporting over a table, using a related list condition with the 'OR' logical operator, it seems to have the same effect as using 'AND'.	Refer to the listed KB article for details.
Service Catalog PRB1763535 KB1646316	When a CRUD operation is triggered from a 'Record Producer' script in a non-global scope, business rules aren't executed due to an incorrect 'current' reference	Business rules that are supposed to run due to CRUD operations triggered by the 'Record Producer' script never run. This can affect multiple use cases where they don't rely on the Record Producer's natural flow to create records, but instead use the script field to create records in multiple tables.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1767655	The feature name in sys_gen_ai_usage_log is shown as 'Case Summarization'	This occurs when FSM record summary use cases are run.	1. Open a WOT. 2. Click the Summarize button. 3. Navigate to the sys_gen_ai_usage_log table and open the latest record for the above action. Observe that the feature name is 'Case Summarization'.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 4
- Washington DC Patch 3 Hotfix 2
- Washington DC Patch 3 Hotfix 1
- Washington DC Patch 3
- Washington DC Patch 2 Hotfix 2
- Washington DC Patch 2
- Washington DC Patch 1 Hotfix 3b
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 4

The Washington DC Patch 4 release contains important problem fixes.

Washington DC Patch 4 was released on June 06, 2024.

- Build date: 06-01-2024_1036
- Build tag: glide-washingtondc-12-20-2023__patch4-05-23-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

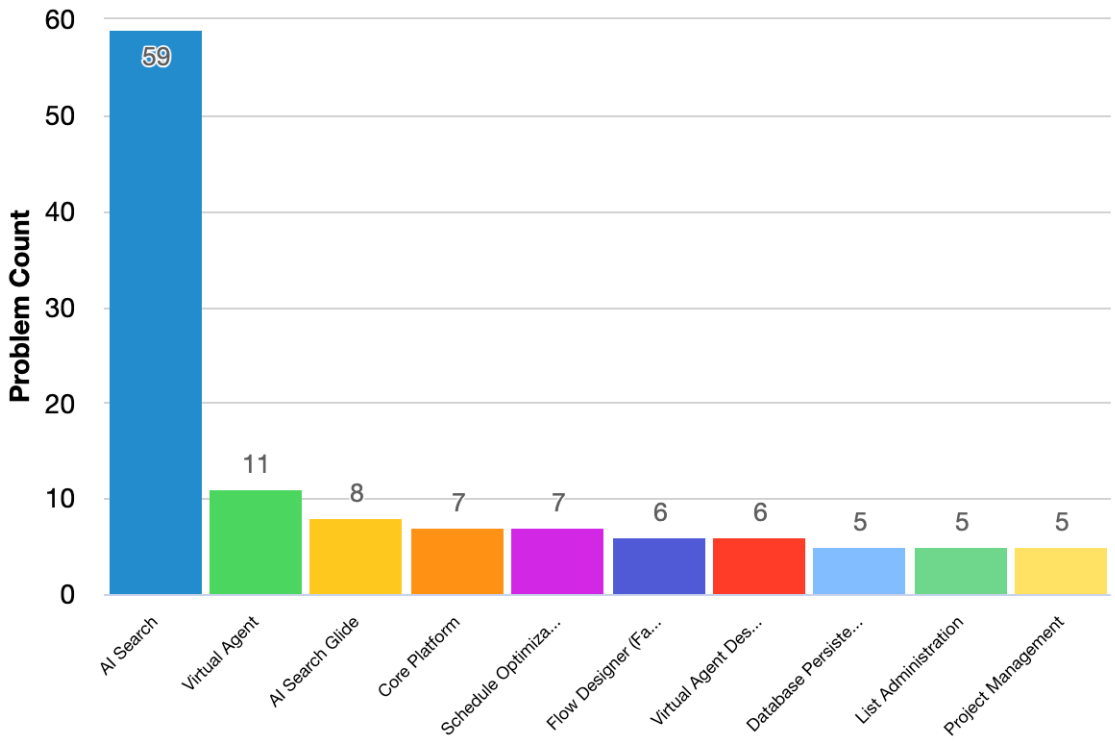
For a downloadable, sortable version of the fixed problems in this release, click here.

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Overview

Washington DC Patch 4 includes 230 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

Top 10 problem categories



Security-related fixes

Washington DC Patch 4 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 4, refer to KB1645463.

Changes in Washington DC Patch 4

Now Assist Actions Genius Results

Now Assist Actions Genius Results use a blend of semantic vector search, which doesn't support stop words, and keyword-based search. AI Search only removes stop words from keyword-based searches, so Now Assist Actions Genius Result answers may not reflect your stop words settings.

Now Assist Actions Genius Results use a blend of semantic vector search, which doesn't support synonyms, and keyword-based search. AI Search expands synonyms in keyword-based searches, so your synonyms are likely to improve the relevancy of Now Assist Actions Genius Result answers.

Now Assist Q&A Genius Results

Now Assist Q&A Genius Results use a blend of semantic vector search, which doesn't support stop words, and keyword-based search. AI Search only removes stop words from keyword-based searches, so Now Assist Q&A Genius Result answers may not reflect your stop words settings.

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Now Assist Q&A Genius Results use a blend of semantic vector search, which doesn't support synonyms, and keyword-based search. AI Search expands synonyms in keyword-based searches, so your synonyms are likely to improve the relevancy of Now Assist Q&A Genius Result answers.

Search Application Configuration form

Starting in Washington DC Patch 4, when **Genius Results Limit** is set to 2 or greater and a search returns multiple Genius Result answers, the answer cards display in a carousel. You can scroll the carousel and select the answer card you want to take action from.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Import Set API PRB1757699	For a JDBC data source, a password change isn't recognized until the MID server is restarted	This happens in response to another problem. When upgrading to Washington and loading data on a data source using MID server for the SQL connection, users receive the following error: 'Cannot invoke "java.util.Map.keySet()" because "this.fImportSourceFields" is null'.	
List Administration PRB1736155 KB1635300	There's a security restraints message in a workspace when selecting the 'View All' link or 'Open List in New Tab'	A 'X rows removed from this list by security constraints' message displays at the bottom of a list.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1720035	The 'Cancel' pop-up isn't visible for long running transactions	The 'Cancel' pop-up is visible after 15 seconds on Tokyo instances, but not on Vancouver instances.	
UI Field Administration PRB1706249	The reference field search results dropdown	The issue only happens if Next Experience is turned off.	**1.** Access any Vancouver instance. **2.** Turn off Next Experience. **3.** Navigate to Agent Workspace.

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Problem	Short description	Description	Steps to reproduce
KB1550638	blocks the field of Next Experience is turned off		**4.** Open any incident. **5.** Select a configuration item field. **6.** Enter any letter. Expected behavior: The dropdown with searching text and search result should start at the end of the field. Actual behavior: The dropdown with searching/showing text covers the field.
UX Framework PRB1758514 KB1641590	An instance loads for a long time after upgrading to Washington due to glide.ui.polaris.theme.custom	After upgrading, instances don't load or load slowly, and have an empty or invalid value for glide.ui.polaris.theme.custom.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
AI Search PRB1758577 KB1644179	There's errors in the browser console	After upgrading, there's error messages that display on the portal and in the browser console that didn't take place in previous versions. These errors don't have any functional side effects.	Refer to the listed KB article for details.
AI Search PRB1730043	There's a discrepancy in card type between triggered and clicked Genius Results (GR)	In the triggered GR table, the card type is based on the display name of the table of the returned result. But in the GR clicks table, it's based on the name of the GR configuration. This leads to clicked GRs not being associated with the triggered GRs for the 'Genius Results (triggered vs. clicked)' widget on the Search Analytics dashboard, causing non-catalog	

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Problem	Short description	Description	Steps to reproduce
		GR types to incorrectly show a clicked % of 0.	
AI Search PRB1769533	Glide must send the Now Assist version to the backend	This is leading to irrelevant results being returned to users post-upgrade.	
AI Search PRB1759973	Ship DPR ingestion configuration for KB child tables		Provision an instance with NA4S V6 installed. Observe that in the shipped DPR mappings only, fields for kb_knowledge parent table are present.
AI Search PRB1763640	Display multiple KBs that contribute to queries		1. On an instance, search using the query 'How to deal with spam?'. 2. Notice that there are two sources linked in Now Assist QnA Genius Results (GR). 3. Open both search sources. 4. Verify that both sources open the same KB. Sources should open the KB number that is listed in the GR.
AI Search PRB1761387	The Genius Results (GR) carousel becomes stuck in a loading state in global search		1. On an AI Search-enabled track instance, perform a global search for a term that yields a GR. 2. Verify that the GR displays. 3. Perform a new search that doesn't return a GR. 4. Verify that the carousel is stuck in a loading state.
AI Search PRB1761382	Signal tracking for async Genius Results (GR) cause a JS error message to pop-up in the portal	This is caused by calling a non-existent function to log the signal.	1. Open Service Portal on an AI Search-enabled instance. 2. Complete a search that returns GRs. Notice that a red error message appears in the portal. This is thrown during the logging of received GRs.
AI Search PRB1763619	Non-string fields in Genius Results (GR) scripts	Non-string fields on the map cause an error, and the whole search fails.	

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Problem	Short description	Description	Steps to reproduce
	cause the GR to fail		
AI Search PRB1749240	A 'Loading' indicator is continuously displaying in a Natural Language Query (NLQ) Glide record (GR)	The user expects the NLQ GR to display, not a 'Loading' indicator. Also, a new NLQ now-list returns more fields than the 5 returned previously.	
AI Search PRB1756063	The **Clone** UI action on the 'Search Profile' table should also clone the RIR, mirroring m2m records		Clone a search profile which has mirrored RIRs. Notice that the newly-created search profile doesn't have that related list copied.
AI Search PRB1760616	Sign-in prompts should be displayed in the UI		
AI Search PRB1764790	Search results from Service Portal (SP) are updated on the global search page automatically	If a user searches anything on SP, as soon as the results are loaded on SP, the global search page is updated with the same results automatically.	
AI Search PRB1761524	Additional fields that aren't populated for semantic vector search returned results		
AI Search PRB1768588	There's UX defects for Carousel Genius Results (GR), Q&A from multiple KBs, and federated GR	There's a large white space when there's no results. There's broken line breaks on Global search. For the query 'how to enroll in delta dental,' some of the answer can be cut off. There's white space below the Q&A GR result. When there's quotes in a query, the GR card isn't displayed	

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		and it's stuck in a loading state.	
AI Search PRB1763994	The top-results component isn't loading and requires side-loading		Navigate to Global/Workspace Search. Notice that the top-results component isn't loading and requires side-loading.
AI Search PRB1765025	Natural Language Query (NLQ) Genius Results (GR) aren't working on some instances	They are visible in the search preview. On the UI, users see an infinite loading sign.	
AI Search PRB1765805	SharePoint document links on a federated Genius Results (GR) card doesn't open in a new tab in Service Portal		1. On a federated GR instance, navigate to Service Portal. 2. Search 'what are phishing scams?' or another query. 3. Once the GR is returned with a SharePoint source link, select the link. Observe that the SharePoint document opens in the same tab. That's not the case with global search, where a document opens in a new tab.
AI Search PRB1765343	When multiple sources are available, the KB number is pushed down to the next line	When there are multiple sources for Now Assist QnA, KB numbers are pushed to the next line and there's a white space between the KB number and the source title. Similar behavior is observed with one KB source when the screen resolution is smaller.	
AI Search PRB1766849	AI Search is timing out	Intermittently, searches aren't returning data. It looks like aysnc search calls are timing out.	
AI Search PRB1751756	Semantic field mappings aren't visible on a catalog index source	It doesn't impact functionality, only the UI.	1. Track/xnowassist with 5.x Now Assist for a search app. 2. Open the catalog index source. 3. Notice semantic mappings aren't visible in a related list.

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			4. Navigate to the 'list' view. **5.** Assign a type (standard).
AI Search PRB1765106	Deletion of a KB and updating the text field should flush the cache	Updating the text field of a KB and deleting a KB should remove the L1 and L2 caches.	
AI Search PRB1760072	There's issues with capture signals for feedback actions on a Q&A Genius Result (GR) card	Selecting a thumbs up sends a negative feedback signal. Selecting a thumbs down doesn't bring up the feedback options pop-up.	**1.** Perform a query that results in a Q&A GR returned in the carousel. **2.** Select the feedback options on a GR card. Observe that signals aren't captured in the sys_search_genius_result_event_action table.
AI Search PRB1761819	Implementing ACLs and setting up UI configurations for AI Search async tables and table cleaner	This is a product update.	
AI Search PRB1761826	Adding promoted true/false boolean flags on EvaluationParameterResult	This is a product update.	
AI Search PRB1761831	Support for semantic field mapping inheritance and non-default semantic fields	This is a product update.	
AI Search PRB1761836	Support for performing additional searches from specific search sources	This is a product update.	
AI Search PRB1761829	Support for 'Asynchronous' mode for AI Search APIs	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1761833	The 'Top Results' component is added to the results-container	This is a product update.	
AI Search PRB1761853	Store Genius Results (GR) processing time metrics	This is a product update.	
AI Search PRB1761835	The sys_search_event and related tables are now populated with Genius Results 'Click Rank'	This is a product update.	
AI Search PRB1761841	Updating case handling of no-result OneExtend jobs	This is a product update.	
AI Search PRB1761862	Refactor Natural Language Query (NLW) Genius Results (GR) to use OneExtend and support async	This is a product update.	
AI Search PRB1761837	Creating an animated CSS loader per specification from the design	This is a product update.	
AI Search PRB1761866	Support to 'Show more' on a carousel	This is a product update.	
AI Search PRB1761809	Forcing backend 'generate' encoding and skipping the optimization	This is a product update.	
AI Search	Display multiple KBs	This is a product update.	

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PRB1761844	that contribute to Q&A		
AI Search PRB1761811	The **correct content** field is now automatically picked for KB tables	This is a product update.	
AI Search PRB1761871	Log receipts of the new async Genius Results (GR) to 'Signals'	This is a product update.	
AI Search PRB1761860	Integration of the Digital Product Release (DPR) chunking passage format	This is a product update.	
AI Search PRB1761861	Support for dynamic filters for Virtual Agent applicability filter usecases	This is a product update.	
AI Search PRB1761846	Establish Asynchronous Message Bus (AMB) connections from the top-results component to listen for pending Genius Results transactions	This is a product update.	
AI Search PRB1761858	Implementing the design for SharePoint Q&A	This is a product update.	
AI Search PRB1761865	Support for sending multiple search requests from one Genius Result	This is a product update.	
AI Search	An API to let a configID be	This is a product update.	

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PRB1761872	given from a scriptable handler context		
AI Search PRB1761824	Adding support for AI Search to log using a passed 'logging context'	This is a product update.	
AI Search PRB1761834	Handling async failure (timeout, error, cancel) scenarios	This is a product update.	
AI Search PRB1761851	Calculate and store hourly metrics (average, median, max, mode, percentile) for Usage Intelligence	This is a product update.	
AI Search PRB1761823	Made the 'Top Results' component accessible	This is a product update.	
AI Search PRB1761855	Populate sys_search_event and related tables with Genius Results (GR) executed and GRs displayed	This is a product update.	
AI Search PRB1761821	Created the 'Top Results' component as per the design specification	This is a product update.	
AI Search PRB1761812	Supporting hybrid search in a regular search request	This is a product update.	
AI Search PRB1761870	New database columns are created for telemetry of	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	Genius Results efficacy/usage		
AI Search PRB1761868	Support for responsiveness for newly created top results' components	This is a product update.	
AI Search PRB1761852	Triggered Genius Results to be logged by loggers other than the instance table logger	This is a product update.	
AI Search PRB1761848	Created a scheduled mechanism to calculate the helpfulness score	This is a product update.	
AI Search PRB1761813	The 'order' value is to be returned for Genius Results (GR)	This is a product update.	
AI Search PRB1761822	Simplification of the Asynchronous Message Bus (AMB) channel and subscription to use the session ID and not the query hash	This is a product update.	
AI Search PRB1755053	Trigger the republishing of the 'Mirror Target' profile rules when the 'Mirror Source' profile rules are modified		
AI Search for Virtual Agent	Feedback isn't updating on the 'Deflection log' table		**1.** Open NAVA, search for 'what is spam'. **2.** Select **Feedback** on a topic card.

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PRB1767685			**3.** Verify that the sys_cs_deflection_log_list.do saved state based on the input and resource. **4.** Select **Feedback** on a Q&A card. Notice that feedback in the sys_cs_deflection_log_list.do isn't updating the state and the resource is blank.
AI Search Glide PRB1761816	Support for Digital Product Release (DPR) search for multiple semantic fields	This is a product update.	
AI Search Glide PRB1761828	Code change to support Digital Product Release (DPR) ingestion for additional sources	This is a product update.	
AI Search Glide PRB1761842	Adding a property to turn off ingesting semantic embedding	This is a product update.	
AI Search Glide PRB1761840	Support for Digital Product Release (DPR) ingestion on a catalog table and the ability to specify a DPR field name	This is a product update.	
AI Search Glide PRB1761830	Send DPRConfigFields without component fields for a KB table if there's no ingestion mapping configured	This is a product update.	
AI Search Glide	Combining the 'Query Metric' jobs into one and using a	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
PRB1761825	single query of 'sys_search_event' for those jobs		
AI Search Glide PRB1761832	Genius Results snippet search to return mulitple query rows	This is a product update.	
AI Search Glide PRB1761818	Adding a capability to set any restParams from a Genius Result (GR) script	This is a product update.	
App Template Framework PRB1718490	Error observed while creating an app out of a template		1. Log in as an admin user. 2. Navigate to App Engine Studio. 3. Create an app, a workspace, and a portal experience. 4. Navigate to 'Template'. 5. Create a template using an existing app. 6. Select an app that was previously created. 7. Once the template has been created, create an app from the existing template. When the user adds an empty record (with all the fields empty) into sys_translated_text without changing the scope, and then tries to templatize it, the sys_translated_text record is added as one of the nodes for a few of the scan payloads.
Application Manager PRB1714169	Unable to install applications using sn_appclient_upload_app.ws	The root cause of this issue is that DC instances are unable to talk to the devsnc web site. When it tries to make a call to artifact.devsnc.com or nexus repository to download the file it fails with a connection timeout.	

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Problem	Short description	Description	Steps to reproduce
Application Portfolio Management PRB1720559	The sn_apm_generate_assessments page isn't adjusted to support the 'Dark' mode properly	When generating an assessment in 'Dark' mode, there's display issues in the filter. The expected behavior is that the whole page becomes a dark background, but the sn_apm_generate_assessments page wasn't adjusted to support the 'Dark' mode properly.	1. In the preferences, change the theme to 'Dark'. 2. Navigate to apm_metric.LIST. 3. Open one of the records. 4. Select the **Generate assessments** UI action. Observe the 'Generate Assessment' page.
Appointment Booking PRB1758818	Appointment tasks aren't assigned immediately after booking	A dispatch group isn't auto-populated if there's only 1 dispatch group servicing a location for a work order task (WOT). There's also an issue with an improper method call being done after a couple of methods.	1. Set a dynamic scheduling assignment method and scripted availability method. 2. Book an appointment. Expected behavior: The appointment should be booked and the WOT should be assigned to an agent. Actual behavior: The WOT status is in a 'Draft' state.
Archive Rules PRB1732196	The RefCopyJob doesn't complete if the table doesn't have records	The ar_change_request_imac doesn't have any records, which is why it is stuck in a 'waiting' state. Since RefCopyJob for ar_change_request_imac isn't completing, the overall job doesn't get finished.	1. Create an archive rule and corresponding related archive rule without retain references. 2. Create data in both tables. 3. Run the archive rule which archives records and creates 2 archive tables (main and related). 4. Delete/destroy the data from the related archive table. 5. Enable retaining references in the archive rule. 6. Check sys_archive_ref_migration table entries. Observe that the RefCopyJob for related table gets stuck in a 'waiting' state thus doesn't invoke ArchiveRefJob.
Banner Frame PRB1723670	The 'Connect' sidebar 'Remove From Sidebar' tooltip doesn't dismiss when the close	When in the UI16, when a user removes an item from the 'Connect' sidebar, the pop-up indicating the item was removed doesn't go away. The pop-up	1. Using a zBooted instance on Xanadu, log in as a user with elevated privileges. 2. Verify that the 'Omni-Experience Standard Feature Set [sn_oe_sfs]' plugin is active.

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	X button is selected	value is 'Remove From Sidebar'.	**3.** Set the system property 'glide.ui.polaris.experience' to false. **4.** Refresh the browser. **5.** Open the 'Connect' sidebar. **6.** Add a conversation. **7.** Type anything. **8.** Hover over the **X** in the 'Connect' Sidebar until the tooltip 'Remove From Sidebar' appears. **9.** Select the **X**. Expected behavior: The tooltip 'Remove From Sidebar' is no longer visible. Actual behavior: The tooltip 'Remove From Sidebar' remains visible.
COE Legacy Family Component PRB1753063	The Asia/Almaty timezone continues to display as UTC+6 since March 1st, 2024 on the calendar UX component	The Almaty time zone was removed from daylight savings effective March 1st, 2024, so it always has one time zone with UTC +5.	
Condition Builder PRB1697408 KB1629848	Loading issue of variables that are added to a column in Data Visualization list	On Platform Analytics Workspace and Service Operations Workspace, there's a recurring timeout issue encountered when processing a substantial amount of data for the item_option_new function. Despite increasing the timeout limit to 60 seconds, not all records can be loaded within the specified time frame.	**1.** Open any of the Platform Analytics Workspace or Service Operations Workspace. **2.** Select the **Tap 2** in the page. **3.** Select the **All Active Tasks** component. **4.** Select the three dots. **5.** Configure. **6.** Select the **+Add** link in the 'Default Display' section. **7.** Try to add the questions at the bottom of the list. Observe that it doesn't load.
Condition Builder PRB1741143	Dotwalking doesn't respect right-to-left (RTL)	The issue can't be reproduced in Vancouver.	**1.** Turn on i18n or install it. **2.** Navigate to a configurable workspace. **3.** Navigate to a table.

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			4. Open the table. 5. Open dev tools. 6. Modify the html attribute 'div="rtl"'. 7. Save. 8. Enter. 9. Select the filter. 10. Select **Advanced view**. 11. Start dotwalking on various fields. Expected behavior: Dotwalking should go RTL. Actual behavior: Dotwalking goes left-to-right (LTR).
Condition Builder PRB1755224	A Creator Studio user isn't able to select catalog variables in the 'Automation Trigger' filter condition	There's no ACL directly for the question_answer table.	
Connect Chat PRB1692098	An influx of queries on live_group_member causes high a CPU load on a DB server	Missing indexes on live_group_member (member, state) and live_group_profile (type) cause inefficient queries and a high CPU load on the DB server.	
Contractor Management PRB1750235	A user isn't able to see contractors on Dispatcher Workspace	The issue occurs in version 6.0.	
Database Persistence PRB1757110	On a Glide upgrade from Vancouver to Washington, there's an error	On a Glide upgrade from Vancouver to Washington, there's an error: 'TableAlterMethodChooser SEVERE *** ERROR *** Unable to check if table sys_ui_hp_publisher has dates with an old format'.	1. Perform a Glide upgrade on a clone instance. 2. Check the database upgrade logs on completion of the Glide upgrade. Notice that there's errors with in trying to check if tables have dates with old formats.
Database Persistence	Supporting rich SQL	This is a product update.	

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- Data Access PRB1765931	syntax in the ODBC driver		
Database Persistence - Data Management PRB1757852	An exclusion rule for a table with mixed cases and spaces is producing an invalid truncate statement	Exclude activity failed when cloning with an error: 'ERROR: syntax error at or near...LINE 1: TRUNCATE TABLE MLS SanSwitch to Rack relation import.'	1. Use an update set to create a table with spaces and a mixed case table name. 2. Make a descendant of any table. 3. Create an exclusion rule for the ancestor table chosen. 4. Call new sn_clone.CloneDBAPI() .getExcludeStatements(rules). Observe that the SQL statement 'TRUNCATE TABLE' is generated with the name containing mixed cased and spaces instead of the physical table name.
Database Persistence - Data Management PRB1760949	An invalid table rotation setup aborts the output of exclusion statements for the list of exclusion rules passed as a parameter	The getExcludeStatements API fails for the table sn_occ_mid_to_occ_traffic_monitor.	
Database Persistence - Data Management PRB1747282	Preserving the 'Task' table preserves columns in the 'Task' table only and doesn't preserve additional columns in child tables	The Caller ID isn't preserved on incident records. The **Requested by** field isn't preserved on change_request records.	Submit a clone with the 'Task' table in preservers. The Caller ID in the incident table should be preserved.**Requested by** in the change_request table should be preserved.
Database Persistence - Data Management PRB1752785	A preserver query with explain on a clone throws an error for a table name that doesn't exist	There's an error when executing explain preservers: 'ERROR: relation "management_credentials" does not exist.'	

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Database Persistence - Data Management PRB1741033	PG dare to PG dare is failing at exclusions	There's an undefinedfailure at 'Exclude Table' activity as a statement generated by the Glide API is too long.	Trigger a PG dare to PG dare clone.
Database Persistence - Data Scale PRB1751829	'Union Replacement Query Rewrite' doesn't work for Postgres	Rewritten queries fail execution. The original query executes. The query rewrite is deactivated.	
Declarative Actions PRB1759017	There's a zBoot error on some builds	There's an error in the logs: 'glide SYSTEM ElementDescriptor SEVERE *** ERROR *** Field: displayvaluelist ref='<<table_name>>' must be specified'.	
Declarative Actions PRB1737190	Actions aren't populating from the correct layout after clearing an instance cache	This issue doesn't happen when the system property 'glide.action_layout.cache.enabled' is set to false. The issue is probably somewhere in the actions caching.	1. Create 2 action layouts for any table with different sets of actions, leaving the **Action config** field empty. 2. In UI Builder, create an experience. 3. Add 2 pages. 4. Add the 'Action bar' component to each page with the 'Record actions' preset. 5. Set test values for the table used in step 1. 6. Assign one of the created action layouts to each page through the Form controller **Action layout** field. 7. Open one of the pages. 8. Verify that the correct actions are populating for the bound **Action layout**. 9. Open the second page. The actions populated are the same as the first page, rather than the bound **Action layout** 10. Run cache.do.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: Each page should honor the value of the **Action Layout** field, and display the correct actions. Actual behavior: Whichever page is opened first afterwards, that action layout is used in the other page.
Discovery PRB1762986	True-up ITOM licensing for the May release version		
Employee Center PRB1745653	Menu options for 'Health and Safety' are missing under ESC against Washington DC	Not only is the 'Health and Safety' menu affected, but other menu items are also not reflecting changes properly. For example, moving 'Hardware from Technology Services' to 'Workplace Services' didn't update its position in the top menu. It still displays under 'Technology Services'.	**1.** Impersonate as Joe Employee. **2.** Navigate to ESC. Expected behavior: In the 'Menu' section, there should be a separated menu items for 'Health and Safety'. Actual behavior: 'Health and Safety' related menu options don't exist anymore for 'Health and Safety', but it still exists for a popular topic and users can search the keyword.
Employee Center Pro PRB1745631	Menu options for 'Health and Safety' are missing under ESC against Washington DC	Not only is the 'Health and Safety' menu affected, but other menu items are also not reflecting changes properly. For example, moving 'Hardware from Technology Services' to 'Workplace Services' didn't update its position in the top menu. It still displays under 'Technology Services'.	**1.** Impersonate as Joe Employee. **2.** Navigate to ESC. Expected behavior: In the 'Menu' section, there should be a separated menu items for 'Health and Safety'. Actual behavior: 'Health and Safety' related menu options don't exist anymore for 'Health and Safety', but it still exists for a popular topic and users can search the keyword.
Flow Designer PRB1723279 KB1642365	'Diagram' view is read-only when 'save as you go' is off		Refer to the listed KB article for details.
Flow Designer PRB1762129	Undo/Redo doesn't let users save the flow/subflow	The **Save** button is turned off and there's no way to save the flow/subflow.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1642362	after they are selected		
Flow Designer (Family Channel) PRB1754267	The flow action 'Submit Catalog Item Request' with the 'Reference' type variable is throwing an error	An error is thrown: 'Cannot invoke "String.replaceAll(String, String)" because "message" is null'.	1. Set the system property com.glide.hub.flow_engine. listener_trace.threshold to 'WARN'. 2. Create a catalog item with variable type of 'Reference'. 3. Create a flow that uses the action **Submit Catalog Item**. 4. Leave the reference variable empty. 5. Test the flow.
Flow Designer (Family Channel) PRB1738138	sys_trigger_runner_mapping record that is updated and combined with a flow deletion or activation isn't collected by an update set		1. Open sys_trigger_runner_mapping.list. 2. Choose any record. 3. Use an identifier to detect the flow. 4. Delete the flow detected by step 3. 5. Check the update set. Notice that only the sys_hub_flow record is corrected in the update set. sys_trigger_runner_mapping record deletion isn't found.
Flow Designer (Family Channel) PRB1731825	SetFlowVariables won't increment if its present loop with a timer is set after that flow logic		1. Create a flow with a flow variable of 'i'. 2. Set the flow variable i=0. 3. Add 'Do the following until/foreach loop': ○ Add Set flow variable i=i+1; ○ add log ○ Set the timer for 1 sec 4. Test/Trigger to run the flow. Expected behavior: The flow variable should increment by 1 for each iteration. Actual behavior: The flow variable is empty and loop continues.
Flow Designer (Family Channel) PRB1764677	The sys event table interaction for logging causes performance issues	Reading the sys event table for logging in FlowEventManager is creating performance issues if flow logging is enabled. When flow logging is enabled,	

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Problem	Short description	Description	Steps to reproduce
		it destroys the performance in a large instance because it hits the sys event table for every event processed.	
Flow Designer (Family Channel) PRB1762871	'Save as you go' should be turned off in Washington DC due to multiple issues		
Flow Engine PRB1761290	There's an 'Index out of bounds' exception when no name or value is given in a name value pair	V1 ignored these occurrences implicitly but V2 fails when these unexpected tokens are encountered.	
Flow Engine PRB1759598	Accessing dynamic subflow output fields via inline scripts doesn't work in v2	There's an error encountered when processing a script.	
Flow Engine PRB1761251	Consecutive REST actions on MID don't work when the connection alias is a reference input	An error is thrown.	
GraphQL API PRB1745262	AsyncSerialExecutionStrategy doesn't handle throwables correctly	Errors cause stuck threads in graphql-java. Java errors thrown from within DataFetchers are swallowed when using AsyncSerialExecutionStrategy.	
GRC Platform Plugins PRB1765837	asmt_assessment_instance isn't accessible in the classic UI	Users with the snc_internal role can't access the assessment instance (asmt_assessment_instance) table.	
Horizontal Portal Capabilities	Line breaks are missing from the activity stream after a	Occurs in the Service Portal widget 'Standard Ticket Tab'.	

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Problem	Short description	Description	Steps to reproduce
for Customer Service PRB1755325	Washington upgrade		
HR Service Delivery PRB1752984	Portal Utils prediction methods should respect missing or inactive HR AI configuration records		1. Log in to an instance. 2. Open the list view for the table HR AI Config(sn_hr_core_ai_configuration). Observe that HR AI configs aren't present for these use cases: Recommended articles for Content Task and Recommended articles for HR Task.
Integration Hub PRB1765929	ODBC Rest Service integration with Power BI	This is a product update.	
Knowledge Management PRB1733799	Unwanted guest user impersonation system logs are generated on KB article publish and access		
List Administration PRB1747186	There's multiple warnings in the logs about an illegal unquoted character	See multiple warnings in logs: 'Jackson WARNING *** WARNING *** Illegal unquoted character ((CTRL-CHAR, code 10)): has to be escaped using backslash to be included in string value'.	
List Administration PRB1732487	New list UI Builder configuration records aren't added to an instance	Records display after repairing the now-list-commons plugin, but before doing that, the sn_ui_builder_config records don't display.	1. On any Washington instance, verify that the UIB Store release for Washington is installed. 2. Open the table sn_ui_builder_props_config. 3. Observe that the table exists but there's no records present. 4. Navigate to plugins and repair now-list-commons. 5. Return to the table sn_ui_builder_props_config.

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Problem	Short description	Description	Steps to reproduce
			Observe that there are 4 records present. The records should be present without having to repair the plugin.
List Cell Menu PRB1757572 KB1645358	A list edit pop-up opens in a white space	In Vancouver, when doing a list edit, the cell edit window is opening in a white space at the bottom instead of next to the field being edited.	Refer to the listed KB article for details.
Memory: Heap Space PRB1751913	PDF generation causes memory issues on multiple nodes of the instance	A scheduled report that's set to 'Export PDF' uses up ~45% of memory.	
MID Server PRB1734629	MID server fails with a java.io.FileNotFoundException when Antivirus is installed without much logging	The issue happens when Antivirus blocks the Exe from being copied. The issue happens randomly on some hosts and some MID installs only and not on all the hosts.	1. Have a host with Antivirus installed. 2. Upgrade the instance. 3. Let the MID server upgrade automatically. On some of the MIDs, upgrades fail with an error.
MID Server PRB1753280	MID Server ConnectionCache leaks connections on the credentials_reload event	When the MID Server receives a credentials_reload event, all currently cached connections in the MID Server are orphaned without being cleanly shut down. This means that until the next garbage collection event, which sometimes can be several hours, resources are being consumed. This has been reported for JDBC connections because leaking database connections can cause bigger problems than other types of leaks, but all connection types cached by MID are affected.	1. Set up glide with a MID Server with a JDBC connection. 2. Run a database query. 3. Using the database's diagnostics, note that the connection is still open since it's been cached. 4. Change a credential in glide. This causes a credentials_reload command to be sent to all MID Servers. Notice that the database connection is still open. 5. Run the database query again. Notice that the MID Server creates a connection, so there are two open connections to the database.

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Problem	Short description	Description	Steps to reproduce
Next Experience Unified Navigation PRB1763887	After upgrading to Washington DC, the 'Not Found' tab automatically opens in a workspace when the user selects a logo	The issue is not reproducible in Vancouver and Utah.	1. Log in to an instance with a workspace as the homepage. 2. Select a logo. 3. Check if the 'Not Found' tab is opened every time the logo is selected.
Next Experience Unified Navigation PRB1754311	The 'No records to display' image is missing on Washington instances	In the Washington release, the 'No records found' image is missing. It used to work on all the previous versions.	1. Navigate to a Washington instance. 2. Open a list of incidents. 3. Search with something that doesn't return any results. Expected behavior: It should display the image that was there along with the text. Actual behavior: It displays the text 'No records to display'.
Next Experience Unified Navigation PRB1754198	After impersonating any user and hovering on the user's icon, there's no tooltip that displays the complete user name	Not reproducible in Vancouver or Utah.	
Notification Preferences PRB1734089	The 'Notifications' interface isn't translated		1. Provision an instance with the French translation installed. 2. Log in to the instance as an admin. 3. Change the display language to 'French'. 4. Open the system preference and select 'Notifications'. Notice that the interface isn't translated.
Notify integration with Twilio Direct PRB1738058	The default created messaging service that is registered as a campaign by users is deleted on disconnect	The default messaging service that is created on connect is deleted when a disconnect happens. These shouldn't be deleted when there's a campaign associated. Also,	

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Problem	Short description	Description	Steps to reproduce
		when reconnecting, the earlier existing messaging service should be re-used.	
Now Assist Panel PRB1767170	Carousel card buttons look like they're turned off	The colors of the buttons make them look like they're not functioning.	**1.** Set the theming with light colors. **2.** Select **nap**. **3.** Enter a summary. Expected behavior: Buttons should be displayed in color which doesn't look like they're turned off. Actual behavior: Buttons look like they're turned off in a carousel card.
Oracle Reconciliation PRB1759697 KB1642016	Recon fails if an entitlement has active maintenance set as true		**1.** Create an entitlement with active maintenance set as true. **2.** Ensure that the install is a cloud install. **3.** Ensure that there's some metric attribute on the software mode. **4.** Run recon. It fails.
Orchestration PRB1760522 KB1642172	The JDBC probe doesn't work from Orchestration	Calls fail with an authentication error.	Refer to the listed KB article for details.
Performance Analytics PRB1759358	The homepage deprecation tool API ignores homepages without a view	The condition 'view!=catalogs_default; strips out empty view values.	**1.** Provision an instance with the 'Homepage deprecation help tool' app installed. **2.** Call the SNC.PortalPagesMigration.getAllHomepagesWithNoAssociatedDashboardsOrTabs() API to get a number of homepages ready for migration. **3.** Navigate to the [sys_portal_page] table. **4.** Create a homepage. **5.** Fill in the **User** field. **6.** Keep the **View** field empty. **7.** Call the API again.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The number of homepages ready for migration should be increased by 1. Actual behavior: The API doesn't pick up the homepages without a view.
Playbooks PRB1746494	Editing experience properties on an existing process deletes other experience properties	On using list based activities, experience fields are defaulting back to empty values post-saving.	
Playbooks PRB1758580	Upgrading a legacy process to new start rules misses activities when one is waiting on multiple	When loading an old playbook, it upgrades and displays 6 validation errors about an invalid reference.	
Proactive Analytics PRB1762235	No process mining insights are generated when process mining finding definitions records with empty project mappings exist	Since there can be situations where finding definitions may not have projects linked, it can lead to exceptions in job, causing the whole job to fail and not generate insights.	1. Ensure that's there's promin_finding_def entries with empty project mappings. 2. Verify the above finding definitions are linked to KPIs and are part of project that is mined and has findings generated. 3. Run the 'Process mining insights' job. Expected behavior: Insights are generated for the findings. Actual behavior: No insights are generated for the findings from above finding definitions.
Process Mining PRB1745780	Finding rule validations can potentially cause timeouts	Queries like DOES_NOT_CONTAIN end up loading too many values, causing timeouts and memory issues.	Set up a finding rule, like field DOES_NOT_CONTAIN value on a large table.
Process Mining PRB1758877	Loading a workspace times out for large projects	The issue is most visible on large projects with many breakdowns and active directories in a Vancouver release.	

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Problem	Short description	Description	Steps to reproduce
Process Mining PRB1740875	Upgrade testing issues from Vancouver to Washington	In Washington DC, users are able to trigger a scheduled task and perform on-demand mining for the breakdown fields without choice. Also, when a user selects 'Copy Project definition for the existing model' which is of a previous version, the user is unable to copy the project definition. The page displays an unresponsive screen.	
Process Mining Workspace PRB1757136	task_sla isn't visible in the table source in project guided setup		1. On a Washington instance, set up a new project via guided setup. 2. Create a child entity. ○ Source = table ○ Table: task_sla Expected behavior: Next to the use case series (X), the user should be able to select task_sla. Actual behavior: Table task_sla doesn't appear.
Process Mining Workspace PRB1739821	The topic 3KPI's tile under 'Improvement opportunities overview' is throwing an error	An error is thrown: 'Duplicate group by element label(s)'.	
Process Mining Workspace PRB1759862	Users are encountering 'Error occurred while executing the resolver' intermittently on the 'Process Projects' page	The error disappears after refreshing the browser for around 3-4 times.	
Process Mining Workspace	On process map components,	The theming configuration is required to customize	1. Log in to a now instance. 2. Launch any process mining project.

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Problem	Short description	Description	Steps to reproduce
PRB1753618	colors/themes should be configurable on UI Builder	the process map component.	Notice that the color of process maps are impacted because of customizations.
Project Management PRB1757761	An error message isn't persisted when the 'Copy partial project' function is performed on a task with the parent project selected	The error message is displayed on the classic forms but not on the Next Experience forms. Additionally, when another project is selected, nothing happens, even the error message isn't thrown. No error message is displayed on the classic forms or the Next Experience forms.	**1.** Create a project (say, P1). **2.** Create a task (say, T1). **3.** In the Next Experience pages, from the T1 task, select **Copy partial project**. **4.** Select the parent project P1. **5.** Select **Ok**. Observe that the error message isn't persisted.
Request Management PRB1734528 KB1642647	There's an incorrect business duration calculation on sc_task when the system date format is set to dd-MM-yyyy	The behavior for DurationCalculator. calcScheduleDuration hasn't changed from Utah to Vancouver.	Refer to the listed KB article for details.
Resource Management PRB1764189	When users try to select an **Extend** UI action on a resource plan from the project workbench, the 'Extend resource plan' pop up appears empty		**1.** Navigate to the Project module. **2.** Open any project. **3.** Under the related link, select the project workbench. **4.** Under the 'Resource' tab, select any resource plan. **5.** Select the **Extend** UI action. Observe that an empty screen appears.
Schedule Optimization PRB1760035	Selecting a metric should open a list in the current Workspace UI	Currently, it opens in Platform.	
Schedule Optimization PRB1753382	'Task skill level' returns the default skill level even when there's already	It should send the associated skill level if configured. Otherwise, it should use the default skill level.	

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Problem	Short description	Description	Steps to reproduce
	a skill level associated to the skill		
Schedule Optimization PRB1755157	'Maximize preferred technicians for tasks' should be renamed to 'Maximize preferred agent assignments'		
Schedule Optimization PRB1761527	Personal events aren't returned in Agent Query when requested as sharedservice.worker		
Schedule Optimization PRB1748619	The Dispatcher Workspace 'Optimizing' icon is always visible	The Dispatcher Workspace 'Optimizing' icon is always visible. It should only be visible when the optimization is running.	
Seismic Framework PRB1736853	The 'Close' icon is missing in a popover component	The Service Worker overrides the cache buster value, which causes library-uxf to load twice.	**1.** Create a track instance. **2.** Set up a proactive trigger. **3.** Open the instance in incognito mode. Observe that the 'Close' icon is missing.
Seismic Framework PRB1752772	The instance redirects to /welcome.do or /session_timeout.do before authenticating via SSO when the user selects any instance-specific link	This issue is reproducible on any instance with SSO every 10-15 attempts.	**1.** Log in to any instance with SSO. **2.** Query incident.list via the filter navigator. **3.** Right-click any record. **4.** Select **Copy URL**. **5.** Close the Chrome application (make sure it's set as default). **6.** Wait one minute. **7.** Select the copied hyperlink in Teams. Expected behavior: The user is redirected to the hyperlink. Actual behavior: The user is redirected to /welcome.do.

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Problem	Short description	Description	Steps to reproduce
Server-side scripts PRB1717170	Installing a third party dependency in a module and requiring it in a script results in a JVM crash	JVM crashes with a 'script exceeded memory' error.	
Service Catalog PRB1766443	Letting a catalog item skip being used in the 'Conversational' catalog	This is a product update.	
Service Mapping PRB1723151	The 'Application Service Manual Ep Cleanup' job triggers unnecessary recomputations	The purpose of the job Application Service Manual Ep Cleanup is to cleanup stale manual endpoints that don't belong to any application service. As a result, the relationships attached to these endpoints are also removed. This is triggered as a change on other CIs that are connected to those relations. If those CIs are associated to other services, this change triggers unnecessary recomputation to those services. The 'Application Service Manual Ep Cleanup' job shouldn't trigger any recomputation.	**1.** Create some CI. **2.** Create three dynamic services. **3.** In cmdb_rel_ci, connect those three services to the CI created in step 1. **4.** Verify that the CI was added to these services. **5.** Set the property 'glide.service_mapping.recomputation .avoid_redundar to false. **6.** Delete one of the services. **7.** Execute 'Application Service Manual Ep Cleanup'. **8.** Check svc_changes. Changes were triggered on the other two services.
Service Mapping PRB1766031	In Service Mapping, the 'Traffic Process to Process' job failed due to a missing platform_ml_read role		**1.** Insert data via horizontal discovery of an IP range. **2.** Run the 'AFP' job. **3.** Wait for the job to complete. **4.** Run Service Mapping's 'Traffic Process to Process' job. **5.** Open the ml_solution table. Notice that the job completes with an error.

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Problem	Short description	Description	Steps to reproduce
Service Mapping PRB1744062	Checkpoint and blob reaper job stuck alerts are creating incorrect incidents	An error message displays. If there's only an end time and not start time, the job is considered as stuck and sends an alert even when it's not needed.	
Service Model Foundation PRB1760725	External contributor/ manager contributors are seeing error messages when accessing the sold products or install base items from BLSP portal		1. Log in as an admin. 2. Create a sold product/install base that has entitlements or contracts associated with it for an external business location. 3. Log in with the external contributor/ manager contributor on BLSP portal. 4. Select **Install Base Items**. 5. Open the base item. Expected behavior: The user shouldn't see any error message when not showing the entitlements or contracts to the user. Actual behavior: Users are getting error messages on the portal saying they don't have access to the certain entities.
Service Reliability Management (Family release) PRB1756020	Users are unable to add SLIs/SLOs due to an issue in the service registration form querying application classes	There's missing support for tag based services.	1. Log in to the Site Reliability Metrics Software Operations Workspace using credentials. 2. Navigate to the service module. 3. Locate and select the service module from the navigation menu. 4. Select **Add existing service**. 5. Within the service module, locate the option to add an existing service and select it. 6. Pick service type as tag-based service (cmdb_ci_service_by_tags). 7. When prompted to select the service type, choose the tag-based service (cmdb_ci_service_by_tags) option from the available list. 8. Proceed to follow the standard steps for creating a service, including

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Problem	Short description	Description	Steps to reproduce
			providing necessary details and configurations. **9.** After creating the service, navigate to the SLI and SLO configuration section within the service settings. Observe that the service isn't visible on the service list despite completing the service creation process. Also, SLI and SLO can't be added to it.
Service Reliability Management (Family release) PRB1762081	Site Reliability Metrics (SRM) users are unable to access services and associated artifacts when part of a team for support_group	Currently, in the SRM system, users are unable to access all their services and associated artifacts when they are part of a team for a support group.	**1.** Create a user in the SRM system. **2.** Assign them to a support group. **3.** Ensure that the user is part of a team within the support group. **4.** Try to access services and associated artifacts within the support group. Expected behavior: Users should have access to all services and associated artifacts when they are part of a team for a support group, as per the defined roles and permissions. Actual behavior: Users are unable to access all services and associated artifacts when they are part of a team for a support group, leading to limitations in managing and updating services and artifacts.
Service Reliability Management (Family release) PRB1741100	Site Reliability Metrics (SRM) admins have read and update access to global incidents		
SharePoint Online Search Connector PRB1753519 KB1641393	An index user permission flow is causing JVM memory issues		Refer to the listed KB article for details.
SharePoint Online	The 'Index Files' subflow	The 'Look up File Permissions' action in the 'Index Files' subflow	

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Problem	Short description	Description	Steps to reproduce
Search Connector PRB1759282	causes JVM memory issues	returns an empty array. This creates an error during file indexing.	
Software Asset Management PRB1733687	There's an increased page loading time for the 'Publisher overview' page	The landing page slows down due to heavy queries on scan_finding from Activity Center.	
Software Asset Reconciliation PRB1743395	The suite engine fails during suite processing in reconciliation	Depending on the order in which the devices and installs are processed, the suite engine may throw an error: 'JavaException: java.lang.IllegalArgumentException: Comparison method violates its general contract!'	
Source Control Engine PRB1741485	Changes to various records aren't available for the 'Compare with committed' operation when committing changes		1. Create an app. 2. Link the app to SC. 3. Navigate to sys_app record, 4. Make a change to the version or short description. 5. Try to commit changes from SC. 6. Make a change to the sys_app form. 7. Save the changes. 8. Commit the changes to source control. Expected behavior: The changes are visible on the git server. Actual behavior: The changes aren't visible on the git server.
Table Administration and Data Management PRB1650626	**Data Management > Update with Preview** doesn't work on journal fields	Data Management only supports updates to fields (columns) directly associated with a given table. GlideRecord's updateMultiple doesn't support updates to the sys_journal field.	
Territory Planning	Workforce Optimization (WFO) APIs are	WFO APIs are in the wrong time zone, causing the query to	1. Log in as an admin. 2. Navigate to **Field service** > **Configuration** > **Assignment**.

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Problem	Short description	Description	Steps to reproduce
PRB1757336	n the incorrect time zone	miss certain schedules and events.	**3.** Enable the WFO feature. **4.** Run the graphql request to get the agents' schedules and events. Expected behavior: There should be a valid response with all the agents-related data. Actual behavior: WFO APIs are in the incorrect time zone, causing the query to miss certain schedules and events.
Territory Planning PRB1760697	Unwanted ACL checks should be removed and GlideRecordSecure changed to GlideRecord	sn_tp_territory and sn_tp_territory_group have scripted read ACLs on them, causing a glide record query any time the table is queried.	
UI Field Administration PRB1702033	The **Time worked** field isn't honoring system property glide.ui.timer.started	The field type sn-record-time-worked-connected is impacted.	**1.** Configure the incident form. **2.** Add 'Time Worked' to the 'Workspace' view. **3.** Set the sys property glide.ui.timer.started=false **4.** Open an incident record in a Customer Service Management or Service Operations Workspace workspace. **5.** Navigate to the **time worked** field. Expected behavior: The **timer** field should be paused and the **play** button should be displayed. Actual behavior: The **timer** field is ticking and the **pause** button is displayed.
UI Form Administration PRB1718533	The g_user.getClientData() API doesn't work properly on Workspace	When the script runs in Service Operations Workspace, the there's an empty object file _clientData in the getClientData function. As a result, g_user exists, and g_user.getClientData is a function as expected, but it doesn't have the user's client data populated.	

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Problem	Short description	Description	Steps to reproduce
UX Framework PRB1737007	Closing multiple tabs quickly converts an existing Workspace tab to a ghost 'Details' tab that can't be closed	When the user closes tabs quickly, the runtime action handler attempts to process all incoming events at once. This causes the property to enter a failed state.	
Virtual Agent PRB1770638	Agent chat is unable to render a chat when json cards are in a Virtual Agent conversation		**1.** Start a chat in adapter client. **2.** Ensure that it has a card rendered. **3.** Switch to live agent. Expected behavior: An agent should be able to see the Virtual Agent chat along with the card rendered. Actual behavior: Unable to render chat.
Virtual Agent PRB1766818	Fallback HTML cards aren't working due to vaContext.nds_active=true being sent for follow up conversations in the Now Mobile app		**1.** Launch the Now Mobile app 17.6.0 or older. **2.** Log in to an instance. **3.** Tap the icon to launch Virtual Agent chat. **4.** Type something, such as 'What is Spam'. **5.** Submit. **6.** Watch the result return correctly as a fallback HTML card. **7.** End the conversation. **8.** Try again by entering 'What is Spam'. **9.** See the carousel card being returned Expected behavior: It should fallback to display HTML cards if the Now Mobile client isn't declaring vaContext.nds_active=true. Actual behavior: If the user starts a new conversation, subsequent queries respond with a carousel card. vaContext.nds_active=true is being sent.
Virtual Agent	Capabilities with a script include aren't working when	The definition has no http connection. When checking if its using MID, it returns	Execute Natural Language Query (NLQ) for AI Search capability in async mode.

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Problem	Short description	Description	Steps to reproduce
PRB1762469	executed in async mode	false. runQuickMode is set to true. The code eventually reaches the FeatureScriptExecutor, which calls the executeAsyncQuickMode. This throws an UnsupportedOperationException.	Expected behavior: The execution should be successful. Actual behavior: The execution is failing.
Virtual Agent PRB1758524	The g_form.effective_date is considered an allowed item by static script analyzer		
Virtual Agent PRB1768046	Users receive a Flow Designer Integration Hub (FDIH) 'context not found' error	There's an error: 'Sorry, something went wrong.'	
Virtual Agent PRB1767739	Feedback isn't clickable for the second carousel in 1 conversation	There's an error in response.	**1.** Open NAVA. **2.** Search for 'what is spam'. **3.** Select **Feedback.** **4.** In the same conversation, search 'I need access to Miro'. Expected behavior: Feedback should be clickable with no errors in log. Feedback tables should be updated. Actual behavior: Feedback isn't clickable for the second carousel in 1 conversation.
Virtual Agent PRB1767767	Chat summarization displays an empty agent message screen when transferring to a live agent	If a user ends a chat, there's a chat summarized and they are taken to the interaction record.	Set up Now Assist in an Washington DC instance. Chat summarization displays an empty agent message screen when transferring to a live agent.
Virtual Agent PRB1767103	publishedCsTopicId is used for topic execution in Virtual Agent Designer (VAD)		**1.** Navigate to VAD. **2.** Create an LLM topic with some nodes and publish it. **3.** Test the Topic in VAD with the topic discovery check box selected.

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Problem	Short description	Description	Steps to reproduce
			4. Type the utterance that triggers the same topic. If multiple topics are matching, select the topic from the skill cards discovered. 5. Verify that the published version of the topic is executed. 6. Navigate to VAD. 7. Open the same topic. 8. Make some changes to topic, like adding some new nodes. 9. Save the topic but don't publish it. 10. Select **Restart** in the VAD test window. 11. Type the utterance that triggers the same topic. If multiple topics are matching, select the topic from the skill cards discovered. Expected behavior: The published version of the topic is executed. Actual behavior: The preview version of the topic is executed and the additional node should get executed.
Virtual Agent PRB1761843	In Service Portal, Natrual Language Query (NLQ) is supported with the carousel	This is a product update.	
Virtual Agent PRB1761863	In Service Portal, signal tracking and declarative actions from the 'Results' container to work with a carousel	This is a product update.	
Virtual Agent PRB1761814	Increasing the limit on the total number of Genius Results (GR) on a search application configuration	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Designer PRB1766448	Carousel cards with translations don't display on Virtual Agent		**1.** Set up NVA for the ESC portal. **2.** Provision an instance with the Spanish language installed. **3.** Change the user session language to Spanish. **4.** Log in to the ESC portal. **5.** Open the ESC portal. **6.** Type: 'Necesito acceso a Miro'. Expected behavior: Carousel cards should be displayed in the Spanish language. Actual behavior: Carousel cards are displayed in the English Language.
Virtual Agent Designer PRB1768214	The server should populate the data type and choices in input_variable		**1.** Create a topic with a few input nodes. **2.** Publish the topic. **3.** Navigate to the sys_cs_topic record for the published topic. **4.** Look at the 'input_variables' column. Expected behavior: Each variable should have info about 'name', 'description', 'datatype', 'format', and 'choices'. Actual behavior: Each variable only has info about 'name' and 'description'.
Virtual Agent Designer PRB1769497	A mid-topic displays previous results when no results are found with a message		**1.** Set up the LLM on the ESC portal. **2.** Type 'I need information about windows vista'. **3.** When the carousel is displayed with the results, type something gibberish, like HJKHG^*&^. Notice that it goes into a fallback topic, displaying the message and the same carousel results again.
Virtual Agent Designer PRB1768580	Mid-topic QnA switch	The QnA card shouldn't display in the carousel. It should display the card and then move back to the currently executing topic.	

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Problem	Short description	Description	Steps to reproduce
Virtual Agent Designer PRB1765551	Licensing changes for unified search		
Virtual Agent Web Client PRB1767147	Agent Workspace displays broken images for the carousel		1. Set up LLM on ESC. 2. Keep one of the agent available. 3. Log in to the ESC portal as a user. 4. Open the Virtual Agent type. 5. Order food. 6. When the carousel results are displayed, select the 3 dots. 7. Select **Connect to LA**. Observe that when the agent accepts the chat, there's broken images.
What's New (Family) PRB1760360	Tusage of the UpdateLoader in the 'What's New' content syncronizer should be removed	The 'What's New' synchronizer logic should load only the XMLs that belong to 'What's New' and ignore any other tables.	
Work Order Management PRB1761006	The Field Service Management (FSM) Configurable Workspace plugin adds functions and function instances to the FSM application	The following error is caused when opening any something that contains certain function instances: 'Cannot Invoke "com.glide.db. ElementDescriptor.getName()" because "ed" is null Check logs for error trace or enable glide.rest.debug property to verify REST request processing'.	
Work Order Management PRB1762739	Field Service Management (FSM) work task flows aren't in English	In some cases, the starting state and ending state are in a different language, don't make sense, and work order tasks don't flow as expected.	1. Open an instance with French installed before English. 2. Navigate to the table sf_work_task. Observe that it displays French labels instead of English ones.

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Problem	Short description	Description	Steps to reproduce
Work Order Management PRB1744192	Some of the 'Closed Complete' or 'Incomplete' tasks with expected_travel_start are out of range of endDate	In certain views, they aren't visible in Dispatcher Workspace (DWS).	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 3 Hotfix 1
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1 Hotfix 3b
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 3 Hotfix 3

The Washington DC Patch 3 Hotfix 3 release contains fixes to these problems.

Build information:

Build date: 06-09-2024_2324

Build tag: glide-washingtondc-12-20-2023__patch3-hotfix3-06-07-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
Service Catalog PRB1763535	When a CRUD operation is triggered from a 'Record Producer' script in a non-global scope, business rules aren't executed due to an incorrect 'current' reference	Business rules that are supposed to run due to CRUD operations triggered by the 'Record Producer' script never run. This can affect multiple use cases where they don't rely on the Record Producer's natural flow to create records, but instead use the **Script** field to create records in multiple tables.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 3 Hotfix 2
- Washington DC Patch 3
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 3

The Washington DC Patch 3 release contains important problem fixes.

Washington DC Patch 3 was released on May 9, 2024.

- Build date: 05-06-2024_1747
- Build tag: glide-washingtondc-12-20-2023__patch3-04-25-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

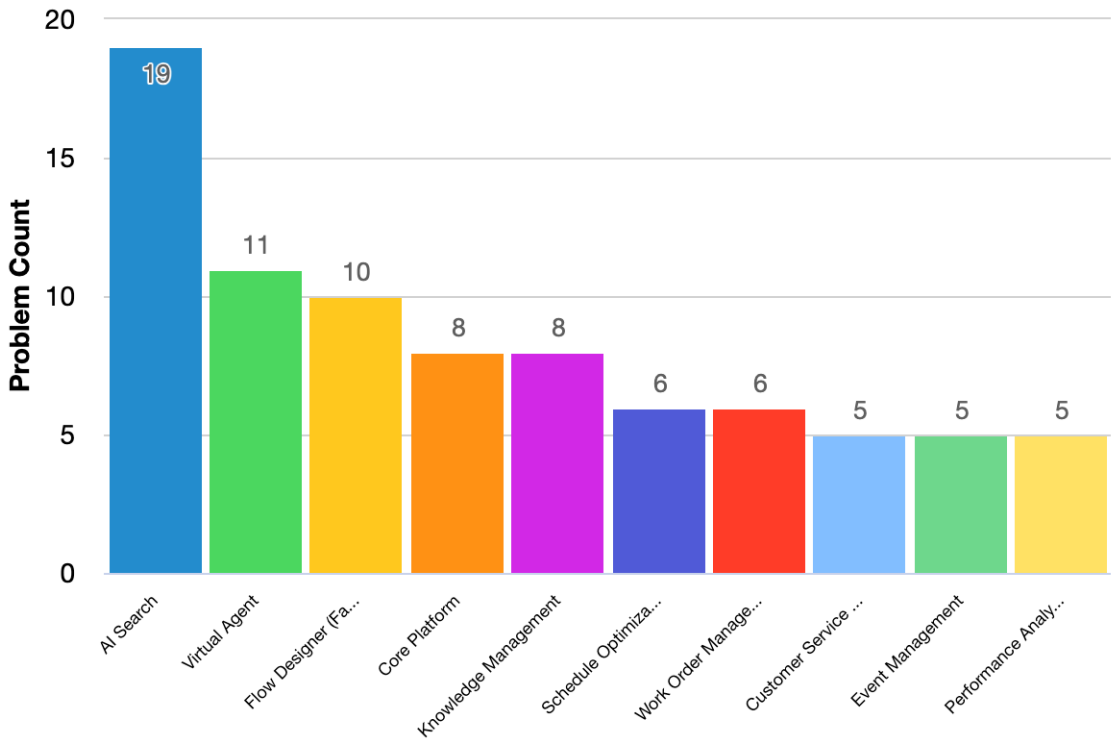
For a downloadable, sortable version of the fixed problems in this release, click here.

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Overview

Washington DC Patch 3 includes 293 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

Top 10 problem categories



Security-related fixes

Washington DC Patch 3 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 3, refer to KB1641423.

Changes in Washington DC Patch 3

Application Manager release notes

One-click experience to update dependent applications: Use the **Update Dependencies** button to view all available updates for dependent applications of a parent application.

Search results tab recommendations: A message is displayed when using the search bar if your application or plugin doesn't display under the currently selected tab. The message recommends selecting a different tab to locate your search result.

Available system properties

com.glide.cs.field.boolean.show.choice_picker: Enables (**false**) or disables (**true**) a Boolean option to requesters whenever a dynamic choice node only has a single value associated. When set to **true**, the dynamic choice node displays to requesters with only the single value selection option and no Boolean option.

Dynamic Choice user input control

This script enables requesters to see their previously selected choices if they choose to edit their choices later in the conversation. This script also displays

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secondary fields to requesters, such as an email address, gender marker, or both, to help them further differentiate their available choices. Displaying the secondary field to requesters can be especially helpful when dealing with similar values, such as selecting the correct employee name when working with the same or similar names (that is, Christopher Smith or Chris Smith).

When selecting multiple choices, you can search within the **Search for options** field for filtering search results. If you input the script to enable secondary fields found in this topic, the search filter results apply to the secondary fields, too. Select or enter all choices that apply, and then select the send icon

Digital signature for PDF documents using CAC or PIV smart cards

Review the *com.snc.pdfsigning.validation.method* property.

Property value for digital signature using CAC or PIV smart cards

Specify the method that will be used to identify and validate the user who has signed the PDF using the *com.snc.pdfsigning.validation.method* property.

Installing applications in Application Manager

Three substeps are new to WP3: 1. To update dependencies if available, select **Update Dependencies**. 2. Select the dependency applications and versions to update and select **Proceed** 3. Review the installation details and select **Install**.

Service Portal release notes

Additionally, field-level read ACLs are enforced for filter conditions in Simple List widget instances by default. A new system property, *glide.service_portal.enable_acls_for_encoded_query_in_list*, enforces these ACLs regardless of whether the **Enforce field-level Read ACLs on Filter query terms** option is selected for Simple List widget instances. To use the **Enforce field-level Read ACLs on Filter query terms** option, change the value of *glide.service_portal.enable_acls_for_encoded_query_in_list* to false. For more information, see Simple List widget.

Service Portal properties

Option to always enforce read ACLs for filter conditions specified in Simple List widget instances. If false, the **Enforce field-level Read ACLs on Filter query terms** option in Simple List widget instances determines whether to enforce the ACLs.

Simple List widget

When the *glide.service_portal.enable_acls_for_encoded_query_in_list* system property is set to true, read ACLs are enforced for Simple List filter conditions always.

Virtual Agent release notes

The *com.glide.cs.field.boolean.show.choice_picker* system property determines whether a Boolean node or a Dynamic Choice node with a single value displays to users whenever the Dynamic Choice node only has one single value associated.

Update labels in the Virtual Agent Designer **Properties** tab so that both LLM and NLU topics have the same **Topic description** field label.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

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Problem	Short description	Description	Steps to reproduce
REST API Explorer PRB1744904	A user with the rest_api_explorer role isn't able to access REST API Explorer	Users with the rest_api_explorer role aren't able to access the REST API Explorer and they need the web_service_admin role to access.	1. Log in to the instance. 2. Impersonate as a user who only has the rest_api_explorer role and not the web_service_admin role. The fields are unselectable because of the access control.
Session Management PRB1730421	org.apache.coyote.http11.upgrade.UpgradeProcessorInternal consumes high memory and causes memory contention on the node	One node has more frequent out of memory or semaphore exhaustion than any other nodes. Heap dump displays a large object: 'org.apache.coyote.http11.Http11Nio2Protocol'.	
Condition Builder PRB1721656	When upgrading from Tokyo to Vancouver, the **Add custom conditions** button in the UI Builder 'Data visualization' component 'Add data source page' isn't working properly	A set condition doesn't display and the **Add custom conditions** button disappears.	1. Upgrade to Vancouver. 2. Open the Agent Workspace in UI Builder. 3. Add the 'Data visualization' component. 4. Click **Add data source**. 5. Select a source. 6. In the filter area, try to click the **Add custom conditions** button.
CMDB Data Manager PRB1717464	The condition filter count, 'records match condition' link, and 'Preview' list in CMDB Data Manager may use an incorrect retirement definition	The 'Policy' filter query ignores the enabled retirement definition.	
Database Persistence PRB1749923	The table join query fails to execute due to an incorrect alias name in SQL		

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All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control List (ACL) Rules PRB1713026	tableLevelACLAllow throws an error for few tables on an instance		1. Navigate to CMDB Workspace. 2. Try to enter anything on the intelligent search. Sometimes there's an internal server error.
Access Control PRB1703976	Users are unable to add a user to a group after elevating them to a role when the system property 'glide.ui.schedule_slushbucket_save_for_group_roles' is set to true	When the system property 'glide.ui.schedule_slushbucket_save_for_group_roles' is set to true, a user can't add users to groups if it's required that the user elevate to a role. The background job that's created doesn't add the user to the group.	
Advanced Work Assignment PRB1745788	isLiveAgentAvailable isn't working for domain-separated instances when the requester and the agent are in different domains	The issue occurs intermittently when a user is trying to connect to a live agent through Virtual Agent. They're receiving the message 'no agents available at the moment, please try again later', even though agents are available.	1. Activate Agent Chat and Domain Separation plugins. 2. In the 'Chat' queue, add an agent from Domain A from a group also in Domain A. 3. Make the agent available. A requester in Domain B initiates the live agent request, but it returns 'no agent available'.
AI Search for Service Portal PRB1753189	Sort options in the AI search results page aren't displaying after an upgrade	Sort options aren't displayed after an upgrade. On clicking the 'Most relevant' menu, nothing is happening and users can't choose the other sorting options.	1. Log in to the 'NL UAT Now Create' portal. 2. Click the **Search** button under 'Search for an asset'. 3. Under the 'Asset/Success Pack' navigation tab, find the 'Most relevant' sort option.
AI Search Glide PRB1594303	Incremental updates aren't working for dot-walked reference fields		1. Set up an indexed source with a dot-walk field. 2. Add a few PRBs to incident records, with PRBs that don't have category=hardware.

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Problem	Short description	Description	Steps to reproduce
			3. Create a search source filter for problem.category=hardware. **4.** Update the PRB from another category to hardware. **5.** Search for an incident. Expected behavior: The record matches a filter and is returned for the search. Actual behavior: AI Search doesn't return an incident.
AI Search PRB1706402	AI Search doesn't index-translated text for 'Reference' type columns	Currently, the AI Search index reference column value only has one of the languages, even though translations in multiple languages are available.	
AI Search PRB1738159	On Service Portal, users aren't able to see search results related to NowAssist QnA	Results related to QnA and NowAssisted QnA should be returned in the results on Service Portal and global search.	**1.** Navigate to an instance. **2.** Navigate to Service Portal. **3.** Search for the term 'What is spam?'. No results related to QnA or NowAssisted QnA are returned. **4.** Repeat the steps on global search. No results related to QnA or NowAssisted QnA are returned.
AI Search PRB1739538	Currently, there's no option to toggle the display of the **List view** button on global search results		**1.** Migrate global search to use AI search/use an instance where the migration is done. **2.** Perform a search. **3.** Click any navigation tabs. **4.** Notice that there's no dev configuration way to hide to the **List view** button. The sn-search-result-wrapper should have a configuration to hide the **List view** button from the display.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1739541	Currently, there's no option to toggle the display of the **Back to results** button on global search results		1. Migrate global search to use AI Search/use an instance where the migration is done. 2. Perform a search. 3. Click any search results. 4. Verify if the **back** button is displaying. Expected behavior: The sn-search-result-wrapper should have a way to hide the button from the display. Actual behavior: There's no way to hide to the **Back to results** button.
AI Search PRB1741947	A few AI Search (AIS) tables don't let users create, update, and delete access for other scopes	Some AIS tables should allow for CRUD access for other scopes.	On the table record, under 'Application access', the fields **Can read**, **Can create**, **Can update**, and **Can delete** should be enabled.
AI Search PRB1748854	No results for any search terms are returned on global, search portal, and ESC	Results are seen from the search preview, but not the portal. There's no log errors.	
AI Search PRB1751394	Some queries on attachment documents result in an error	There's an empty page and an error: 'Cannot invoke "String.isEmpty()" because the return value of "com.glide.search.core.models.AISearchResult.getSearchTerm()" is null...'	1. Open an instance. 2. Confirm that there's Now Assist for Search version 4.0.3. 3. Add **dpr config** field mappings on a KB index source. 4. Attach a document to the KB. 5. Confirm that index_attachments and index_attachments_with_dpr attributes are set to true. 6. Search for the term 'research' on the portal.
AI Search PRB1751700	The 'Order' value for genius results should be returned	The 'Order' value should be returned for every genius result, both async and sync.	

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1752918	'geniusResultsMode' should be added to requests	This is a product update.	
AI Search PRB1752919	There should be split steps for running a genius result through Entity View Action Mapper (EVAM) into a separate composite data broker	This is a product update.	
AI Search PRB1752920	A pass-search string should be added in a clickthrough payload for both Genius and regular results	This is a product update.	
AI Search PRB1752921	Pass details are needed for post-processing on context objects to genius result scripts	This is a product update.	
AI Search PRB1752922	The Asynchronous Message Bus (AMB) channel name should be added to the GQL/ data broker response	This is a product update.	
AI Search PRB1752923	Result improvement rules should be able to be shared across search profiles	This is a product update.	
AI Search PRB1752924	A scriptable should be created to generically	This is a product update.	

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Problem	Short description	Description	Steps to reproduce
	handle post-processing		
AI Search PRB1752925	Pending GRs should be added to the data broker response	This is a product update.	
AI Search PRB1752926	New GENIUS_RESULT_TRIGGERED signal events and logger should be created	This is a product update.	
AI Search PRB1758066	An indexed source attribute 'index_translated_reference_fields' is missing		1. Create an instance from the latest track/aisearchsandbox. 2. Enable AI Search. 3. Navigate to any index source. 4. Try adding the advance configuration attribute 'index_translated_reference_fields' to turn off the default behavior. The attribute isn't found in the list.
AI Search PRB1763179	The new parameter 'geniusResultMode' is added to the ScriptableSearchAPI in the incorrect position due to a merge conflict resolution		
Application Portfolio Management PRB1715173	Application Portfolio Management (APM) Performance Analytics issue	When a user refreshes impacted services, the impacted business applications are calculated based on direct CI relationships for 'Incident' and 'Change', but not for 'Problem'.	

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Problem	Short description	Description	Steps to reproduce
Appsee - Platform Infrastructure PRB1716290	An empty value in the **Analytics consent policy** field of the core_country table record causes an error	An empty value in the **Analytics consent policy** field of the core_country table record causes a 401 unauthorized error and breaks the navigation bar.	1. Create a country in the core_country table (or have an existing country) with an empty **Analytics consent policy** field. 2. Confirm that in the **Consent policy provider** field, only 'GeoIP' is enabled and the rest are turned off. 3. Log in from a location for which the consent policy is set as empty. On log in, ux-metrics flow triggers and executes the 'Get consent' API. Expected behavior: 'Get consent' should return the expected consent policy to ux-metrics. Actual behavior: A null pointer error is thrown and it's not handled to return the correct response to ux-metrics.
Archive Rules PRB1669506	The 'Archive Destroy' rule isn't working and displays 0 records	The 'Archive Destroy' rule isn't working and displays 0 records, and doesn't delete records from the 'AR' table.	
Asynchronous Message Bus (AMB) PRB1737142	Asynchronous Message Bus (AMB) Logger logs an entire message when it fails to deserialize, causing an out of memory error	When there's a large message that's not deserializable, it throws an error that is logged by AMB. It causes an out of memory error. These messages are coming through ActivityEventsAMBProcessor, triggered by an update on a change request. The message doesn't seem to have the correct JSON structure.	
Automated Test Framework (ATF) PRB1717536	Setting a value in the select2 element fails on a Service Portal page	The select menu 'How satisfied were you with the response time to your incident?' remains in a '-- Choose --' state instead of being set.	

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Problem	Short description	Description	Steps to reproduce
Automated Test Framework (ATF) PRB1749925	Automated Test Framework (ATF) server-side steps don't display transaction details when compared in a performance comparison		1. Have an instance configured for ATF performance testing. 2. Navigate to **Automated Test Framework (ATF)** > **Tests** > **New**. 3. Enter any name. 4. Click **Save**. 5. Click **Add Test Step**. 6. Navigate to **Server** > **Record Insert** > **Next**. 7. For table, choose 'Incident'. 8. Enter any values for 'Short description' and 'Caller'. 9. Click **Submit**. 10. Refresh the test page. 11. Click **Run Performance Test**. 12. Check the acknowledgment. 13. Click **Run Test**. 14. Wait for the run to complete. 15. When it's finished, navigate back to the test form. 16. Repeat step 11 to generate a second performance run. 17. Navigate back to the test form. 18. Open the 'Performance Test Results' related list. 19. Check the two performance results created in the prior steps. 20. Choose the 'Compare performance results' UI action from the 'Actions on selected rows...' dropdown menu. 21. In the 'Performance Statistics' related list, select the 'Record Insert' statistic record. Expected behavior: There should be a record in the 'Aggregated Transactions' related list. Actual behavior: There are no records in the 'Aggregated Transactions' related list.

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Problem	Short description	Description	Steps to reproduce
Case and Knowledge Management for HR Service Delivery PRB1752005	There's a cross-scope access privilege issue when checking for canRead for the sn_hr_core_case table		1. Navigate to an HR case table. 2. Select a case record. 3. Scroll down to the related lists for that case record. 4. Select the tab labeled 'Attached knowledge'. 5. Select the button **New** to create a KB. 6. Once the page loads for a new KB record, verify if there's a cross-scope access error.
Case and Knowledge Management for HR Service Delivery PRB1752405	RCAs are generated for 'Apply for Parental Leave'		1. Activate Now Assist for HR Service Delivery and Journey Designer. 2. Execute the topic 'Parental Leave of Absence Request'. RCAs are generated.
Condition Builder PRB1735699	There's multiple issues with the reference list condition builder	The following issues occur: When running a query, the default conditions are appended to the query (for example, running with 2 default conditions results in 4 conditions shown). 'Sort By' conditions don't persist (The user can add a sort to a column, but when they open the filter again, it's not there). The 'Name' column is sorted as 'Ascending' and can't be changed.	1. Navigate to Service Operations Workspace. 2. Open an incident record. 3. Open the 'Details' tab. 4. Click the magnifying glass for a service reference input. Observe the following issues when running a query: The default conditions are appended to the query, the 'Sort By' conditions don't persist, and the 'Name' column is sorted in 'Ascending' order.
Condition Builder PRB1750793	There's an incorrect label in the 'is one of' comparison type	Users are facing this issue in the **Now Assist Admin** > **ITSM** > **Incident summarization** > **Choose input screen**.	1. Add a condition builder component in a UI Builder page. 2. Select 'Incident' as the table name. 3. In the 'Runtime' page, select 'state' as the field. 4. Select 'is one of' as the comparison.

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			5. Select any value. **6.** Check the label of the selected value in the input field.
Configuration Management Database (CMDB) PRB1702705	During performance testing, similar symptoms to PRB1369519 were noticed	During performance testing, similar symptoms to PRB1369519 were noticed, 'Contention and continuous updates on the cmdb_qb_result_base table'.	
Core Platform PRB1594189	Decompiling JavaScript to pass compiled functions, as strings can lead to high memory churn	When a large script (over the interpreted threshold of 20000) that converts a function code into a string is invoked, the script is decompiled from its source. If that source is large, many large strings are created, which are then thrown away as garbage.	
Core Platform PRB1704668	A node log is missing the SessionID and txID in the localhost log, causing an incorrect date format	At startup, if reverse DNS lookups take longer than 250 ms, orbit tmp-cleaner logs a message to the logs and uses the wrong formatter, because it's the only formatter it has access to while shading the Log.java class.	**1.** Set the 'glide.debug.trace_threshold' property to 1. **2.** Restart the node. **3.** Start the node.
Core Platform PRB1725401	Some fields in syslog_transaction aren't logged to the node log file	The PageTiming log messages contain the information, but aren't enabled by default.	**1.** Open a form. **2.** Modify a field value within that form. **3.** Select and hold (or right-click) the form menu bar. **4.** Save. **5.** Observe that the syslog_transaction table contains 'Client Response Time', 'Client Network Time', and 'Browser Time' for this event. Expected behavior: Node logs/splunk do contain 'Client Response Time',

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			'Client Network Time', and 'Browser Time' metrics for this event. Actual behavior: Node logs/splunk don't contain 'Client Response Time', 'Client Network Time', and 'Browser Time' metrics for this event.
Core Platform PRB1732249	Double escaping occurs and breaks a query when carets and forward slashes are both used	This is an issue that occurs for any query that includes both '/' and '^' characters. While a '^' in a query is escaped correctly, when combined with '/', double escaping occurs which then breaks the query. GlideRecord doesn't escape carets consistently.	**1.** Navigate to any instance. **2.** Navigate to any list. **3.** Create an 'Incident' record. **4.** Set a short description to '/test/!/^/test/!'. **5.** Navigate to the 'Incident' list. **6.** Group by the 'Short Description'. **7.** Clear filters. **8.** Click 'Show matching' on the record cells with the descriptions. **9.** Clear filters. **10.** 'Filter Out' on the record with cells with descriptions. Expected behavior: The list should remove all the records with the description '/test/!/^/test/!'. Actual behavior: Records with description '/test/!/^/test/!' aren't removed.
Core Platform PRB1755783	A high response time is observed for the Data Push Rest API in the 'schema' table	For various payload sizes, the Data Push API has seen an incremental increase with the response times, with an increase in payload sizes going from ~5 seconds for 50 KB to ~123 seconds for 1000 KB.	**1.** Execute the Data Push Rest API with a payload size of 50 KB. **2.** Navigate to the syslog_transaction_list.do. **3.** Filter with the URL to find the breakup of the transaction.
Database Persistence - Data Management PRB1732094	The 'Physical Table Stats Gatherer' job impacts the database load	A job called 'Physical Table Stats Gatherer' that hosts a large number of instances can impact the database load on the hosted database.	

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Database Persistence - Data Scale PRB1701011	The prepared statement skips if the input predicate size is >1000		
Database Persistence - Data Scale PRB1734637	A newly added node on an instance has '{}' added to the glide_build_tag and some of the node has a null/empty glide_build_tag	This can cause timeout errors.	
Database Persistence - Data Scale PRB1737524	Execution time per SQL statement should be captured	Having the SQL execution time at the aggregate-level isn't good enough to compare and assess the performance of individual queries.	
Database Persistence PRB1710202	There should be a JDBC driver that can work with MySQL 8 using the sha256_password/ caching_sha2 _password authentication plugin	Replacing the built-in driver with a driver from MySQL and renaming it threw an error.	
Database Persistence PRB1749083	On Tembo migration, automatic activation of the 'Low connection' mode should be turned off	As far nodes start up, they come up by default in 'Low connection' mode, putting the max connection pool size to 4. This connection pool size isn't large enough for a node to bootstrap and to report the status as online.	1. Have a far node with a large number of ACL rules, like 100 K. 2. Restart the far node in low connection mode. Observe the 'connection busy' message in the logs and see the XMLStats transaction take a long time to complete.
Declarative Actions PRB1695335	The **Configuration Item** field filter condition doesn't get	This occurs in Service Operations Workspace when the user opens any incident and navigates to the	1. Navigate to any base instance. 2. Navigate to Service Operations Workspace.

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	applied to the pop-up modal	**Configuration Item** field. When the user types a search, for example, 'SAP' and clicks the magnifying glass, the conditions aren't applied to the pop-up modal.	**3.** Open any incident. **4.** Navigate to the **Configuration Item** field. **5.** Type 'SAP'. **6.** Notice that the list is filtered. **7.** Click the magnifying glass. Notice that the results in the modal aren't filtered by those characters.
Discovery PRB1728253	There's high memory consumption by Discovery when 'Orchestrator' pages are split	When this issue is reproduced, failing to cancel Discovery prior to its completion results in severe memory shortage and instance nodes crashing. The instance also becomes unresponsive for ~30 minutes. Stats.do displays several workers busy with 'ASYNC: Discovery - MultiPage Sensors Pat' jobs.	
Discovery PRB1746323	The 'Shazzam' batch size is hard-coded to 5 K instead of 1 K	The batch size for an initial 'Shazzam' scan is correctly set to 1,000 IPs. However, when the sensor calculates the batch size for the second 'Shazzam' scan, instead of reading the default value from the properties table, it employs a hard-coded value of 5,000 IPs and initiates the second IP range from 5,001. Since the total IP range consists of only 3,000 IPs, the second 'Shazzam' scan won't be launched.	Run a quick discovery on a large IP range crossing 1-K IPs. 'Shazzam' is launched only on the first batch of 1-K IPs.
Document Intelligence Unified Backend	A task failed under the copy of an imported uC, which isn't upgrading	A message displays that the task processing failed.	

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PRB1732364	o the latest version		
Document Management Services PRB1742666	In GovCommunityClouds (GCC), users are getting an error for the Personal Identity Verification (PIV)/Common Access Card (CAC) signing feature when clicking 'Validate/ Submit' on ESC Portal	Users are unable to use CAC/PIV cards for signing since the signing certificates aren't registered.	
Encryption Support PRB1727700	GlideEncrypter API's deprecation process (instance scan) only searches 'script' type fields	The 'Deprecated API: GlideEncrypter' check-in instance scan isn't comprehensive, as it only searches fields of the 'script' type. GlideEncrypter can be present in other areas, such as (non-script type) fields and variables.	
Event Management PRB1714485	Navigating to the Service Dashboard by clicking from the Service Operations Workspace home takes 26+ seconds on a large synthetic data set	Service Dashboard loads slowly on a large synthetic data set with 15,000 application services on the instance. It takes 26+ seconds on both the first and repeat view.	**1.** Log in with the evt_mgmt_admin role. **2.** Click the 'Service Dashboard' icon.
Event Management PRB1750681	A script include wrapper should be included for ServiceAnalyticsProcessor	A script include wrapper for ServiceAnalyticsProcessor should be included in the global scope Processor the API from any scoped application. The script include should be open for all applications.	

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Event Management PRB1753924	Most of the tables are missing in 'Reference table' in em_mapping_rule		1. As a logged-in user, change the scope to some application scope. 2. Create a em_mapping_rule record. 3. Select the mapping type 'Map field from reference table'. Only a few tables are listed in the **Reference table** field.
Event Management PRB1758320	UTF-8 characters aren't supported in System Center Operations Manager (SCOM) Client	SCOM Client doesn't support special characters that are encoded in UTF-8.	1. Fetch events with special characters in any field from the SCOM Pull Connector. 2. Navigate to 'All Events'. Special characters are replaced by '?'.
Fenix (Family) PRB1751391	The business rule on Glide credentials (discovery_credentials) triggers a force restart of the Fenix job via deployments (fenix_manifest)		Have a discovery_credential updated and referred from a Fenix deployment. The Fenix job with the updated Glide credential used in the program is restarted.
Flow Designer (Family Channel) PRB1723249	The plugin 'com.glide.pad.cowithin' causes excessive 'Process Automation Event Handler' jobs to be recreated	On larger instances with high node counts, restarting several nodes when upgrading can result in a large number of 'Process Automation Event Handler' jobs being deleted and created, sometimes in the thousands.	1. Navigate to a 2 node instance. 2. Open the sys_trigger table. 3. Locate those with name='Process Automation Event Handler'. 4. Customize to show **System ID**, **Created**, and **Updated** fields. 5. Sort by **Created**. 6. Verify that there are 2 with the System ID 'ACTIVE NODES', and they end in 8080 and 8081. 7. Make note of the 'Created times'. 8. Restart one node. 9. Refresh the list. Expected behavior: Only the records connected with the restarted node should be removed. After a short period, all nodes should be readded.

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			Actual behavior: All non-active nodes are removed.
Flow Designer (Family Channel) PRB1732445	In Process Automation Designer (PAD), there's an infinite loop situation when SourceAlias and ParentSourceAlias are the same	If any of the PAD lane name sand PAD activity names are the same, PAD generates the same value in **sourceAlias** and **parentSourceAlias** fields of a compiled flow in a table 'sys_flow_compiled_flow_chunk'. An infinite loop situation is hit and the instance goes down. This only happens when PAD is running with Flow Engine V2.	1. Create a PAD process with a lane name that matches an activity name. 2. Navigate to the sys_pd_activity table to see the names of the activities. Use the same name for the lane. 3. Click the **Test** button. The instance is restarted.
Flow Designer (Family Channel) PRB1750937	Flows become read only when feature access is enabled	A user must click 'Edit Subflow/Flow' when first opening a flow. However, when feature access is enabled, the **Edit Subflow/Flow** button isn't rendered, so the user can never make changes.	
Flow Designer (Family Channel) PRB1755683 KB1640735	There's unexpected triggering of 'Run Once' flows due to the data cleaner job in 'sys_flow_plan_context_binding'	The data cleaner job is deleting records older than a year from the 'sys_flow_plan_context_binding' table. This is causing 'Run Once' flows to be triggered again, which is an unexpected behavior.	Refer to the listed KB article for details.
Flow Designer (Family Channel) PRB1757401	Users are unable to get the flow preview when testing with a Flow Designer role	There's an empty screen. 'Open Flow' does nothing.	1. Log in to an instance with a flow_designer role. 2. Navigate to an existing flow. 3. Toggle to 'Diagram' view. There's an empty screen and the diagram doesn't load.
Flow Designer (Family Channel)	If a flow is in preview mode, it shouldn't display in pickup where		1. Create a flow from Now Assist. A preview page opens.

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PRB1758376	a user left off or the recent activities		**2.** Change the prompt. **3.** Rebuild the flow. **4.** Navigate to the 'Workflow Studio' home page. The recent activities user can see the preview flow details.
Flow Designer (Family Channel) PRB1760148	A flow preview doesn't load with delegated developer due to flow ACLs	A generated flow of an example doesn't make sense.	**1.** Create a delegated developer with flow_designer. **2.** Switch to the user who has delegated developer. **3.** Attempt to create a flow preview Expected behavior: The flow preview renders correctly Actual behavior: The flow preview doesn't load correctly and has some missing nodes.
Flow Designer (Family Channel) PRB1761976	Aligning Admin Console content with branding standards	This is a product update.	
Flow Designer (Family Channel) PRB1761977	Add a new status preview to the 'Flow' table to indicate that the flow is in preview mode and isn't committed	This is a product update.	
Flow Engine PRB1706393	A flow priority isn't propagated to subflows	This behavior is the same regardless of the following settings of the subflow: 'Wait Condition is Checked', 'Wait condition is unchecked', and 'Dynamic Flows'.	**1.** Create a flow that calls a subflow. **2.** Set the priority of the flow to 'LOW' in the flow's settings. **3.** Trigger the flow. Expected behavior: Check the flow context details of the flow. It should be set to 'P7', which is low.

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			Actual behavior: Check the flow context details of the subflow. It's set to P5 'Medium' instead of 'P7'.
Flow Engine PRB1752916	Enable quickAPI for async http requests for a Virtual Agent perf issue	This is a product update.	
Flow Engine PRB1757176	Accessing subflow context fields via an inline script doesn't work	An error encountered when processing a script: 'Invalid reference to: fd_data._1__s1_ with_3_outputs.context...'	**1.** Create a flow that calls a subflow. **2.** In the calling flow, add a log action. **3.** In the log message input, add an inline script.
Flow Engine PRB1757198	'Retry policy' without an interval results in an error	The flow ends in the state of 'ERROR'.	
Form Controller PRB1731381	In an issue record page, 'Activity' and 'Setting' sections display as empty		**1.** Activate the following scoped apps: irm-shared-commom-components, app-grc, app-risk, app-risk-advanced, app-grc-base-workspace, and app-risk-workspace. **2.** Navigate to any workspace. **3.** Navigate to **List** > **Issues** > **Create new**. **4.** Create a new one. In 'Details', the 'Activity' and 'Settings' sections display as empty.
GlideRecord PRB1755685	'Chat Summary' doesn't display the updated message as 'Now Assist (AI) has modified this field value'	The message isn't displayed correctly for summary and the sparkle icon is missing for 'Short Description' and 'Chat Summary'.	**1.** Start an interaction. **2.** Exchange over 7 messages between the agent and user. **3.** As an agent, click **End chat** > **Short description**. **Chat summary** fields are populated.
Health Log Analytics (Family)	Health Log Analytics (HLA) business rules (BR) are being processed by	Three HLA BRs (Process data input connector port check, process data input preprocessor example,	**1.** Navigate to /ecc_queue_list.do. **2.** Filter by one of the HLA BRs that are impacted.

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PRB1753824	he Discovery BR	and update data input markers) are processed by Discovery BRs.	**3.** Open the BR debugger. **4.** Select one of the 'error' records. **5.** Rerun the logic. Observe that the 'Discovery - Sensors' rule isn't skipped.
Hermes (Family) PRB1748050	Hermes is installed but not configured	The Hermes endpoints are available but the callback doesn't get called.	**1.** On a clean instance, request the IDR plugin install. **2.** Locate the 'Enable Hermes Service' change that's triggered. **3.** Locate the workflow context. **4.** Find the log entries associated with 'Setup Hermes Service Endpoints'. It's expected that 'hermes' is the service for those endpoints. The Hermes cluster configuration table isn't configured, as that activity returns 'hermes-internal'.
Hermes (Family) PRB1751021	IDRHermesConsumerJob intermittently doesn't terminate		**1.** Turn off one of the sysauto_script IDRHermesConsumerJobs before doing the test. **2.** Create a Hermes bidirectional replication ret. **3.** Activate a producer and consumer replication set. **4.** Replicate a large number of records both ways. **5.** While messages are still producing, delete both producer and consumer replication sets. **6.** As this happens, notice that the IDRHermesConsumerJob gets stuck.
Hermes (Family) PRB1755317	Topic Inspector fails to load consumer group info when 'subscribe by pattern' is used in consumer client		Create 2 topics on the same instance. When users subscribe by pattern, there's 2 different topic names in the same group description.

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Problem	Short description	Description	Steps to reproduce
Instance Data Replication (IDR) PRB1736093	The **Track in Update Set** button doesn't add transformations to the update set	The **Track in Update Set** button doesn't work as the user may expect. It adds IDR-related tables to the update set (idr_entry_set, idr_consumer_replication_entry), but doesn't include the transformations.	
Instance Data Replication (IDR) PRB1745789	Instance Data Replication (IDR) Record Transformer must be clear when it's in a draft state	When users modify a consumer replication entry, it isn't clear that users must click 'Update' or 'Save'. It should be clear that the transformations are in a draft state, because users think they have errors with their replication.	1. Create a replication set. 2. On a consumer replication entry, add or modify a transformation, but don't save it. It should be clear that it's in draft state and doesn't apply to the current replication set.
Instance Data Replication (IDR) PRB1745827	There's an IDR conditional vault check when 'VAULT' isn't available	It errors, indicating that the vault is no properly configured, even though the vault isn't available in the environment.	
Instance Data Replication (IDR) PRB1753899	When adding a transformation mapping, a desired message doesn't display unless refreshed	When users remove a transformation mapping, there's a refresh that happens. That refresh is required for the desired info message regarding the state of transformers.	Add a transformation mapping to an entry that has its transformation enabled. Expected behavior: After a refresh, there should be a yellow info message indicating the transformation is still being edited. Actual behavior: The info message doesn't appear.
Integration Hub PRB1710047	A REST step is appending charset=UTF-8 to the content type	The issue is rising due to the content type sent in the REST step, where charset=UTF-8 is appended to the content type, like 'Content-Type: application/json;charset=UTF-8;'.	1. Create an action with a REST step. 2. Select the HTTP method as 'POST'. 3. Select the request type as 'Multipart' The content type is sent as 'application/json;charset=UTF-8'. As a result, some third-party servers are erroring out when the passing content type is set as 'application/json; charset=UTF-8'.

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JVM at Scale PRB1736766	Memory watcher doesn't log most pauses from ParallelOld because they are under 2 seconds	The pause duration for ParallelOld is typically shorter than the garbage collector, but may happen more frequently. Memory watcher should be more responsive to the shorter pauses of ParallelOld.	Review the logs.
Key Management Framework (KMF) PRB1754276	KMFKeySecureAPI may be initialized in an improper immutable state	In KMFKeySecureAPI, fKMFEnv and fPropertyRepo are static final. If they're improperly initialized, then KMFKeySecureAPI is initialized using an improper state from which it never recovers.	
Knowledge Management PRB1740935	A Customer Service Management (CSM) consumer is unable to comment on knowledge articles from the '$knowledge.do' page	The issue occurs even if the consumer has read access.	1. Access any Vancouver and new release instance. 2. Activate the customer service demo data plugin, which activates the necessary plugins along with the demo data to reproduce the issue. 3. Impersonate a CSM user. 4. Navigate to '$knowledge.do'. 5. Open any knowledge article. 6. Attempt to leave a comment. Currently, this feature isn't working and no comment is attached to the article.
Knowledge Management PRB1742640	The **Source task** field should be populated when a KB is generated	Users expect the **Source task** field to be filled with the HR case task they were previously on.	1. Navigate to an HR case task table. 2. Select a case task record. 3. Scroll down to the related lists for that case task record. 4. Select the tab labeled 'Attached knowledge'. 5. Select the button **New** to create a KB. Once the page loads for a new KB record, observe that the field **Source task** is empty.

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Knowledge Management PRB1747293	UI defects are in the Knowledge Base general article modal	The heading isn't displaying the proper font. It should already be part of the modal component. The heading font color should be 'Primary', the same color as the **Primary** button. In the body text, replace all circled words with 'incident'.	1. Log in to an instance. 2. In UI16, navigate to the 'Incidents' table. 3. Open an incident that isn't resolved or closed. 4. Resolve the incident. 5. Click the **Create Knowledge** button. The 'Use AI to draft this article?' modal appears. UI issues display.
Knowledge Management PRB1753175	There's warnings that a variable has been passed to getMessage()	There's L10n warnings under the 'Merge verify' report.	
Knowledge Management PRB1755358	Setting the sys property 'sn_customerservice.kcs.enable _template_on_case_workspace' as false isn't triggering the GenAI flow	For UI16, the 'Create Knowledge' UI action doesn't trigger the article draft modal when the Customer Service Management (CSM) Knowledge Base (KB) generation skill is active. For workspace, 'Create Knowledge' UI actions doesn't trigger the article draft modal, when CSM KB generation skill is active and the sys property 'sn_customerservice.kcs.enable _template_on_case_workspace' is false.	1. Activate the Customer Service Management demo data plugin and the GenAI CSM plugin in an instance. 2. As an admin, navigate to **Now Assist Admin Console** > **Feature** > **Customer**. 3. Click **Knowledge** > **Activate KB generation skill**. 4. Choose any close case. 5. Create a knowledge article. Expected behavior: It should trigger a GenAI flow. Actual behavior: Setting the sys property 'sn_customerservice.kcs.enable _template_on_case_workspace' as false isn't triggering the GenAI flow and doesn't display the modal for the user to choose GenAI or draft on their own. It prepopulates the draft.
Knowledge Management PRB1758503	True-up knowledge apps for Washington Patch 3	True-up knowledge apps app-kb-uib and app-knowledge-gen-ai.	

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Knowledge Management PRB1759061	Knowledge Management instrumentation changes are missing		
Knowledge Management PRB1760623	Fix dependencies for Now Assist in Knowledge Management	'Now Assist for Knowledge Management' must be installed as part of 'Now Assist for Platform'.	
List Administration PRB1735472	A related list doesn't function when the 'Applies To' table in the relationship record is in a database view	Related lists don't function as expected if the underlying sys_relationship record uses a database view for the 'Applies To' table. Pagination doesn't work and filters become stuck.	1. Create a database view. 2. Add a view table where the table is: Requested Item [sc_req_item]. 3. Provide a variable prefix. 4. Submit the record. 5. Add another view table where table: Variable Ownership[sc_item_option_mtom], Prefix: var, and Clause: req.sys_id=var.request_item. 6. Submit the record. 7. Create a sys_relationship record. 8. Provide a name. 9. Make the 'Applies To' table the database view created in step 1. 10. For 'Queries from table', select the 'Incident' table. 11. Submit the record. 12. In the filter navigator, type 'YOUR_DB_VIEW_NAME_HERE.list'. 13. Click the 'i' icon next to a record to open. 14. Select and hold (or right-click) the form header. 15. Choose: **Configure** > **Related Lists**. 16. Add the relationship created in step 7. 17. Save. 18. Back at the form, try to page through the related list. It doesn't paginate.

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Problem	Short description	Description	Steps to reproduce
			19. Click the 'magnifying glass' icon so the search boxes appear under the column headers. 20. In the short description box, enter a search string. 21. Execute the search. 22. Try to dismiss the filter by clicking the chevron before the condition. The filter isn't removed.
MetricBase PRB1753796	Trigger flows with a filter condition and an auto-promoted metric throw an error	Users can identify this error in the MetricBase trigger logs by looking for a stack trace that mentions the 'Preconditions' class.	1. Create a table hierarchy in Glide and have the metrics associated with those tables have 'auto-promote' set to true 2. Create trigger definitions and flows for the auto-promoted metrics. Make sure that the trigger flows have the condition field set to something. 3. Confirm that the trigger configuration is synced. 4. Start posting lots of data that would cause trigger transitions. 5. On Glide, navigate to metric base trigger logs. Look for the preconditions stack trace.
MID Server PRB1732428	MID disconnects agents on a null pointer exception		
MID Server PRB1743685	There's a failure during key exchange, as SNCSSH doesn't support ED25519		1. Configure the SSH server to use only ED25519 for host key verification. 2. Run Discovery/test credential from an instance to this SSH server. An error displays: 'Cannot connect, status is SSH_CONNECTION_FAILURE. Could not agree on signature algorithm Client:...'
Mobile Platform PRB1728314	In the 'Questionnaires' survey, the Boolean type	The issue isn't reproducible on desktop.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1633400	variable isn't working in Mobile		
Mobile Platform PRB1743040	Legacy lists aren't displaying the update indicator (the 'Cloud' icon) in offline mode when a record is updated	Legacy lists aren't displaying the update indicator (the 'Cloud' icon) in offline mode when a record is updated if the data item is declarative with a parameter unresolved. A document with a parameterized data item (the parameter not substituted) is sent to the client without any modification. This would miss the update if some record has been modified.	**1.** Access the Agent Mobile application. **2.** Switch to offline mode after downloading the cache. **3.** Update a record in a legacy list. There's no indication on a record that it has been updated.
Next Experience Unified Navigation PRB1743909 KB1635281	There's a trailing space in sys_app_module records that cause a 500 error on Next Experience	This isn't specific to Next Experience and also affects the UI16 menu API.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1747769	Clicking Next Experience menus ('All', 'Favorites', 'History') causes a CPU spike and locks the browser	When some users are interacting with the Next Experience menus, such as 'All', 'Favorite' and 'History', the user experience has lag and slowness. The CPU spikes to over 100% usage. This only occurs when doing a navigation command in the menu.	**1.** Set up a large number of modules. **2.** Open the 'All' menu. **3.** Enter 'incident.list'. **4.** Click **Enter**. **5.** Try to open the 'All' menu. Expected behavior: The menu opens with no lag. Actual behavior: There's a delay when opening the menu.
Notification Preferences PRB1701164	The 'Notification Preferences' link on an email opens two tabs on the browser		**1.** Navigate to **System Logs** > **Emails**. **2.** Open an existing email. **3.** Click the 'Preview Email' related link. **4.** Click **Notification Preferences**.

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			Expected behavior: The new tab opens, linking to the notification preferences. Actual behavior: Two new tabs open, one with the home page and the other with the notification preferences.
Notification Preferences PRB1757886	Issue when trying to send a push notification to users whose Firebase token has expired	Android push notifications for Mobile Publishing are impacted. If there's at least one inactive token in the payload, the whole notification would fail.	
Now Assist Panel PRB1756599	Dynamic choice control theming with multi-select isn't consistent with NAP	There's errors on submission.	1. Create a dynamic choice control topic with the multi-select check box enabled. 2. Make it available in NAP. 3. Run the topic in NAP. Expected behavior: The theming is consistent with NAP theming. Actual behavior: The theming is the same as on Web Client.
Performance Analytics PRB1732618	Users should be able to view saved data visualizations from UIB pages/ technical board without sharing the data	Saved data visualizations should be visible to the end users with the correct ACLs without the need of sharing.	
Performance Analytics PRB1746162	A list filter isn't migrated in a BT1 clone		1. Navigate to a BT1 clone. 2. Trigger a bulk migration. 3. Navigate to the migrated Next Experience dashboard 'Out of Band Release Dashboard'. 4. In the first tab, scroll to the list filter 'Release Channel - OOB'. Expected behavior: The choice filter should be migrated.

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			Actual behavior: The choice filter isn't migrated and displays as an unsupported filter.
Performance Analytics PRB1749825	Dashboard-level group/ role/user permissions aren't migrated during bulk migration		1. Create a dashboard. 2. Create a dashboard group. 3. In the group, give the user Abel Tutor access. 4. Do a bulk migration. 5. Check permissions for the dashboard. There's no permission record for Abel Tutor.
Performance Analytics PRB1750501	A layout isn't retained in a dashboard copy after duplication	The issue occurs if a dashboard is in the scope. Admins can reproduce the issue.	1. Impersonate a user. 2. Navigate to the IT Agent Dashboard. 3. Duplicate the dashboard. Expected behavior: The dashboard is duplicated and all the widgets are present. Actual behavior: The dashboard is duplicated, but all the widgets aren't present.
Platform Analytics Migration Center PRB1722203	Users must check in the UI for the sys_trigger status to inform when activation is completed	Users should be kept on the Migration Center and have a loading information that an action is happening.	1. Run the bulk migration from Migration Center. 2. Click **Activate.** The user is redirected to the 'Dashboard library' page but not all the actions on activation are performed.
Platform Analytics Migration Center PRB1742143	There should be a message in the Migration Center about performance degradation for compatibility mode	Dashboards with visualizations or other widgets migrated in compatibility mode may take slightly longer to load. In Migration Center, an info alert should display when viewing the compatibility mode content.	1. Navigate to the Migration Center. 2. Confirm that there's a message about the performance degradation for compatibility mode dashboards.

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Platform Analytics Migration Center PRB1743812	When activating Next Experience from the migration center, the 'Initializing all your content' state is never removed		1. Navigate to the migration center. 2. Trigger a bulk migration on the dashboards. 3. Activate Next Experience. A spinner appears: 'Initializing all your content'. Expected behavior: After this process is done, the state should automatically change to the button **Take me to dashboard library**. Actual behavior: It wouldn't move from this state until the page is manually refreshed.
Platform Analytics PRB1729810	There's a chart title issue in data visualizations	Updating the chart title doesn't trigger the **Save** button in the visual designer.	1. Create a data visualization. 2. Save. 3. Update the chart title. 4. Don't make any other changes. Expected behavior: The **Save** button is enabled. Actual behavior: The **Save** button isn't enabled.
Platform Analytics PRB1736557	A saved visualization and filter modal in a dashboard must use a new API	A saved visualization and filter modal in a dashboard must use a new API so lists don't share every visualization.	1. Impersonate an itil user. 2. Open a dashboard. 3. Add a new visualization. 4. Select the saved visualization. The list displays all visualizations. It should only list visualizations shared with the itil user. List items should be the same as the 'Data visualizations' library.
Predictive Intelligence PRB1754231	The default ml_dc_vip_list incorrectly maps AMS20 and DUB0 to AMS200 and DUB200 predictor infrastructure,	Insert records exist in Glide that are populating ml_dc_vip_list with incorrect mapping for AMS20 and DUB20. Records are added inserting this mapping on instances: ams20	1. Provision an instance in AMS20x or DUB20x capacity pods. 2. Invoke ML.

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	which doesn't exist	> ams200 and dub20 > dub200. This is incorrect. AMS20 and DUB20 are regular capacity pods that were brought online recently. They should point to ams100 and dub100 infrastructure pods.	
Project Management PRB1745099	The baseline created on a planning console isn't listed on the 'Financials' tab in Project Workspace (PW)	As a project, demand, or product manager, when users create a financial baseline from the classic experience, they need the financial baseline also to be supported in the new experience. This is so users can compare costs in the new experience.	1. Create a project on PW. 2. Open the 'Financials' tab. 3. Create a baseline. 4. Open the planning console. 5. Create another baseline. 6. Come back to the 'Financials' tab to check the baselines. The baseline created on the planning console isn't listed.
Project Portfolio Management PRB1743629	A confirmation modal pop-up isn't displayed on a resource plan when the date is updated on the allocated resource plan	A pop-up message should be displayed, but it isn't displayed when edited from Project Workspace. A confirmation modal isn't displayed when a resource plan is created on the closed projects.	1. Create a project. 2. Create a resource plan. 3. Keep it in an allocated state. 4. Navigate to Project Workspace. 5. Navigate to the 'Resource plan' tab. 6. Edit the details. 7. Click **Save**.
Scheduled Jobs PRB1754295	Long-running jobs during Scheduler V2 to V3 switchover are requeued and run twice	Any jobs running when the instance upgrade is marked as fully completed and take longer than 5 minutes to complete end up being requeued.	1. Update 'glide.central_scheduler.enable' to false. 2. Create a job in sys_trigger with the name 'testjob' and script - gs.sleep(600000). 3. Update 'glide.central_scheduler.enable' to true. 4. Wait for 5 minutes. 5. Navigate to the localhost logs. Expected behavior: testjob shouldn't be requeued and not run twice.

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			Actual behavior: testjob is requeued and run twice.
Schedule Optimization PRB1740617	Validation must be added against the 'intraday day events' table for the type 'wm_work'	Currently, agents that aren't part of a group with the 'wm_work' type can create intraday events. That shouldn't happen.	
Schedule Optimization PRB1748610	In batches, a locked task query isn't sending the closed completed tasks	This was observed during TridentCare testing.	Add the 'Created on' filter in the map provider logs module in Dispatcher Workspace.
Schedule Optimization PRB1750396	The 'Home' location of the agent should be sent to optimization engine	The optimization engine has been operating under the assumption that the agent location sent from the Glide side is the 'Home' location of an agent. The 'Home' location for the agent should be matched.	
Schedule Optimization PRB1751727	The scheduling_resolution property default value should be changed from 100 to 300 to round off the scheduled start time to the nearest 5 minutes	Currently, the engine returns a scheduled start as 11:01:03. With the new default value, the engine returns it as 11:05:00, rounding it to the closest fifth minute.	
Schedule Optimization PRB1751745	There's a policy override issue	Intraday run wasn't respecting an overridden policy and fell back to the default policy.	1. Create a policy without an optimization value objective. 2. Set this policy as a default policy for intraday optimization. 3. Create a different policy with the optimization value objective. 4. Add an optimization value in eligible tasks.

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			5. As a dispatcher, override the default policy with the policy with an optimization value objective. **6.** Run optimization. The optimization value isn't being considered during optimization even if the selected policy has the objective. This shouldn't happen. Once the dispatcher overrides the policy, optimization should consider the overridden policy.
Schedule Optimization PRB1756570	The scope qualifiers and Intraday qualifiers related lists are still displaying the **Assignment group** field if a non-admin user enables territory		**1.** Activate Territory, FSM, and SO plugins on the instance. **2.** As a non-admin user, navigate to **Territory planning** > **Territory Model**. **3.** Select a model. **4.** Check the 'Active' check box. **5.** Save. **6.** Navigate to **Schedule Optimization** > **Scopes**. **7.** Click the **New** button to create a scope. In the scope creation form, notice that the related list displays qualifiers even if users have territories enabled. The same happens while creating a new Intraday configuration. This shouldn't happen. Users should see territories as qualifiers instead of assignment groups after enabling territories.
Secondary Database Management PRB1754273 KB1641157	There's gateway password decryption failures due to a premature attempt to use Key Management Framework (KMF)	An error displays in the logs.	Refer to the listed KB article for details.
Seismic Framework	Cache busting doesn't occur on pages routed	Cache busting doesn't occur on pages routed through the UxPageProcessor,	**1.** Navigate to an instance. **2.** Clear the cache with /cache.do.

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PRB1751888	through the UxPageProcesso	resulting in state assets being served.	**3.** Navigate to a page that goes through the UxPageProcessor. **4.** Look at **Dev Tools** > **Application** > **Cache Storage**. **5.** Take note of how many POLARIS_STATIC_ASSET_CACHE entries exist and their timestamps. **6.** Visit /cache.do again in a new tab. **7.** Refresh the tab with the page that goes through UxPageProcessor. Expected behavior: A new POLARIS_STATIC_ASSET_CACHE entry is created with the new cache buster. The timestamp/uxasset/set-cache-buster /timestamp.js header tooltip is present in the document response. Actual behavior: POLARIS_STATIC_ASSET_CACHE entries all have previous values. The cache busting header tooltip isn't present in the document response.
Service Catalog Builder PRB1758640	There's family changes to support Text2Catalog	This is a product update.	
Service Catalog PRB1751251	Attachments are disappearing when attached to the service catalog forms	Attachments added on the catalog item when submitting in the backend aren't displayed on the form but the same attachment is added to the created requested item (RITM) after submission.	**1.** Log in to an instance. **2.** Impersonate a user. **3.** **All** > **Service Catalog** > **Internal Catalog** > **Open any catalog item**. **4.** Attach the attachment. **5.** Observe that the attachment isn't attached. **6.** Fill in the required variables. **7.** Submit the item. Observe that the created RITM has the attachment.
Service Catalog	Variable details aren't displayed after upgrading	The issue occurs on both iOS and Android.	

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PRB1751304	to the latest patch releases on the Agent Mobile app		
Service Catalog PRB1752902	There's family changes for large language module (LLM) Virtual Agent May support	This is a product update.	
ServiceNow Studio (Legacy) PRB1737701	Pages in legacy Dev Studio aren't honoring the values set in Next Experience	The issue is also applicable when creating an app/file or updating an existing app/file.	1. On an instance that has Next Experience enabled, navigate to **System Application** > **Studio**. 2. Open Studio. Expected behavior: Users should get Next Experience. Actual behavior: Users get the classic UI experience.
Service Portfolio Management PRB1731498 KB1587599	There's long loading times for Service Portal on a cold cache of catalog items	A large amount of data in the Service Catalog is needed to reproduce the loading times. The initial load time takes 40+ seconds to render the categories and catalog items available to the user. It's a few seconds in subsequent loads with caching.	Refer to the listed KB article for details.
Service Portfolio Management PRB1750898	The Digital Portfolio Management (DPM) true-up for Washington DC (WDC) can't be installed on a WDC instance due to Enterprise Portfolios applications	Enterprise Portfolios applications haven't been trued-up. An offline user isn't able to install DPM or the Enterprise Portfolios application.	1. Navigate to an instance. 2. Navigate to plugins. 3. Try the instance DPM true-up version for Washington DC.
Service Reliability Management (Family release)	Site Reliability Metrics (SRM) responders/ managers are	In Vancouver, the usage of [].includes() appears not to be supported in the global scope.	1. Log in as an SRM responder or manager. 2. Navigate to the 'Services' page (/now/sow/srm-services).

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Problem	Short description	Description	Steps to reproduce
PRB1747909	unable to add an integration		**3.** Create a service or select an existing one. **4.** Navigate to the 'Details' tab. Expected behavior: The user should have write access to the service. Actual behavior: The user doesn't have write access.
Service Reliability Management (Family release) PRB1749826	Service Reliability Management (SRM) admins don't have write access on incidents assigned to SRM teams that they aren't part of		**1.** Create an SRM team. **2.** Add users. **3.** Impersonate one of those users. **4.** Create an incident. **5.** Impersonate as an SRM admin who isn't part of that team. **6.** Open the incident. Verify that the admin doesn't have write access to the incident.
Session Management PRB1741142	An uncaught exception causes stale records in the 'Active Transactions (All Nodes)' table	This issue started happening when users turned on the glide.guest.active .session.life_p feature. A race condition happens when the guest session is destroyed at the same time as the HTTPSessionTimeoutManager, which invalidates that session due to the guest active timeout configuration.	Run 'IT: ActiveSessionTimeoutConcurrentIT'.
Session Management PRB1748598	Stale IDs are leading to 8 MB/week being leaked on JPMC, causing the memory floor for the node to rise gradually	Heap dump analysis shows 200 K+ entries, most of which are related to a single user. Similar stale IDs are found in the other two maps.	Observable in a heap dump.
System Scheduler PRB1746390	Scheduler v3 doesn't run a job when the state is manually	Historically, users can force a running job to execute again by setting the state back to 'Ready' without	**1.** Enable the central scheduler. **2.** Create a job with:

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	changed from 'Running' to 'Ready'	clearing its **claimed_by** field. In Scheduler V2, the job is picked up again for execution by another node. In Central scheduler, this job isn't picked up for execution by any node.	○ name = anything ○ next_action = now ○ trigger_type = repeat with the specified interval ○ state = Running ○ claimed_by = anything **3.** Set the job to a 'Ready' state. Expected behavior: The job should be picked up for execution. Actual behavior: If central scheduler is enabled, the job is never picked up for execution. If the v2 scheduler is enabled, the job is picked up by some other node.
Table Administration and Data Management PRB1755862	There should be default ordering by sys_id on all metadata tables and a few non-metadata tables	There's differences in forms' layouts.	
Time Card Management PRB1708797	A warning isn't displayed when a time card is recalled	After recalling a time sheet, the 'merge duplicate time cards' icon is no longer displayed to the user. The user is expected to have the same behavior before submitting the time sheet.	**1.** Navigate to the time sheet portal. **2.** Add time on a record type. **3.** Add that same record to the time sheet again and add the time. There should be a triangle on each time card 'saying merge duplicate records' instead of 'merging submit the time sheet'. **4.** Recall the time sheet. The merge duplicate time sheets aren't there.
UI Field Administration PRB1674332	Screen readers don't narrate any information when the focus moves to link content	Users who rely on screen readers face difficulty if the screen readers aren't narrating any information when the focus moves to link content.	**1.** Open any instance in an Edge/ Chrome browser. **2.** Enable the NVDA/JAWS screen reader.

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			3. Navigate to a 'cmdb_consumable_product_model' record. **4.** Navigate to the 'Click to Add' link in the 'Product Catalog' section. **5.** Verify whether the screen readers are narrating any information when the focus is on the 'Click to Add' link or not. Expected behavior: Screen readers must narrate the name and the role of the link when the focus lands on the link. Actual behavior: Both the screen readers aren't narrating any information when the focus lands on the 'Click to Add' link.
UI Form Administration PRB1723383	A missing empty table check is causing an undefined page route on 'Create article'		**1.** Create a knowledge feedback task. **2.** Confirm that there's the latest version of sn_sow_itsm_cont. **3.** Navigate to **Workspaces** > **Service Operations Workspace**. **4.** Navigate to **List** > **Knowledge** > **All Articles**. **5.** Open the knowledge article with the knowledge feedback task. **6.** Click the **Edit** button. **7.** Click **Related records** > **Feedback Tasks** > **Open the Feedback**. **8.** Click **Create Article**. Expected behavior: A new tab to create an article is opened. Actual behavior: A new tab is opened with the following error message: 'The page you are looking for could not be found'.
UI Form Administration PRB1738564	A ribbon component displays the page title as 'Contact'	360 components display the title as 'Contact' if the primary field is empty.	**1.** Navigate to any Vancouver instance. **2.** Create UX ribbon settings for the sn_customerservice_case table for any field. **3.** Don't add a secondary user.

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			4. Create ribbon configuration settings. **5.** Open a case record in CSM Workspace where the **Contact/ Assigned To** field is empty. Notice that the ribbon component displays the title of 'Contact'.
UI Form Administration PRB1746032	kb_knowledge routing opens a record twice due to sys_ux_data_broker_ transform being executed twice	There's a missing empty table check.	**1.** Create a knowledge feedback task. **2.** Confirm that the latest version of sn_sow_itsm_cont is installed. **3.** Create a feedback task. **4.** Navigate to **Workspaces** > **Service Operations Workspace**. **5.** Navigate to **List** > **Knowledge** > **All Articles**. **6.** Open the knowledge article with the knowledge feedback task from step 1. **7.** Click the **Edit** button. **8.** Click **Related records** > **Feedback Tasks** > **Open the Feedback**. **9.** Click **Create Article**. It opens the record twice.
Unified Filter PRB1731318	Unified filters in the Seismic dashboard don't apply on 'compatibility' mode Performance Analytics (PA) widgets		**1.** Create a Core UI dashboard with a breakdown source filter on the 'Incident' priority. **2.** Create a PA widget pareto chart on the dashboard. **3.** Migrate the dashboard to Platform Analytics experience. The filter isn't applied to the PA widget.
UX Framework PRB1713439	Associating records in Service Operations Workspace isn't working as expected	When a record is associated with a new interaction record, the associated record should open beneath the existing interaction. Instead, it's creating an interaction parent tab and displaying the associated record beneath it.	**1.** Log in to a Vancouver instance. **2.** Navigate to **Service Operations Workspace** > **+** > **New Interaction**. **3.** Fill in the field type as 'Chat'. **4.** Click the 3 dots. **5.** Associate the record.

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			Expected behavior: The associated record opens as a subtab in the current interaction. Actual behavior: The associated record opens as a subtab in a new interaction.
Virtual Agent Actionable Notifications PRB1760636	Non-actionable notifications are sent during the middle of conversation in LLM and are loading non-LLM topics	If a user selects any topic, it errors out.	1. Create a non-actionable notification. 2. Navigate to Teams in 'LLM' mode. 3. Enter 'hi' to get the topic picker in Teams or web client. 4. Trigger a non-actionable notification. 5. On the previous topic picker, check the menu again to continue. Expected behavior: The user should see LLM greetings and topics in the topic picker. Actual behavior: The user sees non-LLM greetings and non-LLM topics in the topic picker.
Virtual Agent Designer PRB1756187	Internal text is displayed in the record summary on NAP	The AI response contains '[insert resolution notes here]' text.	
Virtual Agent Designer PRB1756739	There's a zBoot error related to VADesignerUtils	An error displays: 'Glide SYSTEM SysLog WARNING *** WARNING *** Evaluator: com.glide.script.RhinoEcmaError: undefined is not a function...'	
Virtual Agent Designer PRB1759073	The 'Now Assist Live agent' topic isn't being executed	An error displays in the logs.	In NAVA, type 'Connect to Live Agent'. The 'Now Assist Live agent' topic isn't executed.
Virtual Agent Designer PRB1759951	Users are unable to duplicate the Virtual Agent (VA) LLM topics in track/washnowassiststable	There's an error in the console.	1. Navigate to VA designer. 2. Try to create a duplicate VA topic LLM. 3. Add a deflection into the graph. 4. Attempt to duplicate the topic. 5. Enter a duplicate topic name.

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	or track/ xnowassist		Expected behavior: The user should able to create a duplicate LLM topic. Actual behavior: The user is unable to create a topic.
Virtual Agent PRB1720318	A Virtual Agent topic with a text response node that contains a rich text message with a text link generates a mismatched token when an ATF test step is executed, causing a test step failure	Running Automated Test Framework (ATF) to test Virtual Agent topics may encounter a step failure. This can happen when a topic's node has a text response containing rich text with a text link. A test step of a topic with text response node that contains rich text message with text link is saved with a token. When a test case is executed, a new token is generated and it doesn't match with the expected message, which has a different token.	
Virtual Agent PRB1746241	Two records are set to default as true for Virtual Agent 'Skill Search Capability'	Only one record should default as true for Virtual Agent 'Skill Search Capability'.	
Virtual Agent PRB1746867	Virtual Agent's (VA) 'Abandoned chat' scheduled job short-circuits if it's unable to fault a conversation		1. Start a few VA conversations. 2. Wait for the idle time to expire. 3. Manufacture some kind of problem with one of the conversations, something that causes the 'Abandoned' job to fail catastrophically. 4. Manufacture a problem with the corresponding interaction that prevents it from being closed. 5. Run the 'Time Out Abandoned VA Conversations' scheduled job. Expected behavior: The job should close all conversations.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: An uncaught exception causes this job to stop early.
Virtual Agent PRB1749109	Skipping the secure text input in the topic, the next normal text input is rendered as masked	Skipping the secure text input in the topic, the next normal text input is rendered as masked and throws an error when a user clicks **Enter** for that variable question.	**1.** Create a new topic block of type 'LLM'. **2.** Add the Secure text input control. **3.** Add a prompt, like 'Enter password'. **4.** For 'Hide or skip this node', return true. **5.** Add another input control of type 'text'. **6.** Test this topic. **7.** Skip the first question. **8.** Enter some text for the second question. Expected behavior: It should render as plain text, as it's a single-line text. Actual behavior: The second question is rendered as masked.
Virtual Agent PRB1751841	Non-actionable notifications aren't sent in 'LLM' mode on Teams	The consumer account doesn't change to 'LLM'.	**1.** Create a non-actionable notification for Teams. **2.** Navigate to Teams in 'LLM' mode. **3.** Link a user to Teams. **4.** Trigger a notification. Expected behavior: The notification should be received on Teams. Actual behavior: The notification isn't sent on Teams.
Virtual Agent PRB1753464	An initial search text is encoded in Agent Chat and the conversation context	There's no functional issue with the normal conversation flow. There are 2 main issues: 1. The first message in the conversation transcript is illegible. 2. The first message displayed to the agent is illegible, especially with a link. If there's a link, the agent isn't able to click it.	Using any Conversational Adapter, start a conversation with complex search text. Expected behavior: The search text should be displayed as sent when viewed by an agent in Agent Chat or in the conversation transcript. Actual behavior: The entire search text is URL encoded.

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Problem	Short description	Description	Steps to reproduce
Virtual Agent PRB1754166	If the correct version of NAVAD isn't installed, 'Test/Publish' should be turned off	There should be a check to confirm that users have the minimum installed level. If not, 'Test/Publish' should be turned off for those topics with some explanation of why those features are turned off.	1. Create an instance using an older version of the store app. 2. Upgrade the instance to confirm that the NAVAD version is still 1.2.1. Expected behavior: 'Test/Publish' should be turned off, displaying some sort of information about why. Actual behavior: The user can still 'Test/Publish' even though the features necessary aren't available.
Virtual Agent PRB1758634	There's an error setting integer values in vaVars	A dynamic list with pagination is failing on large language model (LLM) conversations because it tries to set an integer to vaVars. There's an error in the logs.	
Virtual Agent PRB1759564	Unable to get and set global conversation context variables using vaVars		1. Create an LLM topic that displays the dynamic choice picker using a script. 2. Add the VirtualAgentChoicePagingUtil script for paging through the options. Expected behavior: The dynamic choice picker displays 'Show 10 more...' at the end of loading options and Clicking 'Show 10 more...' should display the next 10 rows. Actual behavior: The Dynamic choice picker shows 'Show 2 more...'. Clicking 'Show 10 more...' didn't load the next 10 rows.
Virtual Agent PRB1760598	There's zBoot errors in Washington	There's an error in the logs: 'Syntax Error or Access Rule Violation detected by database (ERROR: column "definition" does not exist)'.	
Virtual Agent Web Client	Users aren't able to send a query when a pre-chat survey is kept on		1. Set up the pre-chat survey. 2. Set up the LLM conversation. 3. Open the portal.

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Problem	Short description	Description	Steps to reproduce
PRB1754600			The pre-chat survey displays with the input box. **4.** Enter the query. **5.** Click **>**. Users aren't able to send a query.
Work Order Management PRB1747917	The travel line indicator for 'Closed Complete' tasks and 'Incomplete' tasks aren't visible on Dispatcher Workspace (DWS)	Even if 'actual_travel_start' isn't empty, the condition is using 'Expected travel start'. If the StartTimeField uses the 'expected_travel_start', the event body's start_time is made equal to mid_time. Therefore, no travel indicator appears.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 2 Hotfix 1
- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 2 Hotfix 1

The Washington DC Patch 2 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 04-17-2024_1014

Build tag: glide-washingtondc-12-20-2023__patch2-hotfix1-04-15-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

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Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Flow Designer (Family Channel) PRB1755683 KB1640735	There's unexpected triggering of 'Run Once' flows due to the data cleaner job in sys_flow_plan_context_binding	The data cleaner job is deleting records older than a year from the 'sys_flow_plan_context_binding' table. This is causing 'Run Once' flows to be triggered again, which is unexpected behavior.	Refer to the listed KB article for details.
Secondary Database Management PRB1754273	There's gateway password decryption failures due to a premature attempt to use Key Management Framework (KMF)	An error displays in the logs.	1. Provision an instance on Washington or above. 2. Configure secondary database pools/ shards. 3. Create an entry with a table name above 30 characters in sys_query_index_hint. 4. Restart the instance. Expected behavior: The initialization is successful. Actual behavior: The initialization fails because KMF is prematurely initialized.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 2
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 2

The Washington DC Patch 2 release contains important problem fixes.

Washington DC Patch 2 was released on April 11, 2024.

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- Build date: 04-06-2024_1138
- Build tag: glide-washingtondc-12-20-2023__patch2-03-27-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

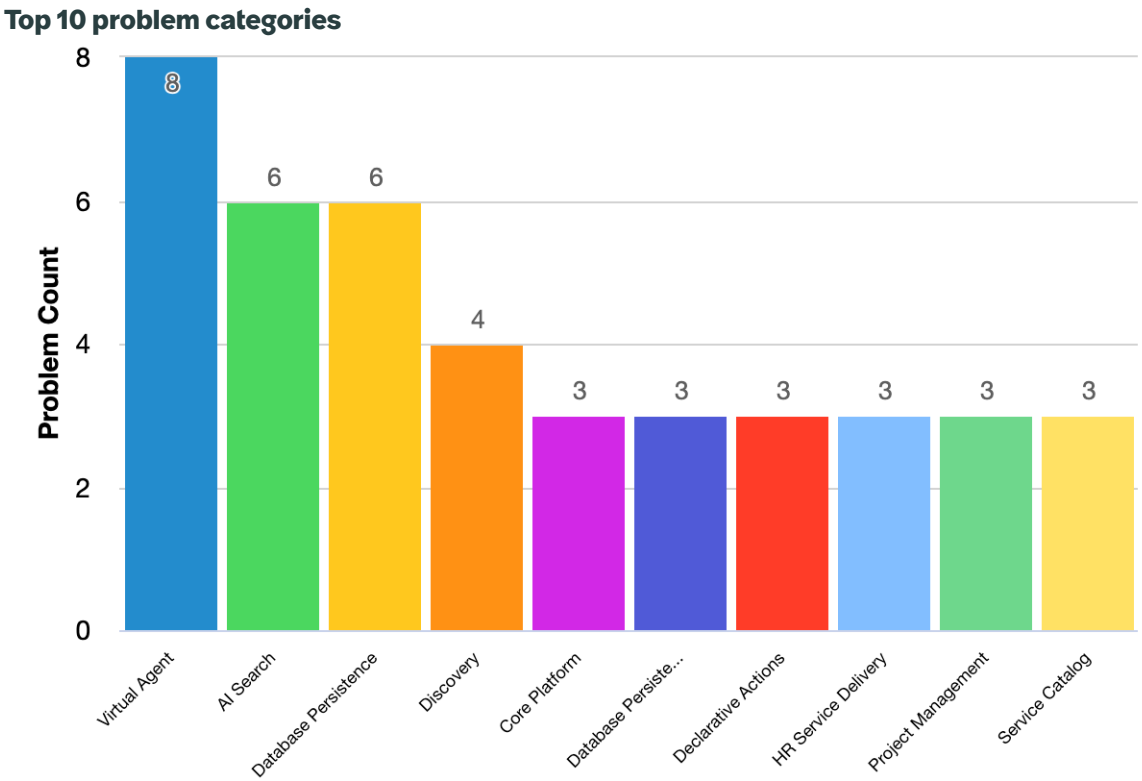
For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Washington DC Patch 2 includes 132 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.



Security-related fixes

Washington DC Patch 2 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 2, refer to KB1639166.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

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Problem	Short description	Description	Steps to reproduce
Core Platform PRB1735834	The user receives an error	The error reads: '*** ERROR *** loadRow failure java.lang.IllegalArgumentException: Unable to parse unicode value: XXX...'	
Database Persistence PRB1672320 KB1585328	Enabling instant alter functionality on eligible instances	In the ServiceNow AI Platform, Glide has a feature that detects a databases capability to perform Instant Alter. When Glide detects that a database supports this functionality, it will attempt to perform Instant Alter rather than Online Alter whenever possible. If the primary database supports Instant Alter, but the secondary does not, replication between the databases will break.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1697827 KB1558900	'Show badge count' does not get incremented	The notifications badge count on the bell icon does not get incremented immediately when an incident is assigned to them. If user logs out, closes the browser, and logs back in, they might see the badge count updated.	
Reporting PRB1717895 KB1629327	The 'OR' logical operator in a related list condition query behaves as the 'AND' operator	When reporting over a table, using a related list condition with the 'OR' logical operator seem to have the same effect as using 'AND'.	Refer to the listed KB article for details.
Visibility Content PRB1722840 KB1634735	Upgrading to Visibility Content 6.15+ creates large volume of incorrect relationships between		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	cmdb_ci_disk_partition and other disk classes (such as cmdb_ci_fc_disk)		

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control PRB1736031 KB1630133	Problems with caching 'system' security attributes	In some cases, especially after the user's session is idle for some time, the user might lose access to some resources, protected by the ACLs with UserIsAuthenticated security attribute.	Refer to the listed KB article for details.
Activity Stream PRB1736287	If multiple templates are applied, the Activity Stream **Composer** and **Form** field fail to sync		**1.** Open a case record in CSM workspace. **2.** Apply a template that adds a comment. **3.** Clear the comment from the Activity Stream composer and click outside the text area. Observe that the form field, 'Additional Comments', and the Activity Stream comments sections are synced. **4.** Apply a different template with comments. **5.** Repeat step 3. Expected behavior: 'Additional Comments' and the Activity Stream comments sections are synced. Actual behavior: The Activity Stream comments section is cleared, but the form field keeps the old value.
Advanced Work Assignment PRB1735007	AWA assigns multiple cases, exceeding the maximum Agent capacity	Up to three work items are assigned, which exceeds the max capacity value of 1.	**1.** Have a service channel / queue set up with default maximum agent capacity = 1, and an assignment rule with 'Enable auto-assign work items' checked.

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Problem	Short description	Description	Steps to reproduce
			2. Have an 'after' BR on the awa_work_item table that triggers every time the state changes to accepted. The BR invokes the sn_awa.Agent CapacityManager .requestWorkload Recalculation() scriptable method, passing the service channel sysID and assigned_to value as arguments. **3.** Have a 'before' BR on the document table that triggers every time the **assigned_to** field changes from empty. Notice that this BR adds a delay of ten seconds and simulates the timing delays caused by BRs on the document table of the DHL instance. **4.** With an Agent set as 'Away', queue up multiple work items. **5.** Set the agent to 'Available'. Observe that up to three work items are assigned, exceeding the max capacity of the agent which was set to 1.
Agent Calendar [Legacy] PRB1736903	The Agent is not allowed to create a meeting	In the CSM/FSM configurable workspace, agents are not allowed to create meetings despite having the necessary permissions.	Prerequisites: Provision an instance with Workforce Optimization for CSM Configurable Workspace installed (with Demo data). **1.** Log in as a user with elevated privileges and navigate to Workforce Optimization for **Customer Service** > **Scheduling** > **Event Configuration**. **2.** Open a meeting record and navigate to Evaluate access for an inclusion related list and open the 'Meeting - WFO Agent' record. **3.** Enable 'Create', 'Update', and 'Delete' permissions and save the record. **4.** Impersonate any Agent. **5.** Navigate to **CSM/FSM Configurable Workspace** > **Calendar**. **6.** From the **New** button, select **Meeting** and submit a meeting request.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The app allows the Agent to create a meeting. Actual behavior: The app throws 'Failed to create schedule p'.
Agent Chat PRB1733013	The summary card has missing 'i' icon on the chat panel		**1.** Provision an instance with Now Assist for CSM Nov release (3.0.1) and all dependent plugins installed. **2.** Navigate to /csm page **3.** Impersonate an Agent and make them available to accept the chat. **4.** Initiate a chat from contact. **5.** Accept as an Agent from Workspace. Observe that the summary card on the chat panel has missing **i**icon.
AI Search PRB1723688	Security filter generation and Search Source filter generation are called twice even though they're the same for all tab queries	Performance optimization is required on the glide side for an E2E query from 'All tabs' with a tab count.	**1.** Make sure 'Show Tab Count' is enabled on any Search Application. **2.** Set the 'glide.search.logger.enabled' property to true. **3.** Perform a search on Portal with a linked Search Application. Observe that the logs show a query time breakdown.
AI Search PRB1724666	AI Search-enabled portal returns inactive catalog items for suggested results		**1.** Provision any base instance. **2.** Navigate to the portal where AI Search is enabled. **3.** In the search bar, type 'General request'. **4.** Search for a catalog item using a keyword, then delete or make that catalog item inactive. **5.** Search the catalog with same keyword. Expected behavior: After the catalog item is made inactive or deleted, it shouldn't show in the search results. Actual behavior: After the catalog item is made inactive or deleted, it still shows in the search results.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1726532	Search fails if the department's parent column is anything other than the same department		
AI Search PRB1732660	The AI Search 'All' tab count does not match the number of returned results		Start from a base instance. First Case: **1.** Open Service Portal Default Search Profile. **2.** Create and link a new Search Source. **3.** Set Indexed Source to the Catalog Item Table. **4.** Set Conditions to 'Catalogs contains Technical Catalog'. **5.** Search *** in /sp. Observe that the All tab contains a different number than the 'X results returned for ***'. Second Case: **1.** Create a new KB with knowledge base = Knowledge. **2.** Create a new Search Source for Service Portal Default Search Application with filter = 'knowledge_base=knowledge'. **3.** Search in sp. Observe that the All Tab shows 'Knowledge Base shows IT and Knowledge'. **4.** Click **Knowledge**. Observe that the document appears, but the All facet tabs show 0.
AI Search PRB1737451	Upon upgrading, global search is missing when hash-map based upgrade	The sys_ux_page_property for global search is updated to zing SAC sys id which causes the global search input	**1.** Enable AI search. **2.** Upgrade to Track / AI search. Notice that global search is missing from the list.

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Problem	Short description	Description	Steps to reproduce
	optimizer is used	to be missing upon upgrade.	
AI Search PRB1737517	AIS Init should reindex datasources asynchronously when AIS is already initialized	If AIS needs to reindex or reinitialize for Operations or Workflows, it should re-index data sources in an asynchronous fashion to avoid an influx of AIS events.	
Analytics Hub PRB1739877	The pa_admin role cannot add a comment to the Analytics Hub		1. Create a user with the pa_admin role Navigate to **Performance Analytics** > **Analytics Hub**. 2. Open any indicator (for example, the number of open incidents). 3. Open the comment side panel. 4. Create a new comment and click **Submit**. Expected behavior: The comment is added into the Analytics hub indicator. Actual behavior: There is an 'Action not authorized' error.
Application Install Engine PRB1714000	Reparenting of ranking tables does not occur when Strategic Planning Workspace (SPW) app is installed		1. Install SPW. 2. Upgrade the instance to Washington DC. Notice that the rank config table does not reparent to the application file.
Application Install Engine PRB1730729	MetadataListener causes ua_table_licensing_config records to be recorded in the global scope	For JarPlugins, PluginUpdateManager initially sets MetadataListener to Unknown scope (which is global) until the scope record is later loaded. In Utah and Vancouver, and presumably earlier, this is overwritten when the scope is loaded as the package ID is used to set both scope and package. Changes made to support jumbo apps pass both scope and package and so	

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Problem	Short description	Description	Steps to reproduce
		the scope load does not actually correct MetadataListener's value.	
Application Portfolio Management PRB1726593	A change of indicators is not applied to upgraded instances		
ATG - Glide Interfaces PRB1735703	Update 'Fix ITSM Predictor Results' fix script to make it more generic to set finalOutputValue as per predictedOutput value type		
Case Management PRB1741860	Unable to create records in the Service Definition Category table from a different scope	Unable to migrate the data from the FSO service definition category (sn_bom_service_definition_category) table to the CSM Service definition category (sn_csm_case_types_service_category) table.	
Condition Builder PRB1735699	Multiple issues with the reference list condition builder	The following issues occur: When running a query, the default conditions are appended to the query (for example, running with two default conditions results in four conditions shown). Sort By conditions do not persist (The user can add a sort to a column, but when they open the filter again it's not there). The Name column is always sorted Ascending and cannot be changed.	1. Navigate to Service Operation Workspace. 2. Open an incident record. 3. Open the Details tab. 4. Click the magnifying glass for Service reference input. Observe the following issues when running a query: The default conditions are appended to the query, the Sort By conditions do not persist, and the Name column is sorted in Ascending order.

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Problem	Short description	Description	Steps to reproduce
Configuration Management Database (CMDB) PRB1736102	Multi-source updates to the code path generates several redundant update statements		
Core Platform PRB1746664	Identify a currently executing script to add to KAA Auth-Sub-Identities		
Database Persistence - Data Access PRB1692793	Datacenter prod instance displays an error, 'Operation not permit on a closed resultSet'	The error appears on Utah and later instances.	
Database Persistence - Data Scale PRB1724116	Some results in modlog output in DML statements are missing the node/ session/txnid information or bind variables		
Database Persistence - Data Scale PRB1731352	Likelihood of dropping critical messages needs to be reduced		
Database Persistence - Data Scale PRB1747943	Duplicated PK error when migrating syslog to a PostgreSQL gateway		
Database Persistence PRB1732151	Using TableDescriptor.isValid or GlideRecord.isValid to check if		

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Problem	Short description	Description	Steps to reproduce
	a string is a table fills up the Table Descriptor Cache with things that are not tables causing an Out of Memory (OOM) error		
Database Persistence PRB1740957 KB1634707	'Dropping tmp tables' job doesn't check for triggers before removing the tables	The monthly job 'Dropping tmp tables' checks for leftover tmp_* tables and removes them from the DB. If there are any triggers on the table updates to the source table (for example, 'task') it will not work until the triggers are removed.	Refer to the listed KB article for details.
Database Persistence PRB1744960	Query Rewrite have been enhanced		
Database Persistence PRB1747247	Use DropTmp TablesJob to clean orphaned update staging tables	There are many empty orphaned staging tables.	
Declarative Actions PRB1729242	The action layout is not used unless Action Config ID is specified	The wrong layout is referenced.	1. Create a new action layout and associate with a table (for example, sn_customerservice_case). 2. Leave Action Config ID blank. 3. Save the layout. 4. Create a new record page in CSM/ FSM Configurable Workspaces in UIB (use the standard record page template). 5. Update the table to match the table specified in Step 1 (for example, sn_customerservice_case). 6. In the form controller, update the Action Layout to the layout created in Steps 1-3.

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Problem	Short description	Description	Steps to reproduce
			7. Save the page. **8.** Open the URL path to check out the page at runtime. Expected behavior: The page should use the action layout specified in the controller. Actual behavior: The page is still referencing the CSM 'Case Actions' layout, not the layout the user created and specified.
Declarative Actions PRB1730818	Duplicate the global actions display on record page		**1.** On a Washington DC instance, create a global action by setting 'Enable for all Configurable Experiences' to True. **2.** Navigate to any configurable workspace (such as SOW or CSM) and verify that the action shows up on any record (for example, Incident record). **3.** Create a new action layout for any table (such as Incident). **4.** Navigate to the same record on Step 2. Expected behavior: Only one global action should show up on the record page. Actual behavior: A duplicate global action shows up on the record page.
Declarative Actions PRB1736443	The user observes a warning in the browser console for an action with a layout item name		**1.** Navigate to an instance off track/ webux. **2.** Create a new UI Action. **3.** Navigate to SOW and open any incident record. Expected behavior: There should be a console warning that says to use the action _name if the Submitted action is changed to the action name (test_name) no error will show. Actual behavior: Observe an error when the action is clicked. Also, the submit function does not complete, and the form does not save.

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Problem	Short description	Description	Steps to reproduce
Discovery PRB1739753	Credentials-less discovery is not working for AWS Master / Member via MID profile scenario or accessor role scenario		1. Configure a IAM Profile based MID server. 2. Navigate to the discovery home page. 3. Add an AWS Master account / Member account. 4. Provide the access role and accessor account. 5. Check the credentials-less discovery box and select the IAM role configured MID server. Expected behavior: Test account validation should pass. Actual behavior: Test account validation is failing.
Discovery PRB1743219	True up Licensing App v3.4.0		
Discovery PRB1744971	Unable to see reports and lists from instance scan tables as Discovery Admin	The Discovery Admin needs the appropriate ACLs to view the related table data for an instance scan.	1. Provision an instance with the Discovery Admin Workspace app installed. 2. Execute one of the instance scan suites (Discovery or MID) parts of the tuning advisor. 3. Navigate to the tuning page as Discovery Admin. Observe most of the data is not visible to the discovery admin. However, as an admin, the data is rendered properly.
Document Intelligence PRB1742169	Integration flow for an existing use case doesn't work after Glide upgrade to Washington DC		
Document Templates PRB1704169 KB1586816	Issue with PDF document generated with Document template	The font used is Arial but it changes to Times New Roman.	

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Problem	Short description	Description	Steps to reproduce
Edge Encryption PRB1729586	Resource leak in EdgeLatencyAPI	EdgePollHttpClienthttpClient needs to be created once per call when used to measure latency in class EdgeLatencyAPI. However, there are resource leaks.	
Event Management PRB1740996 KB1638747	Connectors without debug parameters fail and throw an error that 'isDebug' is not defined		1. Configure IBM Netcool connector (or OMi connector etc) which doesn't have isDebug defined in the script used in Connector Definition. It fails with error 'isDebug is not defined'. If the user clicks Test Connector, it shows, 'Undefined'. 2. Check the XML of the connector instance. Notice that the running field shows 'True'. 3. Set the running field to 'False' from background script, which will trigger another ecc_queue. In the Agent log, notice that the ECC job fails with error: 'isDebug is not defined'.
Flow Designer (Family Channel) PRB1744936	The Admin cannot deactivate a read-only flow	An user with admin role should be able to deactivate a read-only flow. However, in Washington and track/ipaas, this returns a 500 error.	1. Log in as admin or impersonate as admin. 2. Navigate to flow designer and open a flow that is read-only. 3. Click **Deactivate**. Expected behavior: The user is able to deactivate the flow successful. Actual behavior: A 500 error occurs.
Flow Designer (Family Channel) PRB1747210 KB1638444	After upgrade to Washington, a new sys_hub_snapshot was not created for the 'Create Catalog Task' action	When a new flow is created that includes the 'Create catalog task' action, it fails during execution.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Flow Designer (Family Channel) PRB1747868	FlowGlideCompilerV2 is not thread safe	Compilation of flows may throw an exception or result in a corrupted flow in the situation where multiple flows are being compiled simultaneously.	
Flow Engine PRB1743462 KB1638768	Large flows are failing with Flow Designer	Large flows are failing with Flow Designer with the following error: 'Rejected large REST payload with content-length = 27239395 bytes. Max allowed: 10485760 bytes.'	Refer to the listed KB article for details.
Form Designer PRB1736989	When a split tab is placed in a specific location, the case details form gets stuck repositioning		1. Open a case in Workspace. 2. Make sure glide.ui.form .breakpoints.enable is enabled. 3. Adjust the split pane just around the point where it changes. Notice that the case details form gets stuck.
Glide PRB1608383	'In' statements should use a single parameter		
GRC Platform Plugins PRB1672671	Import policy text hyperlinks don't publish working links	When policy documents are imported in the Compliance Workspace via the **Import policy text** button, URLs are copied but when the policy is set to Published, the links in the document aren't clickable.	
HR Service Delivery PRB1732823	Only the **Article body** field is displayed in a new knowledge creation form for Agent		1. Provision an instance with sn_hr_agent_ws 3.0.1-rc.2 installed. 2. Create a user and add the case_writer and kb_writer role to users. 3. Open HR Agent Workspace. 4. Click **Lists** > **Knowledge** > **All articles**. 5. Click **New**.

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Problem	Short description	Description	Steps to reproduce
			Notice that only the **Article body** field is displayed in the new knowledge form.
HR Service Delivery PRB1733328	Property sn_hr_core .impersonateCheck affects scheduled reports	Setting the system property 'sn_hr_core .impersonateCheck' to true can affect Scheduled Reports. If the user runs a report on some of the HR tables from the platform, this returns the expected data. When the same report executes as a scheduled report, with the 'Run as' set to the same user, this also returns the expected data. However, when the property sn_hr_core .impersonateCheck is set to true, the report might not return the expected data. This is because the execution of a scheduled report (or any scheduled job) impersonates the user specified in its **Run as** field behind the scenes.	
HR Service Delivery PRB1734098 KB1634648	The **rich_description** field destroys table structure when submitting any item from the portal	User input in a HTML variable is not correctly populated in the description field of the HR case. When the text is a bulleted list, extra bullets are added in the case description.	
Identity PRB1744985 KB1639095	A time-limited user role assignment should be restricted for licensing compliance	Users can assign ITIL roles to multiple users for a limited time without auditability. Temporary role assignments aren't visible in the user roles section, exacerbating auditing challenges.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Integration Hub PRB1720896	JDBC connection throws the error 'Invalid connection parameter name allowLocalInfile' for DataBricks source		1. Create a JDBC data source for Azure DataBricks DB. 2. Define the connection URL with a username and password. 3. Test a load of 20 records. Observe an error.
Integration Hub PRB1736850	Creating a connection using Authentication Template from a non-spoke scope results in failure		1. Install the Microsoft Dynamics 365 Finance and Operations Spoke. 2. Navigate to the connection aliases and open the 'MicrosoftD365FinAndOps' alias. 3. Be in the Global scope or any scope other than the 'Microsoft Dynamics 365 Finance and Operations Spoke' scope. 4. Click the **Create Connection & Credential** related link. 5. Fill in the details as prompted in the authentication template. 6. Click **Create and Get OAuth Token**. Expected behavior: The OAuth Token retrieval should be successful. Actual behavior: The OAuth Token retrieval fails. Upon opening the OAuth Application Registry, the Tenant ID in Auth URL, Token URL, Refresh URL, Revoke Token URL and Environment URL in Scopes are not replaced with the user-provided information.
Key Management Framework (KMF) PRB1726736	Multiple issuing certificate issue	There are multiple IPKI Issuing Certificates and multiple key pairs.	1. Activate IPKI on the instance. 2. Deactivate the IPKI key pair. 3. Repeat Step 1, which will generate a new key pair and IPKI Issuing Certificate Observe a 'Corrupted instance certificate signing key' error on the instance.
List Administration	Pagination for grouped lists in Workspace	Pagination for grouped list works in the same way between UI16	1. Navigate to incident List. 2. Add group by on Assignment Group.

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Problem	Short description	Description	Steps to reproduce
PRB1735866	does not work correctly	and Seismic List. The only difference is in default value of rows per page in grouped list. Seismic list uses 20 whereas UI16 uses 100 as default rows per page.	Observe a total count of 23 assignment groups. Observe the total group count in pagination and number of pages. **3.** Navigate to any workspace. **4.** Load the same incident list. **5.** Add group by on Assignment group. Observe a total count of 21 groups with two pages where first page shows 20 groups. **6.** Navigate to second page. Observe the remaining three records, but the total group count shown in the pagination is still 21. There is a difference noticed in the group count between UI16 list and Workspace List when group by is applied. The main issue occurs when the groups are 21 including the 'empty' group, but the pagination does not show the second page, since those groups are counted as 20.
Microsoft Reconciliation PRB1734947	Downgrades aren't factored when checking if a SA license covers certain devices		
MID Server PRB1710122 KB1564557	AWS Credentialless discovery fails with the Pattern plugin v1.8		**1.** On latest instance install pattern plugin with version 1.3.0 **2.** Configure a IAM instance profile based mid server **3.** Navigate to **Discovery** > **Home page** and perform a test account. Test account should be successful. **4.** Navigate to plugins page and upgrade the pattern plugin to 1.8.0 **5.** Perform the test account again. Observe that the test account fails with the error, 'Required credential or accessor account and access role name for validating service account.'

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Problem	Short description	Description	Steps to reproduce
Next Experience Unified Navigation PRB1733072	Global search doesn't automatically open a record when the user queries for a record number with the Enter key	Previously, when pasting a case or task number, the quick results would highlight the record and open it directly when the user pressed Enter. Now, if the user presses enter, a console error is thrown. The user needs to use the down arrow or the mouse to highlight the record and open it directly.	
Notification Preferences PRB1731196	Notification preference filters are not honored after saving the form		1. Click **Preferences** > **Notification** > **System Notification** > **New Window** > **Under System Notification** > **Any notification** > **Schedule**. 2. Click **Advanced Filter** and add the condition. 3. Save the record. 4. Reload the page and navigate to the notification. Expected behavior: Filter information should be visible. Actual behavior: The use observes a 400 error.
Now Experience Component Library PRB1663860	Typing in a long compose text field causes a scroll to the top		1. Set disableMaxHeight and autoResize to true. 2. Set glide.activity. compose.textarea .autoresize_line_limit (for plain text editor) or glide.activity .compose.html .autoresize_line_limit (for HTML editor) to a large value like 100. 3. Press **Enter** in the until the text area goes off the bottom of the page. Notice that when the user is off the page and types, focus is shifted and goes to the top of the compose.
Now Experience Component Library	The list displays two tooltips when hovering over the highlighted		Prerequisite: Navigate to Preferences and disable 'Put Line Breaks in lists'.

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Problem	Short description	Description	Steps to reproduce
PRB1736952	values when 'Put Line Breaks in lists' is disabled		1. Create a highlight for the case list on the Short Description (for example, yellow when the state is New). 2. Open the case lists and set the filter state to 'New'. 3. Hover over the highlighted Short Description. Notice that two tooltips appear.
Now Mobile - Employee Experience PRB1711584	Calendar does not render/show in Japanese in Mobile Platform		1. Install the Japanese language plugin. 2. Open Record Produce: Create Incident (any catalog item should be able to reproduce the issue). 3. Add a new variable with Date/Time type. 4. Open Now Mobile. 5. Log in with Japanese language mode. 6. At the home tag, navigate to a quick link and choose 'Request IT assistance'. 7. Click the calendar icon from the variable in Step 3. Expected behavior: The calendar should be in Japanese. Actual behavior: The calendar is in English.
Now Mobile - Employee Experience PRB1728009 KB1585411	Corrupted display of selection list UI when viewing a catalog item on the MESP Mobile Service Portal	There is an unexpected display of a box with the text 'No selection' when viewing the selection list of options for a variable of type Select Box. This only happens when there is a variable of type List Collector in the catalog item. There is one unexpected box displayed for every List Collector on the catalog item.	Refer to the listed KB article for details.
On-Call Scheduling	Escalation acknowledgements fail via SMS	Acknowledgments returned to the instance fail because the inbound phone	

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Problem	Short description	Description	Steps to reproduce
PRB1725818		number is not recognized.	
On-Call Scheduling PRB1737415	Records in table on_call_escalation are not updated accurately	The ON-Call escalation logs show 'Acknowledged at' as blank and 'Acknowledged' as false, even though the task record is acknowledged.	
Performance Analytics PRB1731319	There's an error after the migration for the time series PA widgets that have widgets indicators added	After the migration, many dashboards have time series PA widgets that are generating errors after the migration. These widgets are configured with extra widget indicators.	
Performance Analytics PRB1739870 KB1638750	Issues with Platform Analytics Migration after Washington DC Upgrade	ServiceNow has identified a defect in the Washington DC Release related to the Platform Analytics Migration Center. That allows the user to migrate their Code UI data (existing dashboards, reports, interactive filters, and per Performance Analytics widgets) to Platform Analytics. The issue is in the 'activation of the migration', where some fields, like scope, package, and domain are not migrated properly. As a result, the migrated components (dashboards, reports, and filters) will not be editable. Although the migrated components will appear and display the correct data, editing them will result in an error.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Platform Licensing PRB1746750 KB1639094	Subscription Entitlements Service aren't accessible in a Java layer	This causes an error to be logged during the IH transaction. Transactions are incorrectly attributed as 'unlicensed'.	Refer to the listed KB article for details.
Predictive Intelligence PRB1741261	Deprecated 'Regression' solutions in Predictive Intelligence		
Problem Management PRB1745995	ProblemUtilsClient non-SNC version missing	There are existing problem events (Communicate .fix / Communicate .workaround) defined in the global scope. These cannot be omitted from other scoped apps.	
Project Management PRB1737363	Console errors in the Project Details page		
Project Management PRB1737683	The 'Calculate Completion Estimates' option needs to be added to the Details tab		
Release Management PRB1745992	Release management V2 users are not able to access certain tables		
Resource Management PRB1741778	An error is displaying on syncing RA's		1. Create a Project and add a rate modal. 2. Navigate to Project workspace. 3. Create a task and add a Resource assignment 4. Move task dates. 5. Click the **Resource sync dates** icon. Notice that the 'Function instance is not allowed in scope global' error on UI.

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Problem	Short description	Description	Steps to reproduce
Restricted Caller Access (RCA) PRB1741012 KB1635189	The 'Prevent invalid source & target on RCA' business rule is causing duplicate records in the sys_restricted_caller_access table	The 'Prevent invalid source & target on RCA' business rule is causing the **Target** field to be set to NULL. This lets duplicate records be inserted into the sys_restricted_caller_access table.	Refer to the listed KB article for details.
Rollback Contexts PRB1706257	A rollback with a large number of records triggers a large delete query causing replication lag	If a rollback context contains a large number of records, the 'Clean Expired Rollback Contexts' can trigger a long running 'DELETE' query.	**1.** Open any large table's dictionary entry. **2.** Click **Delete all records**. Notice that the delete activity is logged in a rollback context. When the 'Clean Expired Rollback Contexts' job starts to clean this rollback context (possibly after seven days), the issue occurs. The DELETE query can run for a few hours.
Service Catalog PRB1732298	Order Guide sequencing is not populating Sequencing ID in item cache in some nodes		**1.** Enable the Order Guide sequencing plugin. **2.** Generate Sequencing for 'New hire' and configure the lanes in the PAD process. **3.** Clear the cache by running /cache.do. **4.** Search 'New hire' from the Service Catalog module. **5.** Order the new hire. **6.** Check RITM stages. Expected behavior: Only stages configured in first lane in the PAD process should be started. Actual behavior: All stages start immediately.
Service Catalog PRB1743751	Mandatory conditions don't cascade to checkbox containers	As a result, the user can skip the mandatory checkbox containers.	**1.** Create a catalog item with following specifications **a.** Variable1 (type: container start, order: 100) **b.** Variable2 (type: checkbox, name: checkbox1, order: 200)

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Problem	Short description	Description	Steps to reproduce
			c. Variable3 (type: checkbox, name: checkbox2, order: 300) **d.** Variable4 (type: container split, order: 400) **e.** Variable5(type: checkbox, name: checkbox3, order: 200) **f.** Variable6 (type: checkbox, name: checkbox4, order: 300) **g.** Variable7: container end **2.** Write a catalog UI policy to mark the container start as mandatory. **3.** Try the item in catalog conversational request and observe the result. Expected behavior: As the container is mandatory, the two checkbox containers should also become mandatory. There shouldn't be any option to skip the c1, c2 or c3, c4. Actual behavior: Mandatory conditions are honored but the skip option is still shown for the c1, c2 and c3, c4 checkbox containers, which is misleading.
Service Level Management PRB1739895	SLA Timer disappears if no task_sla matches to SLA timer configuration	Currently, on the Incident Record Information page, the Incident Response and Incident Resolution SLAs are shown. There is a requirement to show a message when the SLA Timer doesn't find any matching task_sla for a better UX.	**1.** Configure the SLA Timer component on any UIB / Workspace page. **2.** Set the Task sys_id and Configuration sys_id properties of the SLA Timer. **3.** Open the page on runtime. Notice that the SLA Timer doesn't show anything and disappears if there is no matching task_sla found based on the configuration.
Service Mapping PRB1734706	Traffic Process to Process' introduces long runs when updating the p2p_extension table		

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Problem	Short description	Description	Steps to reproduce
Service Portal PRB1732351	Tracking an impersonated user should be allowed according to UCM Decision	Service Portal should rely on UCM engine to fetch the tracking policy as UCM engine takes care of evaluating various flags such as impersonating.	1. Create a boolean property 'glide.appsee.consent .allow_impersonated' with value 'True'. 2. Impersonate a user. 3. Open a Service portal page. Expected behavior: Heartbeats should have start appearing. Actual behavior: No Heartbeats are visible.
Service Portal PRB1733423	True up Sitemap Generator store app to Version 1.1.1		
Service Reliability Management (Family release) PRB1733835	Admins cannot disable ACLs shipped in SRM (Global)	ACLs introduced in SRM have a 'Read-Only' protection policy, and cannot be disabled if needed. Calculated Services imported into SRM contexts are read-only mode. Additionally, non-SRM users lose write access to some fields. For example, ITIL users had read-only for the cmdb_ci_service _discovered table, but should have read-write for the **owned_by** field.	
Session Log PRB1739637	The Script Debugger doesn't work as expected after Vancouver upgrade		1. Log in to the Latest Vancouver version. 2. Create a custom script include or open any existing script include. 3. Set breakpoints in server side script include. 4. Open Script Debugger. 5. Call the script include from 'Scripts - Background'. The script runner stops on the first breakpoint, but is not able to step through the code.

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Problem	Short description	Description	Steps to reproduce
Sidebar (Family Release) PRB1698969	GlideRecord object is cached is when it shouldn't be		1. Invoke the OutputCardDao.getCardGlideRecord() and OutputCardDao.getMessageGlideRecord() methods. 2. Inspect the break point on the CacheManager.get(cacheName, sysId);. Notice that the cache entry is a glideRecord object.
Software Asset Management PRB1731302	Potential Savings drill down on the SAM landing page doesn't work as expected		
Software Asset Management PRB1741844 KB1637537	Reconciliation in Software Asset Management doesn't work after upgrading to Washington DC	The publisher field of the 'Run Reconciliation' UI page doesn't retrieve any value.	Refer to the listed KB article for details.
System Update Sets PRB1737199	An error message appears between every two update sets	Once every two update set commits, the user sees the following error on the UI, which prevents the commit of a second update set for almost 30 seconds (even if the first update set is already committed): 'Update set preview and commit are unavailable because another operation is running: Add authentication checks to empty ACLs'.	
Table Administration and Data Management PRB1563161	Instant alter doesn't work if a table has columns with an old datetime format	This occurs when a column is created on an old engine version and the table hasn't been altered after a DB engine update.	1. Make sure an affected table has enough records to trigger an online alter (5k +) 2. Enable instant alter. 3. Perform an alter operation on an affected table (for example, add a new column).

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Problem	Short description	Description	Steps to reproduce
			Observe that the alter is online and not instant. 4. Alter the table again. Observe that the second alter is instant.
Transformer API PRB1722879	ComplexObjectCollection serializes empty arrays with an empty element	When ComplexValueList serializes an empty array as [], ComplexObjectCollection serializes it as ['] or [{}]. This is causing issues for callers expecting [].	
UI Field Administration PRB1737805	@ mention doesn't work in Workspace with RTE off		
UI Form Administration PRB1721247	In CSM/FSM Workspace, the 'After' business rule doesn't insert records when the field is hidden	From U16, when the update call is made, the payload contains both the current and previous value of the **time_worked** field. Whereas, from the workspace, the API payload does not send the updated value of the **time_worked** field.	
UI Form Administration PRB1734435	The cursor jumps around when trying to rename an attachment name while attaching it to a record in workspace	This is an intermittent issue that occurs once every four to five times.	1. Open any configurable workspace (for example - CSM configurable workspace). 2. Open a case record. 3. Try to attach a file. 4. Rename the attachment name on the pop-up (type quickly). Expected behavior: Words are typed as expected. Actual behavior: The cursor jumps to the end of the text.
Upgrade Center PRB1733935	The progress bar on upgrade monitor page doesn't refresh		

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Problem	Short description	Description	Steps to reproduce
Upgrade Center PRB1735374	The record restore page needs to support CSRF POST to change_current_app processor	It is possible for the scope record not be loaded when ScopeProvider.get() .getBySysId(plugin .getScopeId() is called in PUM#isNeeded ToEvaluateClaims ForPlugin. It needs to happen after isScopeLoaded in PUM.	Install a plugin com.glide.dev-studio. Expected behavior: Before the fix is Global, notice the log message, 'PluginUpdateManager: Evaluating claims for plugin com.glide.dev-studio since it is global scope'. Actual behavior: After the fix is Studio, notice the log message, 'Evaluating claims for scoped app com.glide.dev-studio'.
UX Framework PRB1735486	Activity logs provide intermittently incorrect information		
UX Framework PRB1744338	Template display issues in Workspace	In Vancouver, the Templates component has a top element 'sn-panel' with CSS position = absolute. As result, a number of display issues occur.	
Virtual Agent Designer PRB1745424	LLM Dynamic choice node property sheet doesn't render when upgrading from VP7 to VP8 or later		
Virtual Agent PRB1745352	The user column in sys_gen_ ai_usage_log is sometimes populated with email address instead of sys_id	When any GAIC request is executed, a licensing usage record is added in sys_gen_ai_usage_log table. Sometimes the user column in it has a proper reference to sys_user as expected. But other times, it is populated with user email address, which does not make it a reference.	
Virtual Agent	On-change handlers are always running, even		

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Problem	Short description	Description	Steps to reproduce
PRB1745704	If the changed variable does not exists in the conditions		
Virtual Agent PRB1748523	Conversations get stuck for the Dynamic Choice control in Now Assist VA mode		1. Enable Now Assist VA for Teams. 2. Create a Dynamic choice LLM topic. 3. In Now Assist VA Teams mode, start a conversation. 4. Run the Dynamic choice control topic. Expected behavior: The topic runs and results are returned. Actual behavior: The topic doesn't return any results and gets stuck.
Virtual Agent PRB1748931	Client scripts don't work for a catalog item	The client scripts for the 'Apple Standard Laptop' catalog conversation are failing. This impacts the loading of questions based on user responses.	1. Navigate to VA. Enter 'Apple Standard Laptop'. 2. Choose 'Get started'. Notice that all options (Lost or Stolen, Replacing an existing laptop, Additional Laptop, My Laptop is Broken) are shown. Some of them should be hidden based on the user profile.
Virtual Agent PRB1748942	A reference question with a single choice erroneously shows the question type in the label	This occurs when using a reference type field variable that is dynamically setup in a catalog. If the reference field has only one choice, it shows yes/no and the field name. Only the single value or multiple values based on the query should be shown.	
Virtual Agent PRB1749568	The user is unable to submit an App Engine BU request after answering all questions due to cross-scoping issues		
Virtual Agent	The user is unable to submit an App		

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Problem	Short description	Description	Steps to reproduce
PRB1749763	Engine BU request after answering all questions due to cross-scoping issues		
Virtual Agent PRB1750422	isLoading code block in an OnChange catalog client script does not execute for VA Conversational Catalog	As a result, the flow of variables gets broken and the user observes unexpected behavior of the variables in the VA catalog conversation.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 1 Hotfix 2a
- Washington DC Patch 1 Hotfix 2
- Washington DC Patch 1 Hotfix 1
- Washington DC Patch 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 1 Hotfix 2

The Washington DC Patch 1 Hotfix 2 release contains fixes to these problems.

Build information:

Build date: 03-31-2024_1047

Build tag: glide-washingtondc-12-20-2023__patch1-hotfix2-03-27-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

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Fixed problem

Problem	Short description	Description	Steps to reproduce
Flow Engine PRB1743462 KB1638768	Large flows are failing with Flow Designer	Large flows are failing with Flow Designer with the following error: 'Rejected large REST payload with content-length = 27239395 bytes. Max allowed: 10485760 bytes.'	Refer to the listed KB article for details.
Identity PRB1744985	A time-limited user role assignment should be restricted for licensing compliance	Users can assign ITIL roles to multiple users for a limited time without auditability. Temporary role assignments aren't visible in the user roles section, exacerbating auditing challenges.	1. Navigate to sys_user_has_role_time_limited.do. 2. Verify that any role can be selected, and that 'End time' can be larger than 'Start time', so a role can be assigned indefinitely.
Performance Analytics PRB1739870	No modifications can be saved on a migrated dashboard	All Next Experience dashboard tables but par_dashboard have empty sys_package and sys_scope fields upon migration. This causes failures.	
Platform Licensing PRB1746750	SubscriptionEntitlementsService aren't accessible in a Java layer	SubscriptionEntitlementsService aren't accessible in a Java layer. This causes an error to be logged during the IH transaction. Transactions are incorrectly attributed as 'unlicensed'.	1. Install the Microsoft OneDrive spoke. 2. Create an action with the REST step in the Microsoft OneDrive spoke. 3. Try running the action with a background script. There should be no cross scope error.
Restricted Caller Access (RCA) PRB1741012	The 'Prevent invalid source & target on RCA' business rule is causing duplicate records in the sys_restricted_caller_access table	The 'Prevent invalid source & target on RCA' business rule is causing the 'Target' field to be set to NULL. This lets duplicate records be inserted into the sys_restricted_caller_access table.	

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this

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release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 1 Hotfix 1
- Washington DC Patch 1
- Washington DC Patch EA Hotfix 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 1 Hotfix 1

The Washington DC Patch 1 Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 03-21-2024_1424

Build tag: glide-washingtondc-12-20-2023__patch1-hotfix1-03-20-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Flow Designer (Family Channel) PRB1747210 KB1638444	After upgrading to Washington DC, new flows that include 'Create catalog task' fail during execution		Refer to the listed KB article for details.
Visibility Content PRB1722840 KB1634735	Upgrading to Visibility Content 6.15+ creates large volume of incorrect relationships between cmdb_ci_disk_partition and other disk classes		Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
	(such as cmdb_ci_fc_disk)		

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch 1
- Washington DC Patch EA Hotfix 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch 1

The Washington DC Patch 1 release contains important problem fixes.

Washington DC Patch 1 was released on March 20, 2024.

- Build date: 03-09-2024_0815
- Build tag: glide-washingtondc-12-20-2023__patch1-02-28-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

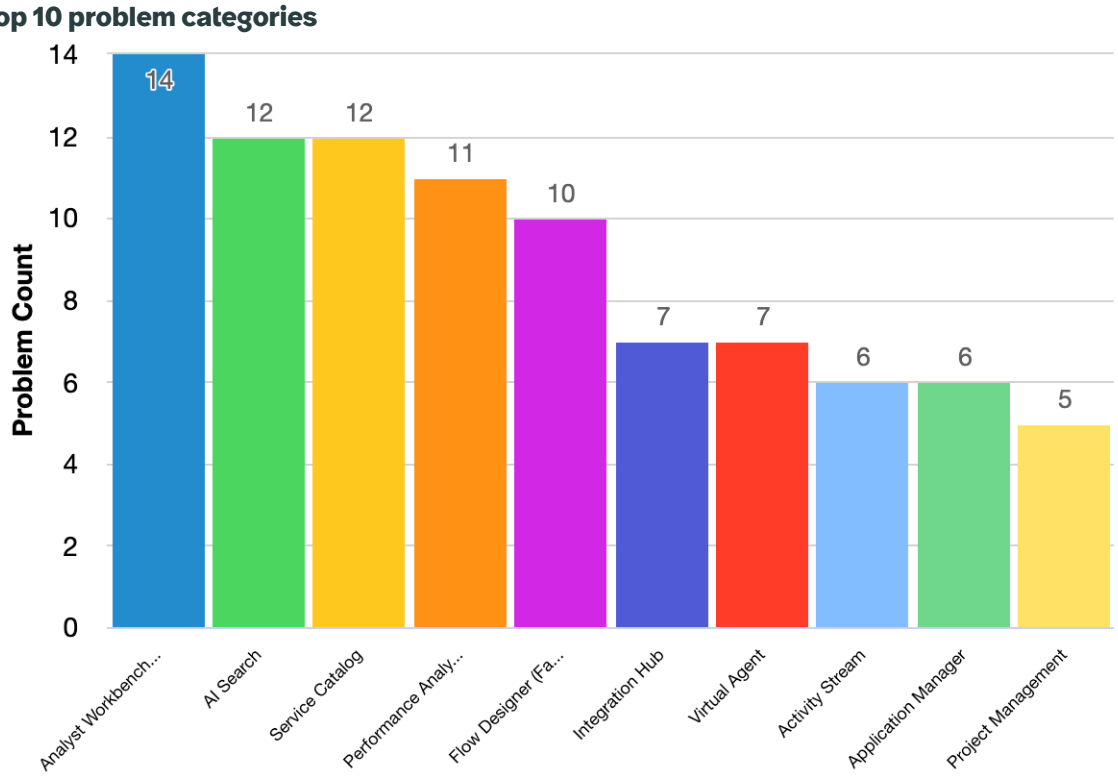
Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Overview

Washington DC Patch 1 includes 246 problem fixes in various categories. The chart below shows the top 10 problem categories included in this patch.

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Security-related fixes

Washington DC Patch 1 includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC Patch 1, refer to KB1634762.

Changes in Washington DC Patch 1

Core ServiceNow AI Platform release notes

Accommodate Arabic-language users with Arabic translations of the base system UI string content in your instance. Activate the I18N: Arabic Translations plugin (com.snc.i18n.arabic) to get these translations.

Email unsubscribe

Unsubscribe using list unsubscribe header: Unsubscribe from email notification using list unsubscribe header. You can directly unsubscribe form notification emails by selecting **Unsubscribe** next to the email address. An unsubscribe request goes through and a pre-formatted email message is automatically sent.

For users with multiple email address subscribed, when you unsubscribed from the primary email address it automatically unsubscribes you from all other email addresses. Unsubscribing through secondary email addresses is currently not supported and the request won't be fulfilled.

New plugins in Washington DC

Provides Arabic translations of the base system UI string content in your instance.

Plugins planned for deprecation

DevOps Config [com.snc.devops_config] plugin: Planned for deprecation on customer's specific contract end term for the DevOps Config application.

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GRC: DevOps Accelerator [com.sn_grc_devops]: Planned for deprecation in the Y release.

Notable fixes

The following problems and their fixes are ordered by potential impact to customers, starting with the most significant fixes.

Problem	Short description	Description	Steps to reproduce
Application Manager PRB1718754 KB1587314	In Vancouver, a plugin upgrade is stuck in the new Application Manager, even when the classic Application Manager displays the upgrade as complete	The classic Application Manager displays that the plugin was installed successfully, however the sys_execution_tracker entry still displays as running. The execution tracker wasn't updated to a complete state and progress was left to 94% due to an error.	Refer to the listed KB article for details.
Application Manager PRB1728645	Dependent applications' UI is hidden on the ServiceNow Store and hinders the application installation process on production instances	This issue happens during application installation on production instances only. If an application requires dependency apps to be installed during the installation process and those apps (dependency apps) aren't mapped to an instance on the ServiceNow Store, the app installation dialog box asks users to purchase the app from the store before proceeding further. If users click the provided link, it takes them to the ServiceNow Store and they see the following message: 'No apps were found matching the selected criteria.'	1. Try to activate Employee Center on a production instance. 2. Search for an app in 'System applications'. 3. Click **Install**. 4. Before the installation proceeds, a dialog box appears. It displays a list of dependencies for the Employee Center. Employee Center Core is one of its dependencies. If this isn't installed on an instance, verify that the dialog box displays the message: 'Needs to be purchased from Store'. 5. Click the 'Employee Center Core' link provided in the dialog box. It opens the Store page and displays the message: 'No apps were found matching the selected criteria'.
Service Portal PRB1719006	If it's set via the onChange catalog client script, a read-only HTML	The issue occurs after upgrading in Vancouver.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1587072	variable isn't visible		
Syntax Editor PRB1725418 KB1588249	Auto-complete options are missing	Auto-complete isn't displaying all the completion options expected for g_form and other variables.	Refer to the listed KB article for details.
Upgrade Monitor PRB1717068 KB1585080	Trying to 'Resolve Conflicts' for scripts coming from the Upgrade Monitor doesn't work correctly	Uncaught TypeError: 'Failed to execute 'observe' on 'MutationObserver': parameter 1 is not of type 'Node''.	Refer to the listed KB article for details.

All other fixes

Problem	Short description	Description	Steps to reproduce
Access Control PRB1718146	Users receive an 'Internal Server Error 500' when impersonating any user who has an empty time_limited role	Users receive an error: 'Cannot invoke "com.glide.sys.security.Role.getName()" because "curRole" is null: java.lang.NullPointerException:...'	
Activity Stream PRB1675128	In the workspace activity stream, the email **From** field displays the sys_id	The sys_id appears in the workspace in the **From** field when an email is attached to an interaction and is displayed in the activity stream.	1. Open an incident in any workspace. 2. Create and send an email. 3. Open the sys_email table to find the email just sent. 4. Edit the user field to contain the sys_id of the sender. 5. Edit the state of the email to change it from 'Send-ready' to 'Sent'. Expected behavior: When viewed in the activity stream of the original incident, the **From** field in the email details should contain the user's email address. Actual behavior: When viewed in the activity stream of the original incident,

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Problem	Short description	Description	Steps to reproduce
			the **From** field in the email details contains the user's sys_id from the **User** field in sys_email.
Activity Stream PRB1725845	Text in the 'Comment' section clears on entering text in the required 'Work notes' section	The 'Comment' section becomes empty. When clicking outside, the text reappears.	**1.** Launch Customer Service Management (CSM) workspace. **2.** Confirm that rich text format (RTF) is set to 'off'. **3.** Access an existing record. **4.** Input text in the 'Comment' section. **5.** Select an option from the **Impact** or **Urgency** form field. **6.** Enter text in the required 'Work notes' section.
Activity Stream PRB1733812	Text in the 'Comment' and 'Work notes' sections is cleared when resizing	When the resizer is used to make the form smaller, the text in the composer disappears.	**1.** Log in to an instance. **2.** Open an incident. **3.** Enter comments without posting. **4.** Switch to work notes. **5.** Add data. **6.** Return to the 'Comments' section. **7.** Type something. **8.** Without posting, resize the divider to the end. The 'Comments' section is cleared.
Activity Stream PRB1738631	Posting plain text comments and work notes doesn't clear compose text on a case and task	The issue is happening for now-activity-stream version 25.1.0.	**1.** Open a case or a task. **2.** Confirm that 'Rich text editor' is turned off in the **Compose** fields. **3.** Enter some text in the **Comments** field. **4.** Click **Post Comments**. Notice that the text entered in #3 posts to the activity stream, but it remains in the **Comments** text box and isn't cleared out. **5.** Repeat steps 3 & 4 but for work notes.

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Problem	Short description	Description	Steps to reproduce
			Notice that the text in the work notes is posted to the activity stream, but it remains in the **Work notes** compose text box and isn't cleared out.
Activity Stream PRB1740673	agent-workspace-forms-test is failing due to the 'Record compose' preset not loading the component	It returns 'undefined' instead of an object as expected.	1. Create a UI Builder experience with Workspace App Shell as the App Shell UI. 2. Create a page from scratch. Don't use a template. 3. Add 2 URL parameters, table and sys_id, with everything else set as default values. 4. Add 'Activity Stream Compose' to the page. 5. Select the 'Record compose' preset. 6. Find an open incident record. 7. Set the URL parameters, table = incident and sys_id = sys_id of the open incident record. 8. Save the page. 9. Click the menu under 'Preview'. 10. Select the 'Open URL' path to view the page in a separate window. Expected behavior: The composer is loaded on the page. Actual behavior: The composer isn't loaded and the page is empty.
Agent Chat PRB1734352	Work item cards aren't rendering in an inbox although there's an attempt to render sn-inbox-card	There's an intermittent issue where agents don't see the work item card rendered in the agent's inbox although the work item is assigned to them and they do hear audio notifications.	1. Log in as an agent. 2. Navigate to a workspace. 3. Start a chat as a requester. 4. Enable client-side logging by setting sys prop 'com.glide.awa.client_logging.enabled' with roles 'awa_agent' and 'awa_manager'. This is to enable the enhanced logging. Expected behavior: An agent should receive a work item card in their inbox with notifications.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: Agents don't receive anything.
Agent Chat PRB1734421	An agent's second chat window appears empty after the agent closes the first chat window	The issue occurs when dynamic translation isn't enabled in the instance but the 'Dynamic Translation' flag is marked as true for the sys_cs_live_agent_setup record. An error is displayed.	
Agile Development PRB1733098	When users select an epic backlog in the 'Scrum program planning' page, the board isn't loading with the correct data		1. Change/Set the sys property 'glide.invalid_query.returns_no_rows' to true. 2. Navigate to 'Scrum Program Board'. 3. Select a backlog. Notice that the board doesn't load with the correct data according to the epic backlog selected.
AI Search PRB1687420	There's an inaccurate click rank recorded when late-binding security is applied in AI Search	Users have seen a discrepancy of 5.6 times the expected click rank (288 instead of 51).	1. Log in to an instance as an admin. 2. Turn on late-binding for AI Search. 3. Impersonate a user with some access restrictions. 4. Open a Service Portal-based portal. 5. In the search box, enter a search term. 6. **Enter**. 7. When the results open, use the arrow at the bottom of the page to scroll to the last page while counting the pages scrolled. 8. Click the last item to open it. 9. Switch back to the backend. 10. End the impersonation. 11. Open the 'Search Event' table (sys_search_event.list in the navigator). 12. If the 'Updated' column isn't added, personalize the list to add this column. 13. Sort Z to A by 'Updated' to get the most recent records at the top.

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Problem	Short description	Description	Steps to reproduce
			14. Observe the most recent record for the impersonated user (which should be from a couple of seconds back). 15. See the **Click rank** value. Expected behavior: The **Click rank** value should be 20, as seen in step 4. Actual behavior: The **Click rank** value is higher than expected.
AI Search PRB1716502	AI Search (AIS) failover replication recovery shouldn't reprocess multiple 'no block' AIS events for the same data source stats	Only 1 'no block' should be ready as part of replication recovery, but all become ready.	
AI Search PRB1718337	The user observes the error 'Failed to process signal event of type: 'SEARCH_PAGINATION_EVENT'	There's an intermittent error in the syslog table in AI Search.	1. Log in to an instance. 2. Type 'find' for the input to AI Search. 3. Verify the result. 4. Click **Ask something else**. The issue only happens when running a load test with ~50 users.
AI Search PRB1721980	'Cascade Update By Query' for dot-walk field mapping causes AI Search event processing slowness		1. Add dot_walk_field mapping on sys_user.active. 2. Toggle the active flag to 100s of sys_users. 3. Check the ais_index_queu_stats processed count. Expected behavior: The processing speed doesn't degrade. Actual behavior: The processing speed degrades to 0 or 500 from 7 K+ events according to 5 minutes.
AI Search PRB1724955	Updates to ais_genius_result_configuration.request_processor_script		

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Problem	Short description	Description	Steps to reproduce
	aren't applied when the update set is committed		
AI Search PRB1725734	'Recently viewed' and 'suggested results' navigation fails for service portals with non-extensible tables		1. Find a table that's not extensible. 2. Add the table as an indexed source. 3. Update EVAM configurations for portal navigation in Service Portal. 4. Verify that the 'recently viewed' and 'suggested results' navigation from the typeahead widget fails. Expected behavior: The user is taken to the 'Portal' view Actual behavior: The user is taken to the 'Form' view.
AI Search PRB1726721	'Recently viewed suggestions' display the **Description** field even though the model returns aisearch_teaser_title		1. Choose a table like Blog [sn_communities_blog] that doesn't have a **Short Description** field but has an AI Search (AIS) teaser title that defaults to the **Description**. 2. Create an indexed source of the 'Blog' table for an Esc portal application. 3. Add a field setting mapping for the title pointing to any field except the **Description** field of the table. 4. Click **Index**. 5. Create a search source for the indexed source created on step 2. 6. Add the search source to the search profile of the application. 7. Perform the search. 8. Click a blog result. 9. Check the details displaying on 'Recently viewed suggestions'. Expected behavior: 'Recently viewed suggestions' should display the field that was added as the AIS teaser title. Actual behavior: 'Recently viewed suggestions' displays the **Description** field.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1733295	There's an issue with receiving the number of total hits on a response object	There should be a method exposed on the scriptable to have the total number of hits, not just the total number of results returned in that batch/ page (which is what getCount gives).	
AI Search PRB1733298	In the Scriptable Search API, the 'Sort' feature isn't supported	There's no way to pass in the sort ID into the Searchable Script API.	
AI Search PRB1733334	IndexStatisticsReporter only stores counts for the top 10 indexed sources	The results display only 10 buckets returned from AI Search. If there are more than 10 ais_datasource's generating content, only the top 10 are reported.	1. Set up an instance with AI Search. 2. Confirm that there's more than 10 ais_datasource records that indexed content. 3. Run the 'AIS Collect Ingestion Stats sys_trigger' job. Only 10 records are created in ais_datasource_stats. They correspond to the top 10 ais_datasources with the most indexed content.
AI Search PRB1733513	The ais_datasource_stats table should only have one entry according to 'Indexed Source'	The ais_datasource_stats table has a nightly entry for each data source. This isn't correct. The table should have only one record per data source.	1. Set up an instance with AI Search. 2. Confirm that there's ais_datasource records that have indexed content. 3. Run the AI Search 'Collect Ingestion Stats sys_trigger' job. There are two entries for each data source in the ais_datasource_stats table.
Analyst Workbench Dashboard PRB1722052	'Your filter sets' doesn't reflect saves, edits, or delete filter set actions unless a user hard refreshes the page	The issue was observed in Analyst Workbench's filter sets.	1. Open the Analyst Workbench of any mined project. 2. Apply any filters, such as breakdowns or routes. 3. Click **Your filter sets** > **Save as new filter set**. 4. Enter a title. 5. Click the **Save** button. 6. Click the 'Your filter sets' link to see the saved filter.

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Problem	Short description	Description	Steps to reproduce
			The saved filter isn't displayed in the 'Your filter sets' list unless the user hard refreshes the page.
Analyst Workbench Dashboard PRB1731783	A 'Scheduled task' pop-up is displayed and closing the node/ arc pop-up when the user clicks **Filter on transition**	There's also an issue with the arc/node pop-up when the routes filter is applied.	1. Open Analyst Workbench of any mined project. 2. Apply the filter for routes. 3. Once the scheduled task is completed, click **View result**. 4. Click any arc/node on the graph. Expected behavior: The node/arc pop-up should be displayed. Actual behavior: The node/arc pop-up isn't displayed when the routes filter is applied.
Analyst Workbench Dashboard PRB1734473	The information message next to 'Do you want to add a KPI dashboard?' is missing	There should be a pop-up icon: 'Add your platform analytics dashboard to the project summary and insights page'.	1. Open guided setup. 2. Set objectives. The 'info' icon next to 'Do you want to add a KPI dashboard?' is missing.
Analyst Workbench Dashboard PRB1734479	A user can navigate to the next pages even if not all required fields are completed	The **Create project** button in the footer is used to alert users which fields are missing. If a project is not yet created, it's turned off.	1. Create a project in guided setup. 2. Try to navigate via the picker to the next section. Expected behavior: If required fields in 'Set Objectives' aren't complete, the user shouldn't be able to go to the next screen and buttons bringing the user to the next screen should be grayed out. Actual behavior: The buttons at the bottom aren't grayed out, suggesting that the user can click on it.
Analyst Workbench Dashboard PRB1734588	In guided setup breakdowns, users aren't able to select the reassignment count	Users are able to select integer and string fields in breakdown configuration in a platform, which aren't choice fields.	

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Problem	Short description	Description	Steps to reproduce
Analyst Workbench Dashboard PRB1734594	Guided setup has an incorrect pop-up size and stats	'Add from library screen' has several issues. The size of the screen is too small. The 'Message' column's size is too short and hard to read. The numbers don't add up.	**1.** Create a project via guided setup. **2.** Navigate to the 'Set improvement opportunities' tab. **3.** Click **Add from library**. **4.** Verify that the pop-up is too small to display the entire table. Also, the size of the message column is too small, resulting in multiple lines for one header. **5.** Add findings. **6.** Try to add the same findings another time. **7.** Verify that the total number of findings don't match the actual number.
Analyst Workbench Dashboard PRB1734790	There's missing 'Filter condition' menu items underneath a table's name	There's two issues in 'Scope your analysis'. The 'Filter conditions' menu for tables and crop function is placed under the menu header. There's no way to view or delete added conditions.	Issue 1: **1.** Create a project in a guided project setup. **2.** Navigate to 'Scope your analysis'. Expected behavior: The 'Filters conditions' page has its dedicated menu item underneath the table's name. The menu name is called 'Filter conditions'. Actual behavior: The 'Filter conditions' menu for tables and crop function is placed under the menu header. Issue 2: **1.** Create a project in a guided project setup. **2.** Navigate to 'Scope your analysis'. **3.** Click a table. **4.** Scroll down. **5.** Expand the 'Crop Process' component. **6.** Add the 'Start and end' condition. Expected behavior: The user should be able to view or delete the added start and end conditions.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: There's no way to view or delete the added conditions.
Analyst Workbench Dashboard PRB1734812	Guided setup pages have outline issues, overlaps, and textual mistakes	There's cosmetic issues on the following elements: 'Set objectives', 'Scope your analysis', 'Scope your analysis - Activity', 'Scope your analysis - Breakdowns', 'Set improvement opportunities', and 'Set objectives'.	
Analyst Workbench Dashboard PRB1734817	There's missing tooltips on the 'Activity definition' form	Tooltips are missing for 'Select specific activity values', 'Group activities', 'Activity of interest', and 'Start node'.	Create a project in the guided setup. Verify that tooltips are missing.
Analyst Workbench Dashboard PRB1734831	Users can't find their custom dashboard, as they aren't alphabetically ordered		**1.** Create a project in guided setup. **2.** Navigate to 'Set objectives'. **3.** Check the box 'Do you want to add a KPI dashboard'. **4.** Select the menu. Expected behavior: Dashboards are ordered alphabetically. Actual behavior: Dashboards aren't ordered alphabetically.
Analyst Workbench Dashboard PRB1734997	In guided setup, the **Advanced options** button is missing on 4 pages	Users expect that when they click on a button, it saves the current configurations done in the guided setup and opens that project in the classic UI. With the button missing, when a user wants to go to the advanced options, they must complete the entire setup before the option appears in the menu.	**1.** Create a project in guided setup. **2.** Observe if the **Advanced options** button is missing.

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Analyst Workbench Dashboard PRB1735015	In guided setup, loading the source type on the 'Set objective' page is slow	There's many templates, which makes the source loading time increase.	**1.** Create a project in guided setup. **2.** Navigate to 'Set objectives'. **3.** Click **Source Type**. Expected behavior: Values immediately appear after the user clicks **Load**. Actual behavior: It takes a long time before the 4 options load, because it first must complete loading templates. While loading templates, it displays an incorrect error message: 'One or more property values are invalid'.
Analyst Workbench Dashboard PRB1735043	Incorrect whitespace is making the screen not fit and miss data	In the 'Review and mine' screen, there's large areas of white space that are consuming critical project overview space.	**1.** Create a project in guided setup. **2.** Make sure there's configured breakdowns, AD, and imported improvement oppt. There's a lot of unnecessary text making the user scroll. There's an empty column inferring that something went wrong when loading the page.
Analyst Workbench Dashboard PRB1736632	Total duration is missing on arcs pop-up stats	A graph tooltip on normal arcs should display 4 duration metrics (Total, Avg, Med, Std Deviation), but currently display 3 duration metrics (Avg, Med, Std Deviation). Total is missing.	**1.** Create a project (AD = State or assignment group). **2.** Navigate to Analyst Workbench. **3.** Click a non-MDM arc.
Antivirus Scanning PRB1718913	Users receive an error when running an after-insert business rule on the 'sys_attachment' table	Users receive the following error when running an after-insert business rule on the 'sys_attachment' table: 'Illegal access to outbound HTTP in Report Authoring, Use an async business rule to perform outbound HTTP requests'.	**1.** Upgrade to Washington DC. **2.** Create a business rule on the 'sys_attachment' table outside of the global scope with the following fields: ○ **When to Run**: after ○ **Insert**: checked ○ **Filter Condition**: have it trigger based on an attachment being uploaded to a table within the same scope that was selected ○ **Script**: var stream = new GlideSysAttachment().getContent(current);

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Problem	Short description	Description	Steps to reproduce
			An error can be seen in the script debugger.
Application Install Engine PRB1716980	UI form sections in app packages delete the default view instead of deleting the targeted view	This can affect both sys_ui_sections and sys_ui_form_sections served by the FormSectionUpdateLoader and SectionElementUpdateLoader.	
Application Install Engine PRB1733557	There's missing store_packages when adding new nodes	Adding new nodes should activate the required packages.	
Application Install Engine PRB1736711 KB1634502	The 'Uninstall Application' related link isn't displayed on sys_store_app records		Refer to the listed KB article for details.
Application Manager PRB1711975	Included apps aren't displaying in the 'Product detail' page	Included apps aren't displaying in the 'Product detail' page, but they do display in the pre-install pop-up.	
Application Manager PRB1714732	Selecting the App Engine Studio application in the new Application Manager interface results in an error and the application record doesn't open	An error message appears: 'Product details fetch failed from instance'. The application record doesn't load.	
Application Manager PRB1736510	An admin user isn't able to install a framework app when app updates of only framework apps are	There's no way currently in App Manager to enable an admin to update these apps.	

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Problem	Short description	Description	Steps to reproduce
	shipped from store		
Application Portfolio Management PRB1729310	The 'Export to PowerPoint for Application Portfolio Management (sn_apm_ppt_export)' application is duplicated in two jars in a Glide distribution	The trued-up version of the application should only be configured under one module.	
Approvals PRB1729612	There's a performance issue when querying a sc_req_item when the request is deleted for a **Stage** field	This is a rare scenario that happens due to a data issue.	1. Create a sc_req_item record. 2. Delete the request record (from the background script) and the workflow context. 3. Query the sc_req_item in a list view with the **Stage** field displayed. Observe that sc_req_item takes excessive time to load and that the 'Stage' column renderer displays approver names that aren't related to the request.
Authentication PRB1742755	Security Assertion Markup Language (SAML) single sign-on (SSO) log in is failing for MultiSSOv1 during an upgrade to Washington DC	An error displays: 'Error: Unable to validate SAML Response'.	1. Set up an instance in Utah or Tokyo. 2. Install the MultiSSO plugin. 3. Set up SAML IDP with MultiSSOv1. 4. Start upgrading the instance to Washington DC. 5. Ensure that the JDK is also selected to upgrade to version 17. 6. As soon as the upgrade has started, try logging in to the instance using SAML SSO. Expected behavior: The user should be able to log in into the instance successfully. Actual behavior: The user is redirected to /external_logout_complete.do page.

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Problem	Short description	Description	Steps to reproduce
Automated Test Framework (ATF) PRB1731473	Automated Test Framework (ATF) performance tests fail unexpectedly if the test involves a percent (%) sign	It throws an error: 'URLDecoder: Incomplete trailing escape (%) pattern'.	1. Confirm that there's an instance configured for ATF performance testing, including enabling ATF and possibly installing cloud runner. 2. Navigate to **ATF** > **Tests module**. 3. Click **New**. 4. Input any name. 5. Click **Save**. 6. Click **Add Test Step**. 7. Choose **Form** > **Open a New Form**. 8. Click **Next**. 9. Set the table to 'Incident'. 10. Click **Submit**. 11. Add another test step. 12. Choose **Form** > **Set Field Values**. 13. Click **Next**. 14. Set the short description to 'It's over 9000%'. 15. Set the caller to 'Abraham Lincoln' (doesn't matter). 16. Click **Submit**. 17. Add another test step, choose **Form** > **Submit a Form**. 18. Click **Next**. 19. Click **Submit**. 20. Click **Run Performance Test**. 21. Choose a client test runner. 22. Check the acknowledgment. 23. Click **Run Test**. Expected behavior: The performance test runs to completion. Actual behavior: The performance test finishes the warmup runs, but after the first non-warmup run, it throws an error.
Case and Knowledge Management for HR	An 'Effective date (sn_fedtables_effective_date)' table should be added in		

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Problem	Short description	Description	Steps to reproduce
Service Delivery PRB1722282	the 'Federal tables' plugin		
Case and Knowledge Management for HR Service Delivery PRB1733688	Root cause analyses (RCA) for skill visibility, resolution notes, and KB generation have a problem		1. Open any case in Agent Workspace. 2. Set the state to 'Close complete'. The modal is opened with an error as the RCA is generated.
Case and Knowledge Management for HR Service Delivery PRB1735835	If the case is opened from the 'Interaction' related list, attachments are copied to a case	The behavior should be that attachments from the interaction to the HR case are copied only if the HR Case is created from that interaction and the system property has the table name of this HR case.	1. Log in to an instance as an admin/ agent. 2. Create an HR case for a user. 3. Create an interaction for the same user. 4. Add attachments to the interaction. 5. Access cases opened for the user in the 'Interaction' related list. The case created in step 2 is in the list. 6. Open the case. 7. Access the attachments sidebar. Expected behavior: If the case is viewed from the case, attachments shouldn't be copied. Actual behavior: Attachments from the interaction are copied to a case.
Change Management PRB1730997	Users that are able to create a related record can now read the associated STTRM model records		1. Install the SRM application. 2. Create a user, srm.responder, and give them the role: sn_sow_srm.srm_responder. 3. Impersonate the srm.responder user. 4. Navigate to chg_model_list.do. Expected behavior: One record is visible to the user. Actual behavior: No records are visible to the user.

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Problem	Short description	Description	Steps to reproduce
Cloud Provisioning and Governance PRB1633842 KB1570483	After Cloud Provisioning and Governance (CPG) to 'Patterns Migration Cloud Discovery' still launches Cloud API (CAPI) orders, causing a performance impact	Migration isn't applicable to custom steps.	1. Migrate CPG to 'Patterns'. 2. Run AWS or Azure Cloud Discovery. 3. Check sn_cmp_order. Many entries are created.
Cloud Provisioning and Governance PRB1688734	Amazon Web Services (AWS) cloud events processing is slow with 4k service accounts and product instance identifiers (PIDs) of 16, 24, 32, 40, and 48	The majority of cloud events are assigned to only a few process IDs, which makes the processing slow. Cloud events weren't equally distributed among the active threads or PIDs.	
Code Signing PRB1729370	The code signing pre-requisite check process doesn't ignore signatures that were incorrectly corrected during the build	The current migration process sees all the signatures records for a specific table. Records that can be migrated match the signature_generation_filter value in a corresponding signature configuration record. Records that can't be migrated don't match the signature configuration record's generation filter value. The migration process creates a migration job to handle all the records in the identified table. The migration job is run but it's never been able to sign some subset of the records because the migration job properly filters	1. Begin the Circle of Trust (COT) setup process on subprod and prod. 2. On the production instance, when ready to active code signing, click the **Pre-requisite** button check.

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		out records to sign from a table using the signature generation filter. By not generating a signature for those additional records, the next execution of the 'Pre-requisite' or 'Turn On Code Signing' job finds those same records again and creates a migration job for those records. This never-ending cycle continues.	
Configuration Management Database (CMDB) PRB1725830	A product instance identifier (PID) should be unique when multiple configurations are defined	A PID should be unique even when two different column names have the same value.	1. Create a PID configuration for 'serial_number' with a priority '100' on hardware. 2. Create a PID configuration for 'name' with priority '200' on hardware. 3. For hardware CI 1, call the generatePID() with serial_number='abc'. 4. For hardware CI 2, call the generatePID() with name='abc'. Expected behavior: Both PIDs should be different. Actual behavior: Both PIDs are the same and there's an error.
Configuration Management Database (CMDB) PRB1728603	Performance issues with CMDBUtil.getRelatedServices when the user has many relationships at each level	Refresh Impacted Services is called from the ITSM change_request UI form when the user specifies the configuration item and manually presses the button to invoke this API. For a user with a lot of CMDB data, this API consumes excessive memory, making the JVM node restart.	1. Create a relationship map where a target CI has many relationships at each level (shallow depth but wide). 2. When refreshing services on the CI, notice if in the node logs that the query is flagged for being large with many sys_id in the IN clause.
Configuration Management Database (CMDB)	Multiple committers with the same sys_id cause an	Datasource's 'last update' seems to expect a unique sys_id in the batch of committers.	

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Problem	Short description	Description	Steps to reproduce
PRB1729639	Identification and Reconciliation Engine (IRE) exception when reconciliation is enabled		
Configuration Management Database (CMDB) PRB1733568	On CMDB Workspace, there's a par visualization permission issue on multiple pages	Impacted dashboards: 'Cloud vs non-cloud resource', 'CIs processed by RE,' 'Partial payloads', and 'CIs used in data attestation'.	1. Launch an instance. 2. Impersonate a CMDB admin. 3. Navigate to **CMDB Workspace** > **Home** > **CI Overview**. Expected behavior: All par visualizations should be visible. Actual behavior: A 'You don't have permission to access this visualization' error.
Core Platform PRB1729679	Hermes log export usage metrics are incorrect due to integer data type limitations	Previous licensing has units in bytes, while the subscription management dashboard wants to evaluate in gigabytes.	
Database Persistence - Data Management PRB1719831	Database footprint or sys_physical_table_stats don't display the correct table size	The row details for table_name aren't equal to storage_alias in the sys_storage_table_alias table.	1. Create a test table with over 40 characters. 2. Verify that it's aliased in sys_storage_table_alias. 3. Add some records to the test table. 4. Run the sys_trigger for Physical Table Stats Gatherer. Observe that the value isn't updated in the sys_physical_table_stats table.
Database Persistence - Data Management PRB1733299	CloneDBAPI().getExclusionStatements fails at exclusion with an error: 'sys_term02.sys_generated doesn't exist'	This is a Database API issue where it checks on a target that doesn't exist. It generates an incorrect delete statement.	

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Database Persistence - Data Management PRB1739961	Archive run deletion causes archive run references to be cleared out from sys_archive_log	The default reference cascade rule option clears out the reference fields when a referenced record is deleted. This is the default behavior of the platform.	1. Log in to the instance. 2. Navigate to the 'sys_archive_run list' form. 3. Select any record. 4. Delete the record. All referenced records in the sys_archive_log by this archive run update to 'NULL'. In other words, the 'archive_run' column in sys_archive_log is cleared out.
Database Persistence - Data Scale PRB1695065	There's an increase in database CPU in Washington DC builds	The increase isn't high, but noticeable, around 5-7%.	1. Deploy a Washington DC instance with a replica. 2. Install the 'Secondary DB Pools' plugin. 3. Configure it for dynamic routing. 4. Confirm that some queries are dynamically routed to the replica. 5. Check the table sys_db_table_checkpoints. It should have three columns: table_name, bucket, and last_write_time. 6. Upgrade the instance. 7. Check the table again.
Database Persistence - Data Scale PRB1717142	'IN' statements should use a single parameter	The complexity of the change should be decreased and the current limit in the 'IN' statement should be increased for some users from 900 to a large value like 100 K.	
Database Persistence - Data Scale PRB1743080	If there's no active secondary database pool, TableChackpointMissingTablePopulator shouldn't populate checkpoints	The issue causes wrong query routing during the interval between activating dynamic routing (via making the secondary pool active) and the time when changes are applied to the read replica up to the previous time point.	1. Turn off all secondary database pools. 2. Run the 'Table checkpoint missing table populator' sys_trigger. 3. Check that the sys_db_table_checkpoint contains no row.

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		It may be seconds to hours, depending on the replication lag.	
Database Persistence PRB1709370	Post-migration annotations aren't displayed in an instance		
Database Persistence PRB1711864	Database view aliases don't support restricted words in Postgres		1. Open a PostgresSQL backed instance. 2. Create a database view. 3. Set the alias of one of the join tables to 'user'. 4. Try it.
Database Persistence PRB1721860	Enable DBQuery optimizations for Postgres	Postgen optimization of SQL queries are effectively turned off on Postgres because UNION optimization and LEFT join coercion don't completely support placeholders.	
Database Views PRB1730383	Records are missing in the database views with **Function** fields	If users have tables created from database views, records go missing because of invalid identifiers/ syntax errors when Glide quotes the aliases and sends the queries to the Oracle database.	
Developer App Shell PRB1736577	According to WFS, arbitrary parameters should be supported for integrated tabs		
Discovery PRB1713654	w3wp.exe shouldn't be filtered in table running_process_filter	w3wp.exe is an Internet Information Services (IIS) worker process that might open traffic connections to various components, such as databases. Removing this process from cmdb_running_process causes an issue. The	1. Create a service with a connection from IIS to another application. 2. Clean cmdb_running_process. 3. Apply the filter. 4. Rerun discovery.

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		traffic isn't there and application service candidates aren't able to connect the traffic to the service.	The process isn't there because of the filter.
Discovery PRB1740315	Running through SNMP v1/v2 credentials without affinity returns a failure		1. On a Washington DC instance, have an SNMP device that works with a specific SNMP v1/v2 credential. 2. Run a discovery scan that only uses this credential. 3. Confirm that there's no affinity to this credential. 4. Check results from SNMP - Classify, and verify that discovery isn't complete for this device.
Document Intelligence Unified Backend PRB1731549	A logged-in user with 'Platform_ml_di' roles receive a console error when using 'draw the grid'	In the console, there's the following error: 'docintel.af7aa5f0690f4a0925bb.min.js?sysparm_substitute=false&x?v=01-13-2024_1800:3 Failed to update images metadata: TypeError: Cannot read properties of null (reading 'sys_id')'.	1. Create a use case. 2. Create fields. 3. Create a group table 4. Create a task with an attachment. 5. Log in as a user with a 'Platform_ml_di' role. 6. After the task is processed, open 'Agent' view. 7. Draw the grid using 'Draw' mode.
Document Intelligence Unified Backend PRB1737274	A normalized value isn't saved to the target record		1. Create an Uc with a different data type. 2. Set the target table as 'Incident'. 3. Assign one of the key's target fields as the **Description** of the 'Incident' table. 4. Create the integration flow. 5. Activate both flows. 6. Create an incident record. 7. Once the task is processed, open it in the 'Agent' view. 8. Assign the values. The normalized value in visible in the 'Agent' view. Expected behavior: After submitting the task, the normalized value should

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			be updated in the incident record's **Description** field. Actual behavior: It isn't saving the metadata normalized value and is taking the actual value.
Edge Encryption PRB1732006	Users are unable to create Edge encryption configurations on Oracle instances	Users receive an error: 'Your session is not going through a ServiceNow Edge Encryption proxy. Configuration editing is disabled'.	1. Log in to an instance with elevated permissions. 2. Navigate to 'Encryption Configuration' from the menu. 3. Click **Create New**.
Email Notifications PRB1726155	There should be support for Gmail's one-click unsubscribe feature	Gmail now requires senders who send 5,000 or more messages a day to Gmail accounts to follow a new protocol. Marketing messages and subscribed messages must support one-click unsubscribe, and include a clearly visible unsubscribe link in the message body. The existing design doesn't support one-click unsubscribe links for email.	
Employee Center PRB1733428	A scripted definition based on a new Employee Center (EC) portal definition for AI Search Telemetry should be created		
Employee Center PRB1733430	Scripted definitions based on new Employee Center (EC) portal definitions for curated experiences		

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	should be created		
Event Management PRB1723329	High memory usage in Event Management Impact Tree Builder is affecting the node and causing memory manager to kill threads	When the memory manager detects that the node is low on memory, it terminates the longest running processes.	
Event Management PRB1730957	The global.SNC object can't be accessed from Service Operations Workspace (SOW)'s alert automation scoped application	The SNC object is part of the global scope and can't be accessed from a scoped application.	**1.** Create a script in the SOW alert automation scope to get event rule details. **2.** Execute the script. An error displays: 'Object SNC is not defined.'
Event Management PRB1731538	The Event Rule (em_match_rule) ACL with a script filter on 'Assignment Group' doesn't work	Scripted ACLs can only be applied to tables within the application scope. When applying ACLs across scopes, only the role can be specified without conditions.	**1.** Change the scope to 'Service Operations Workspace Alert Automation'. **2.** Create a read ACL on the em_match_rule table. **3.** Add a condition or script where the condition = assignment_group is not 'None'. **4.** Click **Save/Update**. Expected behavior: The ACL should filter records based on the assignment group. Actual behavior: The conditional/ scripted ACL doesn't work and no records are displayed.
Event Management PRB1735920	A test connection on pull connectors gives an undefined error	MID Server is unable to update connector instances due to the 'confirm user belongs to assignment group' business rule.	

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Field Service Marketplace PRB1733356	An agent is unable to see the task details on a marketplace request card and request screen in the contractor mobile app	An agent is unable to see the task details on the marketplace request card and a requester is seeing only one stage at a time in playbook.	
Field Service Marketplace PRB1736542	In Marketplace, the response window isn't closing automatically when close conditions 'First acceptance/ All responses received' are met	Verified on both platform and playbook.	1. Create an engagement method with the close condition as 'First acceptance'. 2. Push a task to marketplace. 3. Create a marketplace request with the newly created engagement method. 4. Select participants. 5. Push the request. After one accepted response is received, the response window isn't closing automatically.
Flow Designer (Family Channel) PRB1658718	Catalog Builder generated tasks for requested items (RITM) have empty fields if the catalog item is updated after the RITM was submitted		
Flow Designer (Family Channel) PRB1730142 KB1588358	REST-based actions aren't working in a newly created flow	Workday Learning spoke actions are working fine when testing through 'Action', but when a new flow is created adding REST-based actions in it, it throws an error after clicking the **Run Test** button.	1. Navigate to **All** > **Workflow Studio**. 2. Create a flow. 3. Add REST-based actions available in the Workday Learning spoke. 4. Execute the flow.

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Flow Designer (Family Channel) PRB1730306	Upgrading to Washington and EV2 should use upgradeAPI to determine if an upgrade is complete	High and low priority flows say 'Invalid event'.	1. Upgrade an instance to Washington DC. 2. Update the priority of any flow in the 'Flow Execution' settings to High/Low (P4/P7). 3. Run the flow. 4. Observe the node logs. There's a log that starts with 'Event is for Invalid event'.
Flow Designer (Family Channel) PRB1732525	There's no way to navigate or scroll to all flows on the new 'Deactivate flows' page	This issue only happens on a partially upgraded instance.	1. Confirm that there's at least 20+ active (published) flows in Flow Designer. If not, make up to 20 flows. 2. Navigate to the 'deactivate-flows' page in the instance. 3. From here, users should see the 20 (or more) active flows to be deactivated. Previously, it was only showing up to 13.
Flow Designer (Family Channel) PRB1736161	Modify the Create Flow API to return the whole payload instead of just the sys_id, even for 'build from scratch'	Modify the Create Flow API to return the whole payload instead of just the sys_id, even for 'build from scratch'. It currently is returning only the sys_id.	
Flow Designer (Family Channel) PRB1736205	FlowSkeleton should fetch the entire flow and pass it to the Flow Designer UI for Washington	This is for a Glide change.	
Flow Designer (Family Channel) PRB1736753	Ghost (non-commetted) GR records are unable pass to subflows		1. Create a catalog item via Catalog Builder. 2. Select a template. 3. Under 'Fulfillment', for 'Selected Flow', choose 'Step Based Request Fulfillment'. 4. Under 'Steps', create approval and task steps.

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			5. Review and submit the catalog item to publish it. **6.** Submit a requested item (RITM) for the catalog item. **7.** Approve the first approval. **8.** 'Close complete' the first task. **9.** Before approving the second approval, edit the catalog item via Catalog Builder. **10.** Modify the **Short Description** and **Assignment Group** fields of the second task. **11.** Save the catalog item. **12.** Publish the catalog item. **13.** On the RITM, approve the second approval. The second task is created but the **Short Description** and **Assignment Group** fields are empty.
Flow Designer (Family Channel) PRB1737061	Flow snapshots can't be deserialized when their total character length exceeds the deserialization limit	A subflow displays as 'payload' in the 'Flow Operations' view and the subflow context can't be opened.	**1.** Create a large flow. **2.** Confirm that the flow uses subflows. **3.** Upgrade the instance. Observe that a 'Max String Length' error is reached.
Flow Designer (Family Channel) PRB1737168	FlowSkeleton should fetch an entire flow and pass it to Flow Designer's UI	This is for a Glide change. This is a regular createFlow() and not flowSkeleton::createFlow().	**1.** Create a flow. **2.** Look at the flow.json returned in the 'Network' tab. Expected behavior: flowEngineVersion's value is '2'. Actual behavior: flowEngineVersion's value is '0'.
Flow Designer (Family Channel) PRB1740657	When a new flow/subflow is created from Workflow Studio, the new flow is read only		**1.** Log in to the instance with a user that has the now.assist.creator and flow_designer role. **2.** Navigate to Workflow Studio.

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			3. Create a flow/subflow with 'Build with Now Assist' and 'Build From Scratch'. Notice that the flow/subflow created is read only. **4.** Relog in to the instance with a user that doesn't have the now.assist.creator role. **5.** Navigate to Workflow Studio. **6.** Create a flow/subflow. Notice that the flow/subflow created is read only.
Flow Designer PRB1732705	It's failing to navigate to the create a 'Data Stream' action from a 'Data Source' form		**1.** Navigate to **Data sources** > **Create New Data Source** > **Data Stream**. **2.** In the **Request Action** field, click on the link that launches Flow Designer. Expected behavior: After clicking on the **Request Action** link, it should launch Flow Designer in a new tab, where in a user would be able to enter 'Data Stream'. Actual behavior: It's launching Flow Designer's homepage.
Flow Engine PRB1721792	There's a potential out of memory issue with V1's 'Report all iterations'	The issue occurs in Washington DC.	**1.** Create a flow with 'for-each' with a moderately complex loop body. **2.** Set the engine major version property version to '1'. **3.** Enable 'Report all iterations' from sys_flow_execution_settings for the flow. **4.** Test run the flow with a fairly large number of iterations (~1000). Expected behavior: No memory issue is expected. If there's any, the number of iterations to be reported should be configurable to reduce the memory usage. Actual behavior: There's no configuration that can control the number of iterations to be reported in V1.

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Flow Engine PRB1727565	Playbook isn't available for a non-disclosure agreement (NDA) case	Stages aren't loading and observe the error: 'No playbook stages are available'.	
Flow Engine PRB1733890	Users are unable to compile script actions with ArrayIndexOutOfBoundsException	An error is thrown: 'Could not retrieve snapshot for test: com.snc.process_flow.exception.ProcessExecutionException: Could not retrieve snapshot for test...'	
GRC Platform Plugins PRB1708730	No results are stored for the string type 'metric' in asmt_category_result		
GRC Platform Plugins PRB1728648	Vendor Risk Assessment designer makes many outbound calls, causing the browser to crash	There's around about ~60 outbound calls per second.	
Health Log Analytics PRB1739129	The 'slowlog' section should be changed on the 'Document index' template	Saving the index mapping fails if a line isn't removed from the 'slowlog' section.	
Hermes (Family) PRB1719998	The hermes_cluster_configs is missing the 'exclude' record for a clone configuration	Post-clone additional configs appear in the hermes_cluster_config due to a missing 'exclude' record for clone configuration.	
Hermes (Family) PRB1725360	A partition count update doesn't work on topics with a namespace prefix		1. Create a topic connected to a namespace that isn't the default namespace and has a prefix value. 2. Attempt to update the partition count. It fails.
Hermes (Family)	Block namepsaces starting	The sn_ prefix is the prefix used for app_ids. If a namespace	App ID issue:

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PRB1726365	with .sn_ prefix and block the namespaces prefix update	starts with that, it causes issues when parsing the topic name in various areas. Namespace prefixes also shouldn't be updated.	**1.** Create a namespace with the prefix sn_'whatever_you_want'. **2.** Create topics in that namespace. **3.** Notice that the code that parses a topic name for the app_id gets confused. Prefix modification issue: **1.** Create a namespace with the prefix 'test'. **2.** Create topics. **3.** Change the prefix to 'test123'. Among other issues, it's confusing that topics would belong to the 'test123' namespace but have the namespace prefix 'test'.
HR Service Delivery PRB1726178	The selection box for HR PDF templates isn't working when on the 'Mark Signature Blocks' page		**1.** Open a HR document template with an option to add a signature. **2.** Add a selection box starting using the following cursor movement: **Left** > **Down** > **Right**. Expected behavior: It should add a selection box and display the field to add a signature. Actual behavior: It doesn't finish the selection on the document.
HR Service Delivery PRB1735915	The 'Case Reader' role doesn't have a 'Canvas User' role	The 'Case Reader' role doesn't have a 'Canvas User' role, which would be required when a case reader tries to access HR Agent Workspace.	
Identity PRB1722897	Checking for a user by federated ID when the ID is null results in a large query that returns hundreds of thousands of rows	The method existsByFederatedId executes a GlideRecord query against sys_user by federated_id. If that's null, this can return hundreds of thousands of records.	

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Instance Data Replication (IDR) PRB1719250	Large records cause an exception	The exception: 'databind.JsonMappingException: String length (20051112) exceeds the maximum length (20000000)'.	1. Create a replication set on the kb_knowledge table. 2. Create a kb_knowledge record that is larger than 2 MB. 3. Replicate the record. Expected behavior: The record is replicated. Actual behavior: The record isn't replicated and an exception is thrown.
Instance Data Replication (IDR) PRB1725366	There's a StackOverflowError initializing ScopedReplicationEntryInspector (IDRReplicationEntryInspector)	The node's in a deadlocked state.	
Integration Hub PRB1715757	IntegrationStatsCollector impacts heap memory	One heap-dump was holding on to 60 MB.	
Integration Hub PRB1717282	A Java Database Connectivity (JDBC) step throws an error for Oracle Database (DB)	An error displays: 'Could not connect to the specified database.'	1. Add a JDBC step in an action. 2. Provide appropriate details for Oracle DB. 3. Click the **Test JDBC** step button.
Integration Hub PRB1726906	Importing an openAPI step is failing when a spec doesn't contain a SecurityScheme object	Users receive an error: 'Error fetching OpenAPI sources: Cannot invoke "java.util.Map.get(Object)" because "securityScheme is null. Check logs for error trace or enable glide.rest.debug property to verify REST request processing'.	1. Create a spoke from the workflow studio. 2. Select the 'OpenAPI Specification' option to build a spoke. 3. Click the **Import new** button to import a spec. 4. Provide a spec that doesn't contain a securityScheme object. 5. Click the **Import** button. Expected behavior: The spec should be imported successfully. Actual behavior: The spec isn't imported.

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Problem	Short description	Description	Steps to reproduce
Integration Hub PRB1728853	An invalid ACL role exists within Flow Designer updates	An ACL role XML record exists within Flow Designer, which can break deleting app routes.	
Integration Hub PRB1728993	On Engine V2 and MID, a DataStream action that runs with FlowAPI throws a JsonMappingException	The issue is only observed when the action is executed on Engine V2. On Engine V1, there's no issue.	
Integration Hub PRB1728996	On Engine V2 on MID, a flow calls a data stream action that uses a quick flow API, which throws an error	There's an error in the logs. The issue is on Engine V2 only. Engine V1 works fine. The none-quick flow API works fine as well.	
Integration Hub PRB1740218	IntegrationHubStatsCollector can't be turned off	There's no property to turn off IntegrationHubStatsCollector. The 'min/max hosts' property can't be set to less than 10. The min window can't be set to less than one. There should be a property to turn off this feature completely.	
Interactive Filters PRB1723515	Filters for the custom components 'Filter Source' and 'Targets' aren't translated	The labels in the components don't have translation prefixes. Also, they aren't translated when in another language.	
Key Management Framework (KMF) PRB1697682	When the sys_kmf_certificate is large, the signCertificate requests starts creating long mutexes	When 200,000 records in sys_kmf_certificate and ~28 threads are trying make a certificate signing request (CSR) request, the mutexes are held for an average of 9 seconds.	
Key Management	Key Management Framework	When nodes are ended, users still see KMF cluster message	

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Problem	Short description	Description	Steps to reproduce
Framework (KMF) PRB1733537	(KMF) cluster message jobs are pinned to dead nodes	jobs assigned to them with a state of 'ready'.	
Key Management Framework (KMF) PRB1734297	Key Management Framework 'cluster message' jobs are pinned to dead nodes	Also, parent jobs are generated for ALL_NODES.	1. Set the timeout value to an unrealistic value. 2. Stop the schedulers across the cluster. 3. Trigger the request logic. 4. In the sys_trigger, change fcSenderSystemId to an invalid system_id. 5. Start the schedulers across the cluster. 6. Observe that other nodes are ignoring the request. Users may observe the following log in the requester node: '[InstanceKeyCacheRequestHandler] Ignoring request from node <system_id>: node offline or public key unavailable'.
Key Management Framework (KMF) PRB1734388 KB1628704	Users are unable to decrypt protected script errors in logs	After a Washington upgrade, users are observing a large number of Key Management Framework (KMF) decryption errors in the system logs.	Refer to the listed KB article for details.
Knowledge Management PRB1731351	There's a performance issue with the Knowledge API with 100 articles per batch	When increasing the offset values, the transaction times are increasing.	1. Create 50,000 knowledge articles, with the these settings: ○ var i =0; while(i<50000) { var gr = new GlideRecord('kb_knowledge') ○ gr.short_description = "Testing"+i ○ gr.kb_knowledge_base = 'dfc19531bf2021003f07e2c1ac0739ab' ○ gr.workflow_state = 'published' ○ gr.setWorkflow(false) ○ gr.insert(); i++; }. 2. Install the Knowledge Block plugins.

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			3. Install the KM REST API scoped application plugin. **4.** Navigate to **API** > **sn_km_api** > **Knowledge** > **articles?limit=1000&offset=0hit**. **5.** Increase the offsets. Notice that the transactions take an unexpectedly long time, even without changing the limit.
Knowledge Management PRB1732162	There's a 'File parsing error' message when importing document files with tables	For instances deployed on servers in countries that use commas (,) as the decimal point separator, a backend issue prevents the importing of documents that contain tables. A 'File parsing error' message displays next to the files.	**1.** Run 'Debug the platform'. **2.** Put a break point inside the function. **3.** Import a document with a table. **4.** When the break point is triggered, execute 'Locale.setDefault(Locale.FRANCE)'. **5.** Continue the break point.
Licensing Entitlement Engine PRB1733927	Duplicate RCA records for EntitlementAppFamilyProcessor causes the 'Licensing Engine' job to error	Users receive an error related to _displayNotInstallableFamilies.	**1.** Create a user instance with Vancouver. **2.** Install 2.0.8 SM and LE versions. **3.** Connect the instance to the central instance. **4.** Download the EE payload. **5.** Upgrade the instance to the Washington DC release, which has true-up 2.2.7 (LE) and 2.2.8 (SM) versions. **6.** Run the 'Licensing Engine' job. **7.** Verify error logs in the instance.
List Administration PRB1732486	A 'New List Modal' component appears in the UI Builder (UIB) toolbox	When searching 'list' in the UIB toolbox, a component for the new list modal appears that should not.	
List Administration PRB1737130	Grouping by the 'Tags' column isn't working on the sc_req_item table	The issue is occurring in the Washington release. Utah and Vancouver aren't impacted.	**1.** Navigate to a Washington instance. **2.** Navigate to requested items (/sc_req_item_list.do). **3.** Add the 'Tags' column, if needed.

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			4. Right-click on the column header. **5.** Group by tags. The table is broken, and UI actions aren't clickable.
Major Incident Management PRB1728923	Open cross-scope access for the 'Major Incident Trigger Rule' table for the AdminEx use case	Currently, 'Major Incident Trigger Rule' is locked for cross-scope access. The same must be opened for AdminEx use cases where CRUD operations are performed in a different scope.	
Metric Intelligence (Family) PRB1728798	In the 'Metrics' view configuration, users can't choose the CI type	When creating a 'Metrics' view configuration record, after choosing any source, it's not possible to select the CI type.	**1.** Have a series in the 'm2ci' table. **2.** Navigate to the 'metrics view configuration' menu item. **3.** Click **New**. **4.** Users can't select a CI type in the 'CI type' menu.
Microsoft Reconciliation PRB1734544	Microsoft recon fails with StackOverflowError and IllegalStateException errors for a cluster	Recon fails with multiple errors.	
MID Server PRB1717409	Discovery with Cyberark integration doesn't work when Amazon Web Services' (AWS) access key ID and password rotates	Integration with Cyberark used during AWS discovery or provisioning stops working when Cyberark rotates the AWS access key ID and password related to the AWS Identity and Access Management (IAM) user name.	
MID Server PRB1729795	A script times out when 30+ files are present in the 'Customer Update' table	A script times out when 30+ files are present in the 'Customer Update' table with 'Replace on upgrade' set as false and the type set as 'MID Server Script File'.	

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Problem	Short description	Description	Steps to reproduce
Mobile Experience for Field Service Management PRB1730587	The value of a label's quantity on the 'Select part to use' card's screen isn't visible	The quantity isn't visible for assets that are available to use.	1. Log in as a user. 2. Navigate to **My Work** > **My Tasks** > **Open any 'Work in progress' task** > **'Parts' tab** > **Footer Action button** > **Use part**. Expected behavior: The cards are displayed with each card displaying the label's quantity and value-integer (number). Actual behavior: The cards are displayed, with each card displaying the label's quantity, but the value-integer (number) isn't visible.
Next Experience Unified Navigation PRB1733249	Creating a custom group in the 'Favorite' edit modal creates two custom groups	This happened due to two actions instead of one being dispatched when an item is clicked.	1. Open the 'Favorite' edit modal. 2. Click **Create custom group**. Expected behavior: One custom group is created. Actual behavior: Two custom groups are created.
Notification Preferences PRB1740799	Users are unable to update 'Customer Service' notification preferences	The number of network calls grows exponentially when more notifications are present in a category, causing issues.	1. From the 'Advanced' view in Now Support, select **Notification Preferences** from the profile menu. 2. Select **Customer Service's** notification from the list of notifications. 3. Select **(CSM) Configurable Case Priority** from the list. 4. Select **Edit**. The screen is empty and comes back with an error.
Now Code Editor PRB1634262	Dimmed buttons in the 'Run this script' section don't have 'dimmed' as a programmatically determined value	On the 'Policy Scheduled Job' screen, buttons in the 'Run this script' section don't have a programmatically determined value. The buttons are dimmed, but aren't read to the	1. Enable a screen reader. 2. Navigate to an instance. 3. Navigate to **All** > **Scheduled jobs**. 4. Select a record.

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		screen reader user as dimmed, which may be confusing to a user.	**5.** Navigate to the 'Run this script' section with the keyboard. **6.** Observe that the dimmed state of the buttons aren't announced as dimmed by the screen reader. Expected Behavior: For all user interface components, the name, role, and value (state) should be programmatically determined. The screen reader should announce the appropriate dimmed state of buttons. Actual behavior: On the 'Policy Scheduled Job' screen, buttons in the 'Run this script' section don't have a programmatically determined value. The buttons are dimmed, but aren't read to the screen reader user as dimmed, which may be confusing to a user.
Now Experience Component Library PRB1737539	There's page redirection when a URL is embedded inside an iFrame component	The turned off sandbox included 'allow-top-navigation', which it shouldn't.	**1.** Add iFrame to a UI Builder page. **2.** Configure with a root relative path to another page on the instance. **3.** Select **Disable sandbox boolean**. The page redirects to a configured page.
On-Call Scheduling PRB1721109	Information messages aren't available for consumption in Store applications	Information messages are displayed on the 'Classic' forms after approving time off.	
On-Call Scheduling PRB1724264	When a user with the 'incident read' role accepts an incident from a voice call in escalation, it isn't accepted	After accepting the incident, the message should be: 'You have been assigned to the assigned'. Instead, it says the message: 'Assignment unsuccessful, (user) does not have read access' and isn't assigning the incident to the user.	**1.** Log in as an admin. **2.** Navigate to the cmn_rota table. **3.** Update any shift to 'custom'. **4.** Create the escalation steps with the user having the 'incident read' role and a phone number. **5.** Create a trigger rule to trigger the escalation on this group when an incident is created.

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			6. Create an incident such that it triggers the trigger rule. 7. After the call is received, accept the incident.
On-Call Scheduling PRB1728370	The 'On-call Create/Edit Schedule' (wizard) page isn't rendering properly	The 'On-call Create/ Edit Schedule' (wizard) page isn't rendering properly while com.snc.on_ call_rotation.log.level is set to debug.	
On-Call Scheduling PRB1732082	Users are unable to delete a 'Default Escalation' set		1. Log in as an admin. 2. Navigate to cmn_rota.LIST. 3. Select **hardware(Apac)** shift. 4. Click **Override escalation.** 5. Select **Yes**. 6. Click **Edit escalation**. 7. Check that the default escalation set is created by 'System Default'. 8. Click the '+' icon to create another default set. 9. Give all the required fields. 10. Make 'Default,Active' true. 11. Click **Save**. 12. Try to delete the system-created default set. Expected behavior: The 'Default Escalation' set should be deleted, which is inactive. Actual behavior: The default set isn't deleting.
Performance Analytics PRB1724419	Pagination is slow for new dashboards in Platform Analytics Workspace	It takes around 12 seconds.	
Performance Analytics PRB1727060	There should be enhanced logging for API issues	The API doesn't print stack traces in the syslog table, making troubleshooting	

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		dashboard issues difficult.	
Performance Analytics PRB1727663	Migrated dashboards are still displayed on Next Experience pages after the migration is rolled back		1. Run the full migration on an instance. 2. Activate the Next Experience pages after the migration is completed. 3. Navigate to sys_properties.list. 4. Create glide.par.coreui.migration.bulk_rollback_enabled. 5. Make step 4's value true. 6. Navigate to the migration center. 7. Click the **Deactivate** button to roll back the migration. Expected behavior: The migrated dashboards and reports shouldn't be available on the Next Experience pages if the migration is rolled back. Actual behavior: After the migration is rolled back, the migrated dashboards and reports are still available on the Next Experience pages.
Performance Analytics PRB1729902	There's issues with partially upgraded instances		1. Entitle the App Engine Studio bundle with the 25.0.x version and install. 2. Install the AES Bundle from plugins. 3. Verify that the Workspace UI Template plugin is installed. 4. Create a user added in the 'App Engine Studio' group. 5. Log in with the AES user. 6. Navigate to **App Engine Studio** > **Create an App** > **Add a workspace experience**. 7. Once the workspace is created, click **Preview**. 8. Click **Home**. The user isn't able to see the dashboard. The dashboard isn't loaded. 9. Click **Analytics Center**. The user isn't able to create/see the dashboard from Analytics Center.

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			10. Click **Analytics Center**. ○ The user isn't able to create data visualization from Analytics Center. ○ When the user clicks the home page, a message displays: 'You do not have permission to see dashboard'.
Performance Analytics PRB1731319	There's an error after the migration for the time series PA widgets that have widget indicators added	After the migration, many dashboards have time series PA widgets that are generating errors after the migration. These widgets are configured with extra widget indicators.	
Performance Analytics PRB1731786	In 'ProdSec Testing Work Queues', a single score realtime option isn't migrated	Realtime should be enabled after migration for single scores. It's enabled for classic dashboard widgets.	1. Log in to an instance. 2. Navigate to the 'ProdSec Testing Work Queues' dashboard after migration.
Performance Analytics PRB1735051	The filter data load up should be optimized	For filters, the entire table is pulled because there's no filter.	
Performance Analytics PRB1738288	Incompatible filters in the Migration Center UI aren't surfaced		1. Bulk migrate a dashboard with a cascading filter on Washington DC. 2. Verify that there's no filter section in the compatible area of the Migration Center UI. 3. Open the par_coreui_migration_bridge_dashboard table. 4. Run a filter on the **Compatibility mode** field to look for 'filter'.
Performance Analytics PRB1739397	The breakdown limitation isn't respected for the 'Correlation' job, resulting in high memory consumption	The 'PA CalculateCorrelation' job causes memory issues and the node restarts.	

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Performance Analytics PRB1740187	Users can't type spaces into the input field of the typeahead filters	Related to the 'SR - PA - Platform Analytics Experience Bundle - v4.0.1' store release.	1. Open a Platform Analytics dashboard. 2. Add a typeahead filter type.
Predictive Intelligence PRB1629897	The user is unable to train classification solution definitions that have a filter condition for keywords	If the user tries to train a classification solution definition that has a filter condition for keywords, the solution fails to train with the error: 'SE0060:Solution Training Failed. Ask Support to use log key XXXXXX to investigate trainer logs further.'	1. Create a classification solution definition. 2. Add a filter condition for keywords. 3. Confirm that there's at least 10K records for the chosen keyword. 4. Submit and train the solution. Observe the error: 'SE0060:Solution Training Failed. Ask Support to use log key XXXXXX to investigate trainer logs further.'
Predictive Intelligence PRB1722730	sn_ml.SimilaritySolution.get() throws an error when the table is in the 'Database' view	This issue exist in Vancouver and Washington.	This issue exist(solutionDef)
Problem Management PRB1739275	ProblemUtilsClient's non-SNC version is missing	Problem Management in Service Operations Workspace (SOW) is using a script include code that can't be accessed from other scoped apps, as it's SNC-version only.	
Problem Management PRB1740981	There's a localization issue for problem labels In Service Operations Workspace (SOW)	SOW has fields specified depending on the problem resolution code, which is incorrect. For example: CANCELED_DATE, MARKED_DUPLICATE_DATE, COMPLETED_DATE, RISK_ACCEPTED_DATE. Respectively, it should be 'Canceled', 'Marked duplicate', 'Completed' and 'Risk accepted'.	
Process Automation Designer	Process Automation Designer can't select trigger	A user with the pd_admin role is unable to select a trigger type. It says 'no	

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(Family Channel) PRB1728558	for users with the 'pd_admin' role	results found'. If the admin role is assigned to the user, they're able to select trigger options.	
Process Mining Guided Project Setup PRB1729024	In guided setup, 'Activity name' should be renamed to 'Display name' in an activity form		1. Open project setup with any new or existing project. 2. Open an activity form. The **Activity name** field should be renamed to 'Display name'.
Process Mining Workspace PRB1731905	A sn_process_optimization_analyst can't create project finding constraints	Users should be able to create a constraint, but can't.	1. Create a user with the sn_process_optimization_analyst role. 2. Create a process mining project: ○ table = Incident ○ AD = State 3. Create a project finding. ○ Start condition = Process start ○ Eventually followed by ○ End condition = Process end 4. Navigate to 'Constraint'. Expected behavior: Users should be able to create a constraint Actual behavior: Users aren't able to create a constraint.
Process Mining Workspace PRB1732774	The transition filters are overriden but not stacked		1. Open a mined project's workbench. 2. Apply a transition **A** > **B**. 3. Click **View result**. 4. Apply a transition on the result **C** > **D**. Expected behavior: It should apply to both **A** > **B** and **C** > **D**. Actual behavior: It clears **A** > **B** and only applies **C** > **D**
Procurement Integration Framework	glide_fix_script_fix_link_updates_now fix script/ sn_spend_uib plugin are	it takes around 19 minutes.	

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Problem	Short description	Description	Steps to reproduce
PRB1725573	taking a long time during an upgrade		
Project Management PRB1725538	The com.snc.sdlc.scrum plugin is taking a long time during the upgrade from Vancouver to Washington DC	It's taking around 22 minutes.	
Project Management PRB1727829	When creating an expense line in an auto-generated cost plan, it lists the cost type as 'labor capex/opex' instead of 'other capex/opex'		1. Create a Project/Epic. 2. Generate a labor cost for it. 3. Add an expense line without a cost plan. 4. View the auto-generated cost plan. Actual behavior: The cost type is 'labor capex/opex'. Expected behavior: The cost type is 'other capex/opex'.
Project Management PRB1731206	In Washington DC, Environmental, Social, and Governance (ESG) personas have read access to programs and projects		1. Open an instance. 2. Open an ESG workspace as an ESG persona (contains sn_esg.program_manager or sn_esg.reader). 3. Click the ESG home page. 4. Click **View all programs**. 5. Click **View all projects**.
Project Management PRB1733432	The parity of client scripts should be changed	The scripts are 'Hide Related List on Execution Type', 'Hide Attribute Choice', 'Hide/Show sections for agile phase'.	
Project Management PRB1733648	There's a lack of parity in client scripts on the details pages of the 'Benefit Plan', 'Cost Plan',		1. Log in to the application. 2. Navigate to **Projects** > **Project Workspace**. 3. Select the expense line. 4. Click **New**.

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	and 'Expense Lines' tabs		Expected behavior: All the client scripts should have parity in Project Workspace. Actual behavior: Not all the client scripts are working in the 'Cost Plan', 'Benefit Plan', and 'Expense Line' tabs.
Project Portfolio Management PRB1591115	Loading a subproject in a project form is taking more than 2 minutes		1. Load a project in any instance with 10 subprojects that causes around 14k tasks in the project overall to be loaded. The hierarchy of projects should have around 6 levels of child tasks. 2. Open the subproject form from the 'Platform list' view. Observe that it takes around 2 minutes to load the project form for the sub project(Defect). com.snc.planned_task.core. loader.PlannedTaskStructureLoader is run 5 times during the subproject loading and consuming around 30+ seconds every time it's invoked.
Push Installation API PRB1732012	Users are unable to receive push alerts for all the push devices in Utah	When a notification is sent to multiple users, only one user is receiving the notification.	1. Log in to an instance from any agent app. 2. Create a notification. 3. Add multiple push messages. 4. Enable the notification for the push device. 5. Trigger the notification. Expected behavior: The notification is received on all mobile devices. Actual behavior: No notifications are received on the devices.
Resource Exchange PRB1735826	There's an issue with the race conditions generateAutoKeyExchangeRequests and startKeyExchangeClone	The daily scheduled job (generateAutoKeyExchangeRequests) executes before the ExchangeRequest (startKeyExchangeClone). When occurs, generateAutoKeyExchangeRequests erases and replaces all the cloned over template request	1. Prepare two Key Management Framework (KMF) Healthy instances. 2. Navigate to one of the instances. 3. Navigate to the 'Resource Exchange' table. 4. Navigate to sn_kmf_resource_exchange_request. 5. Remove the filter.

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		messages, which are then consumed (erroneously) by startKeyExchangeClone. This causes automated key exchange to fail. The request message displays 'Error on Instance'.	6. There should be a set of template request messages (Request Pending). If there's not, navigate to the background and execute generateAutoKeyExchangeRequests to generate the template request messages. 7. Copy all the request messages in an XML file. 8. Navigate to the other instance. 9. Navigate to the 'Resource Exchange' table. 10. Navigate to sn_kmf_resource_exchange_request. 11. Remove the filter. 12. Delete all records in this table. 13. Import the XML file created from the source instance. This state simulates what the state should be on a cloned target instance when startKeyExchangeClone runs. 14. Execute generateAutoKeyExchangeRequests. 15. Examine the 'Resource Exchange' table and verify the imported template messages from the source are gone. 16. Execute startKeyExchangeClone. 17. Re-examine the 'Resource Exchange' table. The messages were processed with Status = 'Error on Local Instance'.
Scheduled Jobs PRB1723650	Scheduled jobs are stuck in a running state due to connection issues or node restarts and should be reset	Jobs are stuck and are never run until manual intervention. These long-running scheduled jobs that are orphaned should be removed or reset.	
Scheduled Jobs PRB1729518	The 'Restrict non-admin on Run-As field' business rule on a sys_auto	The user receives a generic 'invalid update' error from the business rule. A proper error is written to the error logs	Refer to the listed KB article for details.

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KB1586064	error message isn't visible to the user	that could also be sent to the user as an info message.	
Scheduled Jobs PRB1730001	Stuck startup jobs aren't processed by v3 scheduler	v2 scheduler ignores sys_trigger.state and claimed_by when processing startup jobs. Even if a startup job's sys_trigger record is corrupted (state=RUNNING,claimed_by=nodeX), the job is run. At the end of the execution, state and claimed_by is reset to READY and null, respectively. However, the v3 scheduler doesn't ignore state and claimed_by because of the optimistic update to acquire the job.	**1.** Create a startup job in sys_trigger in a 'corrupted' state: ○ state=RUNNING (1) ○ claimed_by to a different node ○ system_id to the node the user is testing on **2.** Confirm that the scheduler is v3 (system property glide.central_scheduler.enable = true). **3.** Restart the node. The startup job didn't run. **4.** Confirm that the scheduler is v2 (system property glide.central_scheduler.enable = false). **5.** Restart the node. The startup job did run, sys_trigger.state=READY (0), and claimed_by = NULL.
Scheduled Jobs PRB1733533	Scheduler assigner should ignore jobs pinned to dead or offline nodes	This improves performance time.	
Scheduled Jobs PRB1737477	Run-once parent jobs aren't automatically cleaned up	The parent job is 'KMF Cluster Message'.	**1.** Create a sys_trigger with: ○ trigger type = Run Once ○ system ID set to one of ALL NODES, ACTIVE NODES, or PRIMARY NODES ○ Script: gs.info('test log from run once job'); **2.** Once submitted, confirm that child jobs with the same name are created for all nodes specified from step 1. **3.** Check the [sys_trigger] table. The parent job is still present (doesn't get auto-cleaned). Any changes to the

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Problem	Short description	Description	Steps to reproduce
			trigger or node state that may trigger relevant business rules cause the child job to be spawned again.
Search Administration PRB1731361	Global text search is broken in /buildtools1 for UI16		**1.** Navigate to a /buildtools1 instance, **2.** Switch to UI16. **3.** Perform a global text search for something. Expected behavior: Search results display. Actual behavior: There's a brief flash of frame-in-a-frame, then an empty page.
Server-side scripts PRB1714731	After a Vancouver upgrade from Utah, GlideRecord.getElement().getDisplayValue() doesn't honor the user local preferences	If an element is a reference and the displayValue of the referenced table is of type glide_date_time, after a Vancouver upgrade from Utah, GlideRecord.getElement().getDisplayValue() doesn't honor the user local preferences. The issue is with the GlideRecord.getElement().getDisplayValue(), so it can be reproduced for any table that has the same setup.	
Service Catalog PRB1726050	A filter condition isn't honored on a catalog table's 'Indexed Source' when AI Search (AIS) is enabled	A catalog item's table's 'Indexed Source' has a filter condition to not index the dynamic content type 'Catalog Item'. However, this indexed source isn't honored, although the filter is available in the XML file. It's because AIS isn't generating the attribute file that is needed to support the filter condition.	**1.** Create a dynamic content item. **2.** Enable AIS. **3.** Search for that item in the portal. Expected behavior: The item shouldn't be available in the portal. Actual behavior: The item is available in the portal.
Service Catalog PRB1735036	'Execute Now' isn't honoring the state of the scheduled job run and the flag for the existing		

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Problem	Short description	Description	Steps to reproduce
	catalog UI policy isn't changed		
Service Catalog PRB1736195	There's a null pointer exception when executing Mobile flows due to a fPreviousConditionEvaluationResult empty error		
Service Catalog PRB1736330	The 'Applies on a Catalog Item view' check is missing in 'Scheduled job'		**1.** Log in to an instance. **2.** Open any item. **3.** Create a catalog client script. **4.** Clear 'Applies on a Catalog Item view'. **5.** Add unsupported APIs in the script. **6.** Run the scheduled job. Expected behavior: The Virtual Agent (VA) supported flag should be true instead of false. Actual behavior: The 'Applies on a Catalog Item view' check is missing in the scheduled job. The VA supported flag is set to false instead of true.
Service Catalog PRB1736674	A check box's read-only and visibility settings are incorrect via Service Script		
Service Catalog PRB1737649	There's a noticed performance impact with the scheduled job 'Set VA Supported Flag'	The initial trigger of the job is causing high times.	**1.** Provision an instance on 'nowassiststable' latest. **2.** Complete the setup for GenAI and the Catalog Conversational request. **3.** Create volume on the catalog item that has catalog_script_client and catalog_ui_policy tables (~200k on each). **4.** Trigger the scheduled job created on the latest 'Set VA Supported Flag on

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Problem	Short description	Description	Steps to reproduce
			Catalog Client Script and Catalog UI Policy'. 5. Notice the time taken for the job to complete from the transaction log.
Service Catalog PRB1740365	There's family changes for the New hasVASupport API for language models (LLM) topic blocks	This is a product update.	
Service Catalog PRB1740367	There should be family changes to support advanced reference qualifiers in Virtual Agent	This is a product update.	
Service Catalog PRB1740368	There should be support for scripted UI policies	This is a product update.	
Service Catalog PRB1740369	There should be support for client scripts	This is a product update.	
Service Catalog PRB1741036	There's no message on the client script and 'UI Policies' form indicating unsupported variables in the script	Similar behavior is missing on the Catalog UI Policies.	1. Create a catalog client script with an unsupported function call. 2. Refresh the form. Expected behavior: There should be an information message on the form indicating what's unsupported. Actual behavior: There's no such error.
Service Mapping PRB1731602	A user with sm_app_owner role on a reject map has both success and unauthorized messages	Reproducible in Washington DC.	1. Log in with the sm_app_owner role. 2. Open a service map. 3. Click a reject map. The user observes both success and unauthorized messages.

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Problem	Short description	Description	Steps to reproduce
Service Mapping PRB1738279	There's a memory leak in the 'Service Mapping Recomputation' job due to the ServiceImplementationCache not clearing	This occurs when a job is canceled prematurely.	1. Log in to a datacenter instance that can heap-dump. 2. Create a service that is large enough that the recomputation takes enough time to let a user end it prematurely. 3. Create a dynamic service. 4. Populate it with a large quantity of data (at least a few hundred CIs). 5. Make a change while the recomputation is running. Be sure to know which node is running the recomputation. 6. End the job that's calculating the service. 7. Repeat steps 4–5 several times. 8. Turn off recomputation jobs. 9. End any recomputation job currently running. 10. Capture the heap-dump of that node running the recomputation. There's service_modeling objects in the heap (ServiceDefinitionImpl, ElementDefinitionImpl), even though recomputation isn't running.
ServiceNow Security Center (Family Release) PRB1736713	The table check 'Role definition for Service Portal widgets' should be removed	The 'Role definition for Service Portal widgets' check has been removed from the Security Center. However, this check still exists in system property's 'Update plugin'. If the user reactivates this plugin, this check displays.	1. Navigate to **Security Center** > **Suite** > **Auditor**. 2. Search for the check 'Role definition for Service Portal widgets'. Expected behavior: The check shouldn't exist. Actual behavior: The check does exist.
Service Portal PRB1728034	In the Playbook Experience portal, there's an issue with the portal modal	An empty page displays with an error: 'Component is not configured'.	
Service Portal	The Portal search bar is missing after	The issue is intermittent. It doesn't	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
PRB1735271 KB1629628	upgrading to Vancouver	occur to all users or all instances.	
Service Reliability Management (Family release) PRB1704030	A Site Reliability Metrics (SRM) admin is unable to access the incidents in the SOW workspace		1. As an SRM responder, create incidents. 2. Impersonate an SRM admin. 3. Navigate to 'Incidents'. 4. Change the filters to display only active incidents. The admin is unable to view the incidents.
Shopping Hub PRB1727643	The 'App Shell' menu isn't loading in Shopping Hub	This issue is caused by loading pages in parallel to App Shell, instead of loading App Shell first and then the pages. There	1. Log in as a shopper into Shopping Hub. 2. Check for the 'App Shell' menu. The 'App Shell' menu isn't loading.
SmartOps Management (Family Channel) PRB1735096	glide.services.rest.allowed_services doesn't contain the 'smartops-gateway' service	An error displays: 'REST messages to service not allowed from scope sn_smartops: ...'	Try to send a request to SmartOps from sn_smartops scope. It fails with an error.
Software Asset Reconciliation PRB1715795 KB1585469	If on entitlements the software model has license_under_management = false, allocations shouldn't be processed	License metric results (LMR) aren't created for entitlements on software models that aren't under management ('license_under_management' = false). However, the code is processing allocations on these entitlements. This causes downstream issues attempting to create a 'rights used by' for the allocated device/user when an LMR doesn't exist. The error arises as a downstream effect.	1. Create an allocation on a 'per device' entitlement. 2. Make the entitlement software model LUM = false. 3. Run recon. The recon status is 'partially completed'. In the progress summary logs, there's the failure: 'TypeError: Cannot read property "null" from undefined'. There might be a record in 'samp_licenses_required_by' with an empty LMR and 'allocated not in use' > 0.
Software Lifecycles	Filters in the 'Lifecycle report' table	The life-cycle reports from the 'Reports' tab doesn't display data	

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Problem	Short description	Description	Steps to reproduce
PRB1722917	aren't properly applied and no records are populated in a workspace	due to inappropriate filters.	
Source Control Engine PRB1743604	Applying remote changes from the 'CICD rest' API is successful but it doesn't load the changes	In SCChangeDetector, the fAppDirectory attribute needs to be set in order for the method foundInModifyList to work correctly. The reuse of delta lists in the queued apply remote changes operation isn't setting it.	1. Import an application from a git repository. 2. From another instance, make a change to the app or change something directly in github. 3. Using the 'CICD Apply VCS Changes' API, import the changes. Expected behavior: The changes are loaded and the operation completes successfully. Actual behavior: The operation completes successfully but the changes aren't loaded.
Source-to-Pay Common Architecture PRB1737641	The 'App Shell' menu isn't loading in Shopping Hub	This issue is caused by loading pages in parallel to App Shell, instead of loading App Shell first and then the pages.	1. Log in as a shopper into Shopping Hub. 2. Check the 'App Shell' menu. The 'App Shell' menu isn't loading.
Subscription Management - V2 PRB1733815	Subscription Management V2 should be upgraded to a newer version to fix an issue due to EE/CPE data	In the Subscription Management module on Washington DC, columns for EE/CPE data display as empty.	
Syntax Editor PRB1717790	With the new scripting tools in Vancouver, syntax editor macros aren't loading correctly all the time	Completions aren't appearing after the first time.	1. Open any script include in a Vancouver instance. 2. At the root of the class, type 'info'. 3. Click **Tab**. The word 'info' is replaced with 'gs.addInfoMessage (gs.getMessage(""));', as expected. 4. Place the cursor into an existing function or create a function. 5. Type 'info'.

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Problem	Short description	Description	Steps to reproduce
			The macro doesn't appear in the list.
Table Cleaner PRB1719574	The 'DM Job' is creating more triggers than are configured in the sys_dm_job table	The total number of producers and consumers should be based on what is configured in the sys_dm_job table for a table cleaner entry or any job that's configured in the DM framework.	1. Log in to an instance. 2. Enable the new table cleaner by going to the sys_dm_job table. 3. Enable a table clean-up rule on CMDB or any other table with 30 K to 40 K records. 4. Navigate to the DMScheduler trigger in the sys_trigger table. 5. Press **Execute Now** multiple times to see how many triggers starting with 'com.glide.dm_job.table_cleaner.Table' are created. The trigger count is increasing when hitting the **Execute Now** button multiple times.
Territory Planning PRB1723963	Users receive a 'Oops! Something went wrong' message when searching	Users receive a 'Oops! Something went wrong' message when searching for a location in a work order creation through a workspace.	
Territory Planning PRB1732080	There are issues with adding matching attributes in the geography type in workspace		
Territory Planning PRB1732776	There's multiple functionality issues in Dispatcher Workspace (DW)	1. Agents added via only membership records aren't displayed on DW in Vancouver and later. 2. If an agent is added to multiple territories, the names of those territories are displayed without a comma in-between when the user changes the view from 'Day' to 'Week'. 3. If an agent is added to multiple territories, then an agent's personal schedule appears more	

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Problem	Short description	Description	Steps to reproduce
		times than it should. 4. There's an incorrect display of Agents' availability when a user changes the dates via the calendar. 5. When a dispatcher drags and drops a task against an agent for the slots marked as 'False' memberships under 'Territory', then the user doesn't see any indication for dropping. 6. When a user drags and drops a task on the slot where an agent isn't a member of the territory, an error appears. 7. 'Unassign through context menu' isn't working for adhoc agents.	
Transaction Management PRB1729217	There's an invalid and harmless 'SEVERE ERROR' logged on logout.do	There's no actual error, but the incorrect 'SEVERE ERROR's are undesirable in the logs.	**1.** Log in as a user to a Glide instance. **2.** Note which node is on. **3.** Explicitly log out (logout.do). There's an error in the localhost log for the node that the user was on.
Transformer API PRB1733790	TransformerStats grow unbounded, causing heap memory pressure		
UI Builder (Family Channel) PRB1732414	Pages load slowly with 150+ elements	The pages load slowly and freeze, becoming unusable.	**1.** In Vancouver, create a page with over 150 elements. **2.** Refresh the page. Expected behavior: The page becomes responsive quickly and doesn't freeze. Actual behavior: The page freezes completely and is unusable.

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Problem	Short description	Description	Steps to reproduce
UI Builder (Family Channel) PRB1732594	A subpage configured for a viewport isn't rendered in a configuration pane	The user observes the message: 'No page collection added yet'.	1. Create a page with the viewport in Utah. 2. Configure a subpage to that viewport. 3. Move the V. Expected behavior: The configured subpage should be visible in the configuration pane. Actual behavior: 'No page collection added yet' displays.
UI Builder (Family Channel) PRB1732843	UI Builder isn't handling client script includes in a scoped application	A user created a UX client script include in the 'Runbook Management' scope and with 'Accessible' as 'This application scope only'. The UX page was also within the 'Runbook Management' scope. However, the user couldn't import the script includes created within the same scope on the page.	1. Open 'Runbook Management Experience' in UI Builder. 2. Open 'Event Calendar'. 3. Select **Client Scripts**. 4. Select **onCalendarDataResponse**. 5. Select **Client Script Includes**. 6. Observe the 'Loading Client Script Includes' and spinning icon. 7. Open 'Event Overview'. 8. Select **Client Scripts**. 9. Select **applyContainerFilterDirect**. 10. Select **Client Script Includes**. 11. Observe that the client scripts are loaded.
UI Field Administration PRB1734907	The **Phone Number (E164)** field type is broken for non-admin users	The issue doesn't occur in Vancouver.	1. Add a **Phone Number (E164)** field to the 'Self Service' view of the 'Incident' form. 2. Create an incident. 3. Make 'Joe Employee' the caller. 4. Make the **Phone number** field for the United Kingdom with the number +44 (0)1234 868686. 5. Save the record. 6. Impersonate Joe Employee (or an ITIL User). 7. Open the same incident in the 'Self Service' form view.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The user should see the phone number correctly Actual behavior: The region says 'Other/ Unknown' and the phone number input has the 'Incident' number.
UI Form Administration PRB1730199	'Reload form' in workspace doesn't load special handling notes (SHN)	The SHN load in the Core UI, but don't load in Service Operations Workspace (SOW).	1. Install the following plugins: com.sn_shn and com.snc.shn_demo. 2. Open any active incident in both SOW and the Core UI. 3. Open the sn_shn_notes table. 4. Open an incident/case record. 5. Select any incident based on the SHN. 6. In the Core UI, notice that the SHN appear on the initial load. 7. From the context menu, click **Reload form**. 8. Notice that the SHN appear again. 9. In SOW, notice that the SHN appear on the initial load. 10. From the 'More form options' pane on the left in the 'Details' tab, click **Reload form**. Expected behavior: SHN should load. Actual behavior: SHN don't load.
Usage Analytics PRB1741917	GCFCollector code spits many errors due to an incorrect parsing of a transaction source	The app's logs are registering many of these errors: 'SEVERE *** ERROR *** Error while parsing x-transaction-source...'	
UX Framework PRB1734932	Users receive an error when an existing record is opened in Customer Service Management (CSM)/Field Service Management (FSM)	Steps fail because the client error 'Databroker exec prefetch call failed for pipelineId: dynamic_routing_record' was detected on the page being tested.	

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Problem	Short description	Description	Steps to reproduce
	Workspace to approve an order in Automated Test Framework (ATF)		
Virtual Agent Designer PRB1737647	Irrelevant topics are displayed on the 'Publish' topic page when migrating topics	Irrelevant topics are displayed on the 'Publish' topic page and the respective topic blocks aren't displayed.	1. Log in to an instance as a user with elevated privileges. 2. Navigate to 'Batch topic migration'. 3. Select the topic 'Password Reset Enrollment (Template)'. 4. Click **Next**. 5. Click **Migrate topics**.
Virtual Agent Designer PRB1741020	A flow sticks once 'Skip' is selected for the dynamic choice input		1. Create a topic block of type 'NLU'. 2. Add two nodes: a dynamic choice node and any other output node after that. 3. Configure the dynamic choice node as below: ○ Always show the skip pill ○ Select the check box: 'Allow the user to select more than one choice' ○ Add two or more choices 4. Run the topic block. 5. Select **Skip pill**. The topic block is stuck and doesn't move forward to the second node.
Virtual Agent Designer PRB1742687	'Skip node' properties aren't available on converted large language model (LLM) nodes	The skippable property should exist on the node's inputs property.	1. Create an NLU topic (NLU/Keyword model type) with input nodes. 2. Enable 'Skip this node' conditions (condition builder or script) for those nodes. 3. Duplicate the topic to an LLM model type. 4. View sys_cb_topic. 5. Notice that the 'skip property' doesn't exist in the converted node's graph

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Problem	Short description	Description	Steps to reproduce
			(this should be present in the grap.goals.nodes.[NODE_ID].input properties). Expected behavior: The skippable property should be present for future use. Actual behavior: The skippable is lost during the conversion.
Virtual Agent Designer PRB1743440	When using Now Assist in VA, if a custom 'Live Agent' flow is configured in the VA setup configuration, a system error is thrown during a midway conversation if the user tries to pull up the Live Agent option using the VA's 3 dot menu.	When using Now Assist in VA, if a custom 'Live Agent' flow is configured in the VA setup configuration, a system error is thrown during a midway conversation if the user tries to pull up the Live Agent option using the VA's 3 dot menu.	**1.** As an admin or an end user, navigate to a portal. **2.** Start a conversation in VA. **3.** Enter an utterance like 'Need help with laptop'. **4.** Midway during this conversation, open the VA menu by clicking the 3 dots. **5.** Select the 'Live Agent' transfer option. Expected behavior: The live agent transfer is available to user. Actual behavior: VA throws a message to the user: 'Sorry there was a problem at my end, please try again later.'
Virtual Agent PRB1731428	Loading dots for Live Agent are static and don't jump when waiting for the agent to pick up chat	Loading dots are expected to jump up and down in a fluid motion according to the animation declarations in the screenshots for the 'loading-dot' CSS class.	
Virtual Agent PRB1733286	An utterance isn't translated after going through language detection	There's no change in the language after language detection.	**1.** Set up and enable language detection and dynamic translation for Virtual Agent (VA). **2.** Change the user's language to some language, such as Japanese. **3.** Start a VA conversation in Japanese. **4.** Type in an utterance in the Japanese language. Expected behavior: The typed utterance is translated into the default system language (en).

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: The typed utterance isn't translated after language detection completes.
Virtual Agent PRB1740035	The 'Show 10 more' option is displayed when there's two options	The option shouldn't be displayed.	**1.** Open Virtual Agent. **2.** Search for the catalog items 'Item Test' and 'Get started'. **3.** Try to change the 'Check default value'. Users can see the 'Show 10 more' option.
Virtual Agent PRB1740084	For a reference variable, the 'Make changes' option isn't letting users change the option		**1.** Search some text in a reference variable list. **2.** Add a group from a reference variable. **3.** Click **Make changes**. **4.** Enter a question for changes. **5.** Click **Yes** for 'Do you want to proceed with changes'. **6.** Click **No**. Expected behavior: It should render the group to select the option. Actual behavior: It's not rendering the list to select the option.
Virtual Agent PRB1740370	Choice pickers should be paginated	This is a product update.	
Virtual Agent PRB1740371	There should be List Collector support in Virtual Agent for enabling conversational catalog items	This is a product update.	
Virtual Agent PRB1742979	Post-upgrade to Washington DC, follow-up isn't working	A message is displayed and the conversation errors out.	**1.** Configure Now Assist on a instance in Vancouver. **2.** Upgrade to a Vancouver instance with ITSM. **3.** Verify that the script include is good.

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Problem	Short description	Description	Steps to reproduce
			4. Install version 1.2 of voice activity detection (VAD). **5.** Upgrade to Washington DC. **6.** Execute 'Skill Summarize a record'/'Generate Resolution Notes'. **7.** Try to do a follow-up or do a skill discovery when the conversation is in follow-up.
Virtual Agent Web Client PRB1740374	There's client latency feedback issues	There's 4 issues. 1. The older loading 3 dots are displayed before the feedback messages arrive. 2. The loading dots next to the feedback message are too close without any spacing. 3. There's a freeze for a couple of seconds if the skill search is done after an error handling message. 4. When switching between multiple portals open in same session with NowAssist Virtual Agent (VA), the responses slow down after some time.	Issue 1: The older loading 3 dots are displayed before the feedback messages arrive. **1.** Open Nap/NAVA. **2.** Do a skill search. Expected behavior: Just the feedback message is displayed. Actual behavior: The older loading dots followed by the feedback message are displayed. Issue 2: The loading dots next to the feedback message are too close without any spacing. **1.** Open Nap/NAVA. **2.** Do a skill search. Expected behavior: The 3 dots next to the feedback message should have some spacing. Actual behavior: The 3 dots next to the feedback message don't have any space. Issue 3: There's a freeze for a couple of seconds if the skill search is done after an error handling message. **1.** Open NAP. **2.** Type anything irrelevant to the trigger error handling message. **3.** Do a skill search after this. Expected behavior: After the feedback message is displayed, the prompt should arrive without any delay.

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Problem	Short description	Description	Steps to reproduce
			Actual behavior: After the feedback message is displayed, there's some freeze time and the prompt arrives after that. Issue 4: When switching between multiple portals open in the same session with NowAssist Virtual Agent, the responses slow down after some time. 1. Open Now Assist VA Web Client in the SP portal in one tab and Now Assist VA in the Esc portal on another tab. 2. Run language models (LLMs) topics in Now Assist VA on SP. The feedback messages and responses are rendered in both the portals by switching between them. 3. Refresh one of the portals. 4. Continue step 2 for a few conversations. Expected behavior: The conversation should flow smoothly and not slow down responses. Actual behavior: The conversation and LLM responses slow down
Virtual Agent Web Client PRB1742098	The search input box should be moved to the top for multi-select		1. Create a dynamic choice picker in Virtual Agent designer. 2. Navigate to the SP portal. Expected behavior: The search box should be at the top of the picker. Actual behavior: The multi-select choice picker isn't in the correct place.
Workflow Studio PRB1736910	Workflow studio should be able to read arbitrary parameters passed from App Shell		1. Navigate to **Data sources** > **Create New Data Source** > **Data Stream**. 2. In the **Request Action** field, click the link that launches Flow Designer. Expected behavior: After clicking on the 'Request Action' link, it should launch Flow Designer in a new tab, where in

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Problem	Short description	Description	Steps to reproduce
			a user would be able to enter 'Data Stream'. Actual behavior: It's launching the Flow Designer homepage.

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC Patch EA Hotfix 1
- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC Patch EA Hotfix 1

The Washington DC Patch EA Hotfix 1 release contains fixes to these problems.

Build information:

Build date: 02-02-2024_1052

Build tag: glide-washingtondc-12-20-2023__patch0-hotfix1-02-01-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

Fixed problem

Problem	Short description	Description	Steps to reproduce
Transformer API PRB1733790	Transformer Stats grow unbounded, causing heap memory pressure		

Fixes included

Unless any exceptions are noted, you can safely upgrade to this release version from any of the versions listed below. These prior versions contain PRB fixes that are also included with this

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release. Be sure to upgrade to the latest listed patch that includes all of the PRB fixes you are interested in.

- Washington DC security and notable fixes
- All other Washington DC fixes

Washington DC security and notable fixes

The Washington DC release contains important problem fixes.

Washington DC was released on February 1, 2024.

- Build date: 01-25-2024_1625
- Build tag: glide-washingtondc-12-20-2023__patch0-01-17-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

For a downloadable, sortable version of the fixed problems in this release, click here.

Security-related fixes

Washington DC includes fixes for security-related problems that affected certain ServiceNow® applications and the ServiceNow AI Platform®. We recommend that customers upgrade to this release for the most secure and up-to-date features. For more details on security problems fixed in Washington DC, refer to KB1584420.

Notable fixes

Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1628950	In the configurable Agent Workspace, the email records are duplicated without the body		
Activity Stream PRB1673239 KB1430596	The cursor flickers, bounces, and has placement issues when typing in string fields	This affects the following fields in any Agent Workspace: **Description**, **Additional Comments**, **Work Notes**, and more.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Activity Stream PRB1675128	In the workspace activity stream, the email **From** field shows the sysID	The sysID appears in the workspace in the **From** field when an email is attached to an interaction and is displayed in the activity stream.	**1.** Open an incident in any workspace. **2.** Create and send an email. **3.** Open the sys_email table, find the e-mail just sent, and edit the user field to contain the sys ID of the sender. **4.** Edit the state of the email and change it from 'Send-ready' to 'Sent'. Expected behavior: When viewed in the activity stream of the original incident, the **From** field in the email details should contain the user's email address. Actual behavior: When viewed in the activity stream of the original incident, the **From** field in the email details contains the user's sysID from the **User** field in sys_email.
Activity Stream PRB1694062 KB1573051	Records with large amounts of related sys_activity records don't load in configurable workspaces	CI records get stuck loading. There are statements in the log file about handling a large result set.	Refer to the listed KB article for details.
Activity Stream PRB1694286	Updating any field on an 'Incident' form replaces the requester name in activity streams		**1.** Navigate to any workspace. **2.** Create an incident as any user. The first field changes the record. It's created by the user. **3.** Log in as or impersonate another user. **4.** Change any field on the incident (short_description for example). The first field change has been changed to the current user. **5.** Refresh the page. The first field is still changed.
Activity Stream PRB1711517 KB1578730	The **Assigned to** field changes display incorrectly in Workspace	The field **Assigned to** changes are shown to be done by the user who previously changed the assignment group.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Agent Chat PRB1666831	AWA chat date/time formatting issues	The chat window shows the 12 hour format, but the form shows a 24 hour format.	**1.** Log in to any Tokyo instance. **2.** In session one, impersonate an agent and make the agent available. **3.** In session two, impersonate an end user and navigate to Service Portal. **4.** In session one, start Agent Workspace and navigate to 'chat online'. **5.** In session two, start a new chat session from Service Portal. **6.** Converse back and forth over chat. Expected behavior: The same date format should be show in both the chat timestamp and the form. Actual behavior: The chat window date time shows the 12 hour format, but the form shows the 24 hour format.
Agent Chat PRB1707170	There's slow performance in an Agent Chat when typing in the chat input with emojis enabled	When emojis are enabled in Agent Chat, the EMOJI_INPUT_LISTENER is called for every character input and is matched to see if it's a space or ':' to see if the input contains emoticons so that it can convert it to an emoji. If the agent is typing fast, this causes performance slowness due to the listener being invoked several times in the same millisecond.	
Agent Workspace PRB1662150 KB1553280	There's misalignment when creating a case in the default mode		Refer to the listed KB article for details.
Agent Workspace PRB1677964	The 'Customer 360' ribbon component isn't displaying dot fields on	When the user adds the ribbon 'Customer 360' to HR Agent Workspace, it doesn't display dot fields.	**1.** Log in to a Tokyo instance. **2.** Navigate to HR Agent Workspace. **3.** Open sn_hr_core_case.

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Problem	Short description	Description	Steps to reproduce
	HR Agent Workspace		**4.** Observe a ribbon. **5.** Add dot fields in the 'Ribbon' setting under 'Primary' fields. Notice that dot fields aren't visible on the ribbon.
Agent Workspace PRB1682768	UI policies are not applied to the workspaces forms		**1.** Log in to any Utah instance. **2.** Create a UI policy on the incident table such that when the state is canceled, mark the resolution notes field as mandatory. **3.** Test the same configuration on a normal form in Native UI. Expected behavior: The UI policy should make the resolution notes field mandatory when state is canceled. Actual behavior: The UI policy doesn't apply on the Workspace UI.
Agent Workspace PRB1706356 KB1565692	A 'Mandatory field' warning message continues to display even after a user populates the required fields in Agent Workspace	The legacy workspace and custom workspaces are also impacted.	Refer to the listed KB article for details.
AI Search PRB1677163 KB1549264	AI Search's suggestion box can't deal with a catalog item with an external content type	When clicking a catalog item with content_type = 'external content' in the AI Search suggestion box, it incorrectly directs to the 'kb_article' page instead of the 'sc_cat_item' page.	Refer to the listed KB article for details.
AI Search PRB1678571 KB1445778	The first search for a record either doesn't do anything or gets stuck on loading with glide.ui.polaris.ais_ready set to true	When enabling glide.ui.polaris.ais_ready in an instance, when a user first searches for the record, the URL changes but nothing else happens. If a user refreshes the page, the record appears.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
AI Search PRB1696149 KB1552472	Admins no longer have read-access to ais_publish_history, which causes an unpublished profile banner and an icon to appear unexpectedly	Even though a profile is already published (state=published), there's an icon (triangle) and a banner message displaying that the profile was never published.	Refer to the listed KB article for details.
AI Search PRB1705847 KB1584581	'Exact match' in Portal isn't turned off after upgrading to Vancouver	Users with access to Portal should be able to toggle 'Exact match' suggestions on or off according to the configuration set in the sys_search_context_config table. However, 'Exact match' is automatically enabled.	Refer to the listed KB article for details.
AI Search PRB1707587 KB1557015	AI Search 'Suggestion' and 'Recently viewed' navigation isn't working on the ESC portal after upgrading the Employee Center app	For the 'Recently viewed' navigation issue, 'sys_id=undefined' is appended to the URL and it doesn't navigate to the record. For the 'Search Suggestion' navigation issue, it opens the record in the form page.	Issue 1: 'Recently viewed' navigation 1. Open the ESC portal. 2. Enter some search input. 3. Email. 4. Select an entry from the 'Recently Viewed' items. Issue 2: 'Search Suggestion' navigation 1. Open the EVAM definition for the ESC portal. 2. Ensure that there are more than 1 EVAM view configurations for a table with a different order. Each view configuration should have a different declarative action assigned to it. 3. Create only 1 AI Search result action for the table with the declarative action of the EVAM view configuration from step 2 with the least order. 4. Open the ESC portal. 5. Enter a search input. 6. Select a KB or catalog search suggestion result.

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Problem	Short description	Description	Steps to reproduce
Analytics Hub PRB1666661 KB1336388	An incorrect score is displayed in Analytics Hub for a Performance Analytics benchmark indicator		Refer to the listed KB article for details.
Application Install Engine PRB1719784	Customized application without sys_app_customization records doesn't update		
Application Manager PRB1685456	Users are unable to install an app from the Application Manager' view	Users are unable to install the base app if it has app-customizations versions from the 'Application Manager' view.	**1.** Navigate to plugins. **2.** Install Service Builder. An error displays. If a user changes the view to 'Classic', it's working as expected.
Application Portfolio Management PRB1709920 KB1567820	The com.snc.sams (SAM Foundation) plugin is auto-activated by the com.snc.apm (APM) plugin on an upgrade	The issue can cause problems for a company table across an instance.	Refer to the listed KB article for details.
Approvals PRB1714382	A group approval should set to Approved' in the case of a common user	Currently, in non-common user scenarios, the group approval record is set to approved. Because of existing business rules, the group approval record cannot be set to approved as it will change the approval state of the remaining member of group as 'No Longer Required'.	
ATG - Glide Interfaces	The PI plugin causes a distributed denial-of-	The PI plugin causes a DDoS to AI Scheduler by running scheduled jobs of all user instances at the same	

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Problem	Short description	Description	Steps to reproduce
PRB1709048 KB1574610	Service (DDoS) to AI Scheduler	time. There's also a tendency to create jobs at the beginning of the hour, leading to a peak of requests throughout the day, overwhelming the AI Scheduler.	
Authentication PRB1664966	Users are unable to turn off multi-factor authentication (MFA) logging messages with Adaptive Authentication	Users would like to turn off the MFA logging that is captured after every single sign-on (SSO) log in of the user. The message reads: 'Is MFA Setup required as per policy : false?'. Users have turned on Adaptive Authentication.	**1.** Turn on Adaptive Authentication. **2.** In the MFA context record, don't activate the policy, ensure that the 'Step Up' policy is inactive. **3.** With an SSO log in of a test user account, try to log in. **4.** Navigate to syslog.list. **5.** Add the filter 'Created Today' to see the most recent logs. Observe the message 'Is MFA setup required as per policy : false' appearing with the source as 'AuthPolicy'.
Authentication PRB1725399	The 'getHeader()' call in the BasicAuth and BearerAuth scripts is not working as expected	This is due to the API Key and Hmac plugins being enabled out of the box.	**1.** Open an instance with the Washington DC release. **2.** In the basicAuth script, add a line var header = this.request.getHeader ('Authorization'). Expected behavior: BasicAuth using correct credentials should work. Actual behavior: BasicAuth using correct credentials fails.
Benchmarks PRB1705193 KB1556638	Benchmarks dashboard doesn't work after upgrading to Vancouver	The Benchmarks dashboard doesn't work properly after upgrading from a lower version to Vancouver. Even though a production instance was opted in to use Benchmarks earlier, after upgrading to Vancouver, the 'opt_in_status' property of 'sn_bm_client _configuration' table is changed to 'not_opted_in'.	Refer to the listed KB article for details.

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		Thus, Benchmarks dashboard is affected.	
Cache PRB1683372 KB1506244	SegmentedPathCache can grow to excessive size causing memory contention on application nodes	The upper size of the SegmentedPathCache should be limited to a smaller value than it is today regardless of the size/complexity of the import sets being transformed.	Refer to the listed KB article for details.
CMDB Data Manager PRB1673154 KB1367296	The sys_trigger record for the CMDB Data Manager policy 'Dependent CI Deletion' is missing in some instances	When the sys_trigger record 'Dependent CI Deletion' doesn't work, even if it's active on the base system.	Refer to the listed KB article for details.
CMDB Query Builder PRB1703575 KB1543414	A nested service-mapping query is creating too many query status and query results	For every run of the 'Update Query Based Services' job (10 mins), it creates 5 times the nested query, resulting in a replication lag. The query result cleanup isn't able to catch up with this much data, so it results in too much data in the query result table. There's performance issues.	Refer to the listed KB article for details.
CMDB Query Builder PRB1715869 KB1575252	The CMDB Query Builder 'Create Report' UI button is not selectable after the Vancouver upgrade	The **Create Report** button remains disabled after the Vancouver upgrade.	Refer to the listed KB article for details.
Common Service Data Model (CSDM) PRB1669965 KB1433675	Enabling CSDM Life Cycle can change the 'State' value of hardware assets to 'Consumed'	After enabling the CSDM Life Cycle plugin, the 'State' value is updated to 'Consumed' for a number of records in the 'Asset Hardware' [alm_hardware] table.	1. Activate life-cycle mappings. 2. Navigate to the 'alm_hardware' list. 3. Verify that the install_status is 'Consumed', contradicting the 'Life-cycle Stage/Status' that is correctly displayed in 'Operational/In use'.

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Problem	Short description	Description	Steps to reproduce
Condition Builder PRB1678395	The report condition builder operator 'is one of' doesn't let a user enter vertical lists of string values	It doesn't let users enter multiple values using the Enter key. This works at the list level, but isn't working on the report builder.	**1.** Create a report on the sys_user table. **2.** In the filter, try to add the condition as 'is one of'.
Condition Builder PRB1710575	When using condition builder to create a vulnerability assignment rule, a dot-walk reference to a table with a field of type=list shows the sys_id and then is blank	When trying to build a condition for a vulnerability assignment rule, if the condition is built such that it references a table with a list type field, it will show the sys_id briefly and then the field will go blank when the condition is attempted to be saved.	**1.** Navigate to the sys_report_source table. **2.** Set the table to 'Change Request [change_request]'. **3.** In the field selector, select a 'List' type field (such as **Watch list**). **4.** Leave the operator as 'Contains', and set the value to 'Abel Tuter'. **5.** Save the record. Expected behavior: The value portion of the 'Conditions' type field shows 'Abel Tuter'. Actual behavior: The value portion of the 'Conditions' type field briefly flashes the sys_id for the sys_user record of Abel Tuter, before displaying as empty.
Configuration Management Database (CMDB) PRB1513486	A CMDB Query Builder query execution fails from another scope	Executing the CMDB Query Builder query fails with a 'Syntax or access rule violation detected' error.	**1.** Log in to the instance as a system admin. **2.** Change the scope of the instance to anything other than global. **3.** Impersonate a user with a cmdb_query_builder role. **4.** Open CMDB Query Builder. **5.** Create a query. **6.** Save the query. **7.** Execute it. The execution fails with an error.
Configuration Management Database (CMDB) PRB1655549	A high volume of relationships (at each level) causes performance issues with CMDBUtil.getRelatedServices	There's high memory usage when the breadth levels are wide, such as when a CI has 500–1000+ relationships at each level.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
KB1448793			
Configuration Management Database (CMDB) PRB1667748	Affected CI notifications may cause excessive load on the scheduler and prevent flows	The business rule (BR) 'Affected CI notifications' creates sysevents for 'Affected CI Notifications'. This calculates through multiple levels of relations. The default is 5 levels. Each run of the BR performs at least 5 CMDB queries and may collect potentially a large number of CIs for which to create notifications.	1. Select a CI with lots of relationships (expectation is that it should have hundreds of relationships when counting through 5 levels). 2. Link a CI to a task.
Configuration Management Database (CMDB) PRB1671037	Improve a task_ci.swapped_ci slow query for a related item count	Fixing slow queries for duplicate remediator by adding a restricted mode to remediate tasks.	1. Have ~1M records or more in the task_ci table. 2. Install the Incident Service Management plugin/app so that the swapped_ci column is added to the task_ci table. 3. Navigate to a de-duplication task. 4. Click **Remediate**. Expected behavior: There should be no slow queries related to the /merge_duplicate//task/cis REST call. Actual behavior: There's slow queries related to the /merge_duplicate//task/cis REST call.
Configuration Management Database (CMDB) PRB1671906 KB1362321	A CMDB Data Management task requires approval, even when the 'Retire policy' **Needs review** field is set to false	Some of the rows in cmdb_policy_type have a 'NULL' value stored in the has_manual_process column instead of 'False'.	1. Create a data management policy of the type 'Retire' (or of any type). 2. Ensure that when this policy is created, the 'Needs Review' flag is turned off. 3. Run the scheduled job 'CMDB Data Manager Retire Policy Processor'. Expected behavior: As the 'Needs Review' flag was set to false, the task should be created with the state 'Work In Progress'. Actual behavior: The new task is created in an 'Open' state with approval=requested.

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Problem	Short description	Description	Steps to reproduce
Configuration Management Database (CMDB) PRB1682098 KB1444123	Scheduling work in the async queue from scheduled jobs facilitates multiple instances of code	Scheduling work in the async queue from scheduled jobs facilitates multiple instances of code and causes delay in the execution of other async jobs.	Refer to the listed KB article for details.
Core Platform PRB1603521 KB1273125	When there's many user preference records, it results in slow load times on forms and lists	Having a high number (over 1000) of individual user preferences can cause slowness for that user. When the slowness is seen, there's normally a high amount of SQL time, which can be attributed to querying the sys_user_preference table for a specific preference over and over again. This may not reproduce consistently because of different caches within the platform. The issue isn't directly related to the Next Experience UI.	Refer to the listed KB article for details.
Core Platform PRB1701867 KB1532483	A node log file browser module causes frequent garbage collection	The transaction '/ui_page_process.do' can't be killed. This happens to different versions and datacenters.	Refer to the listed KB article for details.
Core Platform PRB1717962 KB1582715	Credential authentication issues with new instances after upgrading in Vancouver or Utah	401 errors display when trying to access the instance.	Refer to the listed KB article for details.
Core Platform PRB729853	When a row is updated, current.work_notes.changes() returns true for all the rows after the updated row that are	When looping through problem_task records in a script include and when updating the work_notes, the problem_task.worknoted event is triggered for all the records.	

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Problem	Short description	Description	Steps to reproduce
	queried in a script	Current.work_notes.changes() returns true for all the following records, even when there was no actual worknote update for those subsequent records. As a result, emails are sent out to users saying that the problem tasks were updated when they weren't. The same thing happens with the **Comments** field. Both are **Journal** fields.	
Customer Self-service and Omnichannel Engagement PRB1686180 KB1445219	Customizations to the 'csp_registration' portal page are reverted on an upgrade	When a user typically customizes the ''csp_registration' page, they change the layout, or widgets in it. This only changes the child table records of the sp_page, but not the main sp_page record. The DELETE record is applied and is deleted, and the subsequent child layout table records are deleted due to the cascade rule. As a result, the whole page is deleted and reapplied from the /if folder, which is the new location of the page.	Refer to the listed KB article for details.
Database Persistence - Data Access PRB1649391	Database views using TPC with **Function** fields generate errors		
Database Persistence - Data Management PRB1663018	GlideRecord.insertOrUpdate() doesn't update existing records in sys_physical_table_stats in com.glide.stats.physical_tableStatsGathererJob	The update() inserted correctly, but can't be updated.	

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Problem	Short description	Description	Steps to reproduce
Database Persistence - Data Management PRB1685705	TableSizer causes cache flushes on user instances	The overall impact is minor, but a targeted solution is needed to help prevent cache flushing for affected components while maintaining an accurate size class.	1. Force the tablesizer job on an instance. 2. Observe sys_cache_flush.
Database Persistence - Data Management PRB1690633	The sn_clone.CloneDataAPI getPreserveStatements API returns items that don't physically exist	Additionally, GetMetadata API returns logical columns that don't exist physically.	
Database Persistence PRB1389598	There's silent skipping of an online alter due to a large table size during an upgrade	Normally, if a table exceeds a certain row count number, the table online alter is skipped. However, it's silent skipping. This results in missing fields for users who are unaware of this skipping process.	
Database Persistence PRB1593961	Contention on sys_mutex leads to delayed Data Manipulation Language (DML) operations and causes instance instability	There can be delays in the granting of index locks on sys_mutex. This leads to contention on the sys_mutex table related to DML operations and downstream impact, resulting in the instance instability.	
Database Persistence PRB1638779 KB1442165	getRowCount() on GlideRecord returns an incorrect value when querying using addEncodedQuery	getRowCount() on GlideRecord returns an incorrect value when querying using addEncodedQuery with a filter and a sys_ids with a comma that separates 160+ sys_ids.	Refer to the listed KB article for details.
Database Persistence PRB1684737	The current logic of extending a task in 'Hybrid' mode after 1 million records unnecessarily creates	The task table is stored by default in 'Table-Per-Hierarchy' (TPH) mode. All extensions of a task are stored in a single physical table in the database. TPH is the best for	

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Problem	Short description	Description	Steps to reproduce
	systemically slow JOIN queries	performance because it doesn't require a JOIN operation when querying child table records. However, after there are 1 million records in a task, the default behavior of the platform is to create any extension of the task in 'Hybrid' mode. This means that each child of the task is stored in a separate physical table. It creates a suboptimal performance situation. To retrieve records from the separate physical database tables, JOIN queries must be used.	
Database Persistence PRB1696243	Inconsistent behavior when the TableDesciptor (TD) cache load is interrupted during TableDescriptor #createSchema execution	When a TD cache build is canceled, it could lead to inconsistent behavior for the table until the cache is rebuilt or the node has been restarted. Provider 0	
Database Persistence PRB1706695	Getting null display values for dot-walk fields when routing to read replica		
Data Certification PRB1554470	Clicking **All** in the certification task elements filter loads unrelated records	This issue has been reproduced in Rome and Quebec versions.	
Data Certification PRB1569210 KB1564607	Two green check boxes (instead of one) display for each element when a data	Users only see this issue when the frame is with the navigation bar. If the record is opened without the navigation bar, it works fine.	1. Install the 'Data certification' plugin. 2. Navigate to **Data Certification** > **Tasks** > **All Tasks**.

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	certification record is fully certified		**3.** Select any record where the state is one of 'Open', 'Pending', or 'Work in Progress'. **4.** Select all open check boxes for each element on the record. **5.** Select 'Certify checked elements'. **6.** Select the 'Show all records' menu. Expected behavior: Only one check box checked should be displayed. Actual behavior: There's two green check boxes for each element on the record.
Discovery and Service Mapping Patterns PRB1691159 KB1516840	Azure change processing events are failing with an IRE exception when changes are from different service accounts but they have the same logical datacenter (LDC) regions	The field on the sn_cmp_event_trail table doesn't provide any helpful information for the event failures.	Refer to the listed KB article for details.
Discovery PRB1575724 KB1581197	Virtual machine's (VM) install states' are flip flopping when updating VMs in multiple datacenters with different schedules		Refer to the listed KB article for details.
Discovery PRB1651345	Improve performance of L3 mapping		**1.** Open an instance with a large CMDB. **2.** Discover a server. Observe the event processing time for discovery.device.complete.
Discovery PRB1671260 KB1500117	A duplicate CI with the same sys_id displays in the	When **Show Licensable CIs** is clicked and a filter is added for the **Configuration Item**	Refer to the listed KB article for details.

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	itom_lu_licensable_ci table	field, multiple rows with the same sys_id are repeated.	
Discovery PRB1677364	There's an 'IP Address in payload is null' error on stack switches	On the horizontal discovery sensor, new SncCredentiallessDeviceDiscovery().reconcile(apiPayload) is called. The message is logged in CredentiallessDeviceDiscovery.reconcile().	1. Run a discovery of a stacked Cisco network switch. 2. Review the discovery log for the discovery status.
Discovery PRB1684730 KB1446113	The Discovery 'SNMP - APC UPS' probe fetches the model from the upsIdentModel object identifiers (OID), but the sensor doesn't do anything with it	The probe 'SNMP - APC UPS' includes **SNMP** fields. The sensor is missing any code to do anything with those values, meaning the CI Model isn't updated accurately.	Refer to the listed KB article for details.
Discovery Schedule PRB1639913 KB1263232	'Discover Now' on the cloud schedule leads to 'Could not redirect to Discovery status'	When users try to execute the cloud schedule using 'Discover Now', an error message displays. The discovery status is created in the backend.	Refer to the listed KB article for details.
Dynamic Translation API PRB1621716 KB1550490	Dynamic Translation doesn't check for a plugin installation, which causes 400 network errors for anyone using it	On the runtime, there's a 400 error for the is_enabled rest end point. In UI Builder, the appshell may also display the error in a modal.	Refer to the listed KB article for details.
Email Notifications PRB1682145 KB1434765	Event processing is taking a long time when a complex regular expression is configured in the sys_email_reply_separator table	Intermittently, an email.read event may have a long processing time, possibly as long as 30 minutes. When users check the email log for the received email associated with the long-processing email.read event, 2–3 inbound actions are evaluated. That's followed by a 1–6	Refer to the listed KB article for details.

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		minute time gap, then another 2–3 inbound actions are evaluated, followed by another 1–6 minute time gap. This repeats until all inbound actions are evaluated or a stop processing has been set. The node logs display these errors at the time of the inbound email processing.	
Email Notifications PRB1705462 KB1556696	After upgrading to Vancouver, emails are sent but remain in the outbox	After a user upgrades to Vancouver, outbound emails are sent and their type is set to 'Sent', but they remain in the outbox and the activity stream isn't updated with email details. This issue only occurs when the sys_email table is sharded.	Refer to the listed KB article for details.
Event Management PRB1683396	Add protection for processing events with large additional information	There's cases where the **Additional Info** field is large, about 600,000 characters. When the event is loaded into the memory, the EventData object takes 2.3M of memory. During a single run, the event processing job is loading into the memory up to 500 events. That's more than 1G of memory used, in the worst case.	1. Send more than 500 events with an 'Additional information' size of 600,000 characters. 2. Observe a peak in java memory consumption.
Flow Designer PRB1523909 KB0996540	Flow Designer (FD) actions with complex object array outputs will erroneously output an array with one object when they're assigned an empty array	FD actions with complex object array outputs erroneously output an array with one object when they're assigned an empty array	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Flow Designer PRB1683738 KB1449357	A flow that goes to MID gets stuck in a 'For Each' loop	A MID step isn't run as the flow sticks in the first iteration.	Refer to the listed KB article for details.
Flow Designer PRB1689243 KB1503771	Flow Designer throws the error 'Your flow cannot be found. Flow sys_id:An'	'Complex objects' aren't captured when moving flows via an update set by republishing the flow/ action.	Refer to the listed KB article for details.
Flow Designer PRB1696950 KB1533141	Flow Designer's script editor's auto-completion/ suggestions no longer work in the flow design scripting Flow Designer script editor (fd_data, dot-walking)		Refer to the listed KB article for details.
Flow Designer PRB1697732	The 'ExecutionStatsCollector log warning message should be changed to a debug message	The message 'ExecutionStatsCollector.open() called but there is already an IExecutionStats available, will be reset now' is found in the logs.	
Flow Designer PRB1698257 KB1552354	Users can't expand any flow action in Flow Designer due to an error: 'An Error occurred while trying to load this flow'	When the user tries to open any flow action, an error occurs. Due to this issue, the user can't edit any flow actions.	Refer to the listed KB article for details.
Flow Designer PRB1702792 KB1540179	Loading sc_req_item.list with the 'Stage' column is slow when the stage is linked to a flow	In the Vancouver release, the loading speed of the 'Requested Items' table [sc_req_item_list] may be adversely affected. This occurs when the list view	Refer to the listed KB article for details.

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		of sc_req_item.list includes the 'Stage' column, which is connected to a flow. This can lead to severe performance issues for individual users. When several users are loading the list with the **Stage** field, this might also cause an overall performance impact on accessing the instance.	
Form Templates PRB1653898	There's different behavior on an ACL evaluation template between 'Workspaces' and 'UI16 forms (native)' in relation to the current object	In workspaces, scripts inside ACLs on the field level are evaluated differently on Workspaces' and 'UI16 forms (native)', specifically when the current object is included.	1. Deactivate the ACL on the field **incident.urgency**. 2. Create a write ACL for the field **incident.urgency**. 3. Add the same roles and conditions. 4. Add a script that includes 'current.isNewRecord()": answer = current.isNewRecord();'. 5. Create a template [sys_template] on the 'Incident' table for the user that updates the **Urgency** field to '2 - Medium'. 6. Impersonate the user. 7. Open Service Operations Workspace. 8. Click **+** > **New Incident**. 9. Click **Templates** on the right sidebar. 10. Select the template created in step 5. Expected behavior: The template is applied successfully. Actual behavior: There's an error message: 'Template Not Applied, Set Fields: Unable to update field Urgency'.
Guided Tour Designer PRB1678853	Guided tours on pages with iFrames that have the same origin as the parent origin are ending as 'Element not found'	As multiple iFrames have the same origin, guided tours aren't able to finalize the right iFrame to search for the step.	1. Create a guided tour on Service Portal. 2. Open any form where Tiny MCE or rich text is present. 3. Create a step on an element where the iFrame has the same origin as the page origin. 4. Preview the tour. 5. Verify the player in a new tab.

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Problem	Short description	Description	Steps to reproduce
			Expected behavior: The tour works as created. Actual behavior: The tour ends when the first step in that page starts.
HR Service Delivery PRB1689640 KB1564044	Since a Utah upgrade, HR case descriptions contain HTML tags for special characters	In Utah, some HR Case descriptions contain HTML tags. The hr_servicesUTIL calls the hr_caseUTILS script include, which causes the **rich_description** field to populate the questions and triggers the business rule to synchronize the two fields, exposing the HTML tags.	Refer to the listed KB article for details.
HTML Editor PRB1609720 KB1281445	Unable to right-click and paste in TinyMCE fields in Tokyo without holding down the CTRL key	Since an upgrade to Tokyo, it isn't possible to paste into HTML fields in an email sent from the email client, such as from an incident or a change. The same behavior occurs in other HTML/ TinyMCE fields, such as the article body of a kb_knowledge record.	**1.** Open an existing change_request or incident record. **2.** Click the 3 dots (more options) at the top of page. **3.** Select 'Email' to open the email client. **4.** The body of the email is an HTML field. **5.** Cut/Copy to capture some random text to paste into the field. **6.** Attempt to right click in a field to paste some content into this field. There's no option to Cut/Copy/Paste from this field. It is possible to use CTRL +V to paste the content into this field.
HTML Editor PRB1663740 KB1515234	If an HTML field has a table element and the user pressed the Enter key after the formatting the table, a second tag is added	The new tag is removed through the script editor.	Refer to the listed KB article for details.
Import Set API PRB717095 KB0598407	Japanese Kana (Japanese syllabary) is added when importing Excel files	Japanese Kana (Japanese syllabary) is added when importing Excel (xlsx) files that include Japanese. The Japanese Kana,	**1.** Download an Excel file with the Japanese language in it. **2.** Open the Excel file. **3.** Log in to an instance.

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	that include Japanese	which is the Japanese Katakana character of the Kanji imported, shouldn't be added.	4. Navigate to **System Import Sets** > **Load Data**. 5. Click **Create table**. 6. Type in a label. 7. Select 'File'. 8. Click **Chose File.** 9. Navigate to the Excel file downloaded in step 1. 10. Click **Submit**. 11. Click **Load data**. 12. Click one of the numbers in the 'Row' column. 13. Confirm that Japanese Kana is added to the **Organization name** field.
Inbound Email PRB1698243 KB1527779	Email attachments are discarded when the attachment limit is set to 10 GB through a system property (com.glide.attachment.max_size)	An issue introduced in Vancouver prevents EmailReader from saving email attachments. It occurs when the system property com.glide.attachment .max_size's value is more than 2048 or is a proper integer value. Inbound email attachments are represented as sys_email_attachment records and the column of those records is set to 'discarded' when attachments are discarded. However, attachments uploaded through the UI or Table API are saved to the database.	1. Add/update the system property com.glide.attachment.max_size to 10240/10 GB. 2. Verify that the instance doesn't process inbound emails with attachments. Expected behavior: Attachments with less than 10 GB should be processed. Actual behavior: All attachments are discarded regardless of size.
Incident Communications Management PRB1712935 KB1573295	In the 'Communication' tab on email templates, the **To**, **CC**, and **BCC** fields are broken	In Major Incident Workbench, the **To**, **CC**, and **BCC** fields are broken in Vancouver.	Refer to the listed KB article for details.

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Instance Data Replication (IDR) PRB1721309 KB1584953	An app node is throwing a java.io.IOException: 'Too many open files due to IDR/Kafka issues'	The node is unresponsive or has odd behavior, such as the sidedoor displaying an empty page and intermittent xmlstats.do outputs.	Refer to the listed KB article for details.
Instance Security Center PRB1685173 KB1499709	In the weekly digest, the number of virus types section displays an incorrect count	It displays 1 count for virus types, even though there's no infected virus present on the instance.	Refer to the listed KB article for details.
Interactive Filters PRB1701903	Breakdown source values are missing in dashboards after upgrading to Vancouver	Interactive filter values are missing in dashboards after the upgrade to Vancouver. Users can see only check boxes.	1. Log in to a Utah instance. 2. Create a Self-Service Dashboard and set it up to include a couple of breakdown sources (for example, Reports.Type and Reports.Source Type). 3. Select a few values from the breakdown sources filter that are now available in the dashboard, and click **Apply**. 4. Upgrade to Vancouver or any later release. 5. Open the dashboard again with the same browser and without clearing any data. 6. Try to use the breakdown source filters. Observe only check boxes and no values.
Key Management Framework (KMF) PRB1676054	'Check KMF services' takes an excessive amount of time to run	'Check KMF services' should time out quickly (5 seconds) if any service being checked doesn't respond in time. It appears like some code paths may not have any timeout at all.	Observe the 'Check KMF services' run time.

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Key Management Framework (KMF) PRB1717975	When Context.getCurrentContext() is null, it causes a NullPointerException during MAP evaluation in Studio		**1.** Log in to any Vancouver instance. **2.** Navigate to **System Applications** > **Studio**. **3.** Click **Import** from Source Control. **4.** Use github.com for the URL and any credentials (may need to create a new SSH credential outside of Studio). **5.** Stash stash changes. Expected behavior: Studio successfully decrypts credential and connects. Actual behavior: Studio fails to decrypt credential with null pointer exception.
Knowledge Management PRB1705456	When checking out a published Knowledge-Centered Service (KCS) article, the word 'null' is added to any empty fields	For example, if a user keeps kb_issue empty when publishing the article, then post checkout, the **kb_issue** field is populated with 'null'.	**1.** Activate the 'Knowledge Management Advanced Installer' plugin. **2.** Activate 'Knowledge Blocks' [com.snc.knowledge_blocks] plugin. **3.** Create a KCS Article [kb_template_kcs_article]. **4.** Save it while populating only the required fields. **5.** Publish the article. **6.** Confirm that the **kb_issue**,**kb_cause**, **kb_kb_environment**, and **kb_resolution** fields are empty. **7.** Check out the article. Expected behavior: The **kb_issue**,**kb_cause**, **kb_kb_environment**, and **kb_resolution** fields should still be empty. Actual behavior: The **kb_issue**,**kb_cause**, **kb_kb_environment**, and **kb_resolution** fields are populated with 'null'.
Language and Translations PRB1644613	Boolean fields aren't translated when using the instance in a language other than English	This is an intermittent issue affecting Spanish and French language users.	**1.** Open an instance. **2.** Install the Spanish/French language plugin. **3.** Open incident.list.

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			4. Add the 'Active' column to the list layout. **5.** Switch the instance language to Spanish/French. Expected behavior: The values in the 'Active' column should be translated to Spanish/French. Actual behavior: The values as 'true' / 'false' instead.
List Administration PRB1652417	The list layout is broken for certain scenarios	Lists' **Select all** in a workspace renders all rows as empty.	**1.** Impersonate a user. **2.** Create a 'My list' where the priority is either critical or moderate. **3.** Save. **4.** Click **Copy URL** to share. **5.** On a different browser, log in as an admin. **6.** Paste the URL from step 4. **7.** Click the 'Filter' icon. **8.** Click **Restore defaults**. Expected behavior: The list layout should render correctly. Actual behavior: The list layout is broken.
List Administration PRB1667673	Post a Utah upgrade, the user is unable to use the 'Preview' pane efficiently in Agent Workspace or HR Workspace	When the user selects all the incidents from the list in Agent Workspace, the 'Preview' pane displays as empty after clicking **Edit**.	
List Administration PRB1673541 KB1519513	Service Operations Workspace (SOW) shared filter links don't let users change the page to view more entries	After clicking the next page, the list displays as empty.	Refer to the listed KB article for details.
List Administration	The **Next/ Previous** button isn't	It should load the next record, but loads the same record.	Refer to the listed KB article for details.

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PRB1683844 KB1517240	working when switching records that are opened from a list view of the 'Trend' report		
List Administration PRB1688076	In Vancouver, changing the rows per page in UI Builder results in security restraint messages	When a user changes the rows per page on Tokyo or Utah and refreshes, it resets to 20 per page and this error doesn't appear.	1. In UI Builder, change the rows per page to either 50 or 100. 2. Verify that all the rows display as expected. 3. Refresh the page. Notice an error message '21 rows removed from this list by security constraints'. 4. Change the rows per page again to 50 or 100. All the rows appear as expected again and the error message disappears.
List Administration PRB1692410	The user isn't able to edit multiple columns from a list	When the user tries to select multiple columns and the first selected column isn't in the view port, the box for entering the value isn't displaying on the screen to edit.	1. Log in. 2. Open any list. 3. Ensure that the list has more than 20 records per page. 4. Select multiple columns. 5. Ensure that the first selected column isn't in the view port. 6. Press **Enter**. Expected behavior: The box for updating the columns should appear for editing. Actual behavior: The box doesn't appear on the view port to edit the columns.
List Administration PRB1694488	Personalizing a list isn't working in Configurable Workspace		
List Administration PRB627852	There's unexpected results for a numeric field (integer, decimal) using		1. Navigate to the task list view. 2. Add the **Order** field to the list view. 3. Click the magnifying glass next to the list mechanic to display the column search box.

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KB0717350	a list header column search		**4.** Enter '100'. No results are returned. **5.** Repeat steps 3 and 4 with '*100'. No results are returned. **6.** Try '=100'. The correct records are returned.
List Editor PRB1689003	Inline editing input on the dashboard list appears in the incorrect place outside the widget and sometimes offscreen		**1.** Access either a Utah or Vancouver instance. **2.** Open the 'Incident Overview' dashboard. **3.** Select the **+** icon, which represents 'Add Widgets.' **4.** Scroll down and edit the 'Incidents per week' widget. **5.** In the sidebar, select **Type**. **6.** Scroll down to the 'Other' section and select the 'List' type. **7.** Save your changes. **8.** On the dashboard, drag and drop the 'Incidents per week' widget to the top position. **9.** Scroll down within the widget to ensure the first 5-10 incidents are not visible. **10.** List-edit the first cell in the list. Notice that the list editor does not appear on the visible page, making it impossible to change the field.
Memory: Heap Space PRB1685101	'java.lang.OutOfMemoryError: Java heap space' errors while initiating .iix transactions	Users observe out of memory heap errors when performing the .iix transactions: '2023-07-07 12:59:45 (599) http-19 SYSTEM SEVERE *** ERROR *** Uncaught exception in GlideTransactionProcessor.doRequest(): java.lang.OutOfMemoryError: Java heap space'.	
MetricBase	A Clotho XMLStats	If Clotho becomes unresponsive after the	

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PRB1593907	request never returns if Clotho becomes unresponsive, leading to semaphores exhaustion on Glide	client has connected but before the connect endpoint's response is sent, then XML stats stalls when waiting for it to send a response back. The request is retried every minute, which leads to the exhaustion of the semaphores on the Glide side, rendering the Glide unresponsive.	
MetricBase PRB1634353 KB1290495	An exception is repeatedly logged when Hermes isn't installed		Refer to the listed KB article for details.
Microsoft Reconciliation PRB1712246 KB1570200	Microsoft reconciliation fails or stalls after upgrading to Vancouver	Users have observed the errors when running reconciliation for Microsoft publisher.	Refer to the listed KB article for details.
MID Server PRB1707499	There's a false error stating that a user 'user id' has a mid_server role not associated with a MID Server	If the upper/lowercase of the user name of the MID Server's login user isn't identical in the sys_user record and config.xml file, then incorrect MID Server issue records are created. User names aren't case-sensitive, so this shouldn't cause an issue, and the MID Server otherwise is working fine.	
Mobile Platform PRB1713100	Internal server error when opening a screen that includes a workflow cell on a stage field which uses the Flow Designer stage renderer		1. Configure a screen (for example a FormScreen) to use an ItemView, where one of the cells in the item view is a stage field (for example, use the sc_req_item table as the table for the DataItem). The stage field should be configured to use the Flow Designer renderer instead of the Workflow renderer. 2. Try to open the screen from the mobile app (Agent app or Now Mobile app).

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			Expected behavior: The screen should open without any errors. Actual behavior: An 'Internal Server Error' is shown.
Next Experience UI16 Theming PRB1667498 KB1365000	'Sum list calculation' is offset from the correct column in a list when 'group by' is applied on a field in the Next Experience UI	When Next Experience is turned on, if a 'sum list calculation' is applied as well as a 'group by', the sum doesn't display under the correct column for each group.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1560621	The horizontal scrollbar is only visible on the bottom of the 'Report' widget	Occurs in the Next Experience UI.	
Next Experience Unified Navigation PRB1609636 KB1501269	An API call takes a long time to execute on the first load if the 'All' menu is pinned and several application menus are expanded	The expanded menus are stored as a sys_user_preference, in the format of 'menu.<sysID_of_sys_app_application>.expanded'. If these are deleted, it results in a quicker load time after the initial load is completed. The presence of expanded menus results in a higher SQL count and CPU time for the transaction.	Refer to the listed KB article for details.
Next Experience Unified Navigation PRB1634712	Translations UX Banner announcements aren't translated	Creating a translation in the sys_translated_text table for a banner announcement isn't working when changing the system language.	**1.** Create a banner announcement in sys_us_banner_announcement in English. **2.** Add 'Unified Navigation' to the announcement configuration related list. **3.** Create translations in the sys_translated_text table with the value as French. **4.** Log in to the instance again. **5.** Change the language to French.

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			Expected behavior: The announcement should be translated to French. Actual behavior: The announcement is displayed in English and debug i18 doesn't recognize the announcement.
Next Experience Unified Navigation PRB1644299	'Favorites' on the list editor overflows out of its container	This is a side-effect of the scrollbar theming effort. More specifically, the use of 'display: inline-grid' on the 'menu-upper' class.	**1.** Add multiple favorites. **2.** Ensure that a few favorites have longer labels. **3.** Open the editor. The 'X' is cut off. The content should be within the boundary.
Next Experience Unified Navigation PRB1681051	The homepage scrollbar doesn't display		
Next Experience Unified Navigation PRB1686416	The 'Navigating from' menu opens 'about:blank' when the 'Multiple experiences' flag is off and opening from a workspace		**1.** Unset the 'Multiple Experiences' flag on the unified navigation parent application record. **2.** Open a workspace. **3.** Open the All menu and click a module such as **Self-Service** > **Dashboards (standard url)** or **Self-Service** > **Employee Center**(external link url). Expected behavior: A new tab is opened with the appropriate link loaded within unified navigation. Actual behavior: A new tab with 'about:blank' is opened.
Next Experience Unified Navigation PRB1688044	The 'current start page' property isn't working in Next Experience's UI and is overridden by the last opened dashboard	The 'current start page' user preference isn't working as expected. It's overridden by the last opened dashboard. The URL continues to display the page that's set as the user preference, but the dashboard that's opened is different from the one on the URL.	**1.** Open an instance in two windows, with one in incognito mode. **2.** In the window that's not in incognito mode, impersonate any user from the sys_user table. **3.** Once impersonated, click **Dashboards** from the landing page. **4.** Open any of the dashboards. **5.** Click the avatar on the top-right. **6.** Click **Preferences**.

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			7. Click **Display**. **8.** Navigate to the preference 'Current start page'. **9.** Set it to 'Use the page I'm on now'. **10.** Navigate to the sys_user_preference.list. The three preferences associated to this are modified as expected. **11.** Change the dashboard from 'Change Overview' to another dashboard. **12.** Close the browser tabs or the session. **13.** Navigate to the incognito window. **14.** Impersonate the same user. Given that this is a new session/ incognito session, it should technically open the home page on impersonation. Instead, it opens the last opened dashboard as the first page for this user. The URL correctly displays the one mentioned in the user preference, but the dashboard that's opened is the last opened one.
Next Experience Unified Navigation PRB1691934	Duplicate info messages are generated by a business rule when using Next Experience in Utah/Tokyo instances	This issue happens only when the list/ form is open within the banner frame.	
Next Experience Unified Navigation PRB1698258 KB1531357	When URLs are opened in a new tab for requests in the Core UI with Next Experience turned on, pages are hanging	Users can't open URLs when they're copy/pasted from the 'task.list' table.	Refer to the listed KB article for details.
Notification Preferences PRB1688687	Notification preference filters aren't honored after saving a form	When the user opens the 'Schedule' modal, makes some changes without adding a **Schedule** field, and	**1.** Navigate to **Preferences** > **Notification** > **System Notification** > **New Window** > **Under System Notification**.

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		saves the form, the instance is persisting the changes to the cmn_notif_message record. However, if the user refreshes the page and opens the same modal for editing the schedule, the changes don't display due to an issue in the UI.	**2.** Look for any notifications. **3.** Click **Schedule** on a notification. **4.** Navigate to the 'Advanced Filter'. **5.** Add the condition (without choosing the value under Schedule (None)). **6.** Save the record. **7.** Reload the page. **8.** Navigate to the notification. Filter information isn't captured.
Now Code Editor PRB1665513 KB1319600	The **Script Action** script field displays 'event' as a deprecated	The event property (which mainly refers to an instance of GlideRecord for sysevent being processed) is seen marked as deprecated or crossed-out when a user tries to use the property in any of the script field editors.	**1.** Navigate to any script editor. **2.** Type 'event'. It displays the event property as deprecated or crossed-out.
Now Experience Component Library PRB1670953	The text under the **Time Worked** field flickers/is seen as momentarily empty in Workspace	The issue seems to occur more frequently in Windows machines.	**1.** Log in to an instance from a Windows computer. **2.** Add the **Time Worked** field to a table's workspace form layout. **3.** Navigate to a record that has the field included in Workspace. **4.** Monitor the **Time Worked** field and the text under it. Expected behavior: No flickering is seen. Actual behavior: The text clears momentarily, causing a flickering in the layout.
Now Experience Component Library PRB1680115	The focus isn't trapped when an iFrame is slotted inside the modal	An extra **Close** button appears on pop-ups when using g_modal.showFrame.	**1.** Create an empty UI page. **2.** Create a UI action. **3.** Set the following fields to true: ○ Active ○ Show insert ○ Show update ○ Client

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			○ List v2 Compatible ○ Form button **4.** Under the related list 'Workspace', set 'Workspace Form Button' to true. **5.** Add 'Workspace Client Script' to open the UI page from step 1. **6.** Trigger the new UI action. **7.** Verify the UI action. Expected behavior: There shouldn't be any **Close** button under the iFrame. Actual behavior: There's a **Close** button that appears on instances of version Tokyo and onwards.
Now Experience Component Library PRB1682900	The 'Entities' list isn't loading	When creating or editing a portfolio plan, the 'Entities' list isn't loading in the select entities step in the Portfolio Planning/Strategic Planning Workspace in Vancouver.	
Performance Analytics Dashboards PRB1568913 KB1117278	Interactive filters don't provide results when searched within another language	An interactive filter, as well as breakdowns that act as an interactive filter, return 'No elements match your search' when searching for translated text.	**1.** Navigate to sys_dictionary. **2.** Modify the **Name** field of the sys_user_group table. **3.** Change the field type from 'String' to 'Translated Text'. **4.** Within a dashboard/homepage, add the interactive filter 'Change Group'. **5.** For a record within the filter, create a 'sys_translated_text' record with the following values: ○ Table name: sys_user_group ○ Document: Group: Analytics Settings Managers (sys_id: 019ad92ec723001 0393d265c95c260dd) ○ Field Name: Name ○ Value: test translation fr ○ Language: FR (any other language suffices).

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Problem	Short description	Description	Steps to reproduce
			6. Within the dashboard/homepage used in step 4, search for the term 'App Service Assignment groups' The result is present. 7. Change the language to FR (or any other language selected). 8. Search for the term 'test translation fr' within the interactive filter. 9. Verify that no results are returned. 10. While still in French, search for the term 'App Service Assignment groups'. 11. Verify that the result is present.
Performance Analytics Dashboards PRB1708674	If there's additional 'Group By's and the 'Group By' selected value is 'None', list report widgets on dashboards don't render column headers	In Vancouver, if there's additional 'Group by's selected for the report and the selected group by is 'None' on the widget, the column headers for list report widgets don't render. If the 'group by' is changed to an actual field, then the list report widget refreshes and the column headers appear.	1. In Vancouver, create a report of type 'List' on any table that returns data. 2. Add a few fields to the 'Additional Group By'. 3. Save the report. 4. Add the newly created report to any dashboard. 5. Select 'None' as the group by on the list report widget on the dashboard. 6. Observe that the column headers of the report don't render. 7. Change the 'Group By' value to any of the selected fields in the dropdown. 8. Observe that the column headers of the report render on refresh. Expected behavior: The column headers should render regardless of the 'Group By' value. Actual behavior: Column headers don't render when the 'Group By' value selected is 'None'.
Performance Analytics PRB1658715 KB1507189	Report columns are misaligned when scrolling	The issue occurs in Utah.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Performance Analytics PRB1681209 KB1436544	A breakdown source with a large number of elements consumes a large amount of memory, causing memory and performance issues	This results in memory issues and possible node restarts.	Refer to the listed KB article for details.
Platform Runtime PRB1541236 KB1124245	Frequent property changes to piwb.instance_eligible_flush_thread results in cache flushing	The changing of this property results in an instance-wide cache flush. This can lead to performance issues. In some instances, this property is changing almost daily.	Refer to the listed KB article for details.
Project Management PRB1599847	The 'Project task' and 'Planning console' views are broken and the button disappears		1. Create a project with an 'Approved start date' of 'July 2022'. 2. Create a project task with a 'Start no earlier than' of 'Time Constraint' and a 'Planned start date' of 'August 2022'. The project itself has a constraint date set in July and the planned dates are in August. 3. Navigate to the planning console. 4. Switch the gantt chart time scale to 'Day' so that no dates in July can be seen on the gantt chart. 5. Try to add a project task (client-side planning enabled). It isn't displayed. This works if a user sets the time scale to 'Year' or 'Quarterly' because the gantt renders 'July'.
Reporting PRB1657330	Single score reports with the default color set as black in the style don't display values correctly in the dark theme	The symptom occurs only in the dashboard, and only when the user switches the theme after having loaded the dashboard page.	

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Problem	Short description	Description	Steps to reproduce
Reporting PRB1659173 KB1429987	In Utah, an export of a PDF of a multi-level pivot report causes the dashboard to have an overlapping header with an 'Enable Analytics' message	The same issue can be seen when exporting the dashboard to PDF.	1. Open an instance. 2. Impersonate an admin. 3. **Multi-level Pivot report** > **View Report** > **Run**. 4. Click **Sharing** > **Export to PDF** > **Generate** > **Now** > **Export** > **Download**. 5. Open the downloaded report. The report PDF displays the report header overlapping with an 'Enable Analytics' message.
Reporting PRB1686288	The list view title is missing in the drill down from the classic report in the dashboard		1. Create a classic report. 2. Set the 'Datasource' as 'Table'. 3. Select 'Task'. 4. Set the 'Type' as 'Vertical Bar'. 5. Select a title. 6. Set it to 'Display always' in the 'Style' configuration. 7. Add a list breakdown to the report. 8. Set a title on the list breakdown. 9. Set it to 'Display always' in the style configuration. 10. Save the list breakdown. 11. Save the report. 12. Create a dashboard. 13. Add the created report as a widget.
Schedules PRB1673996	Metrics Timeline doesn't display any content for itil users	GlideRecordSecure blocks access to the metric tables since there isn't an ACL role for itil. Based on the existing ACLs, the Metrics Timeline feature prior to Utah was bypassing the admin-only ACLs on these tables.	1. Impersonate a user with an itil role and without admin, itil_admin or metric_admin roles. 2. Open any incident record. 3. Click the context menu. 4. Select 'Metrics Timeline'. Observe that the metrics timeline window pops up but doesn't display the expected data.

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Problem	Short description	Description	Steps to reproduce
Service Mapping PRB1690152	Checkpoint Reaper's memory utilization is too high	The 'Checkpoint Reaper' job uses a lot of memory and can cause 'High memory usage' warnings on large instances.	1. Create an application service and populate it. 2. Make changes on top of the service to create checkpoints. 3. Set the com.snc.sw.mapping.reaper.month_inertval property to 0. 4. Execute the Checkpoint Reaper job. Observe the 'High memory usage' warning.
ServiceNow for Teams - Core (Family) PRB1711515	Post-authentication, users are unable to open a Word add-in on the web	An error is thrown.	1. Sideload the O365 add-in on Word online. 2. Launch the ESG add-in. 3. Try to log in. Users can't see the ESG add-in pages.
Service Portal PRB1681349 KB1553151	Hashtags within the 'Link Button' widget cause an incorrect redirect to a different page	The issue occurs in Utah.	Refer to the listed KB article for details.
Service Portal PRB1703032 KB1547736	An error message is seen when loading the change_calendar report on a portal in a Vancouver instance	There's an error message reading: 'There is a JavaScript on the browser console' when loading the change_calendar report on a portal in a Vancouver instance.	Refer to the listed KB article for details.
Service Portal PRB1710576	Unread messages display in the Virtual Agent upon a page refresh	If the user refreshes their page after ending a conversation with the Virtual Agent, the Virtual Agent will start a new conversation automatically. This leaves unread messages in the chat.	1. In any Vancouver instance, navigate to Service Portal. 2. Start a chat with the Virtual Agent. 3. End the chat and minimize the chat window. 4. Refresh the browser page. Notice that the Virtual Agent shows new messages though a new conversation that was not started by the user.

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Problem	Short description	Description	Steps to reproduce
Service Portal PRB1714519	On the Service Porta, the catalog variable 'Simple Line Text' throws an error	This issue is observed in Vancouver instances.	1. Create a catalog item. 2. Create a simple line text catalog variable. 3. Open the catalog item on the Service Portal Check the system logs and observe the errors.
Sidebar (Family Release) PRB1686838	A user is logged out when @mentioning a user in the activity stream	This occurs when there's a large number of users.	1. Navigate to any task record. 2. Click the **Discuss** button. 3. If the **Discuss** button isn't visible, then: a. Click the form context menu. b. Select 'Copy URL'. c. Navigate to that URL. 4. Add at least one participant to the discussion. 5. Click **Start Discussion**. 6. In the sidebar discussion pop-up that opens, start an @mention for the participant added by typing the @ symbol followed by their first and last name. 7. Don't submit the message. 8. Confirm that no list of user results appears based on the first/last name entered. 9. Wait about 20 seconds. Expected behavior: The record loads the expected users. Actual behavior: The session times out after several seconds with a 'Your session has expired' or 'Session Expired (401)' pop-up message.
SOAP Web Service PRB1680193 KB1515233	There's a SOAP NullPointerExceptions (NPE) error in the logs	There should be a check to stop NPEs from being thrown and logged in some situations, such as when the SOAP request was unauthenticated or otherwise failed.	Refer to the listed KB article for details.

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Problem	Short description	Description	Steps to reproduce
Software Asset Management PRB1455478	The tool to submit and process customer requests to add or update content is missing in Content Data Services (CDS)	Currently, a user submits these requests and a task is created to the CDS team. The processing of this request takes a long time with much back and forth between the user and support. Cases stay open for weeks until resolved. Tech support shouldn't need to be part of the process.	
Software Asset Management PRB1671151	An invalid reference for a column on a table causes a list not to load in Software Asset Management (SAM) workspace	There's an empty reference for the 'Processor mapping' column on the cmdb_sam_sw_install table, which leads to the page not displaying in the SAM workspace view.	
Software Asset Overview PRB1681356	There's incorrect logic to identify a true SaaS publisher on Software Asset Management Workspace's License Workbench	On License Workbench (workspace view), the true SaaS publisher is determined by traversing through all the products available in the product result for that publisher. If any one of the products is true SaaS, then the publisher is considered as true SaaS. However, it should be the other way around. Further, if a user drills down to product level on the License Workbench, it still tries to determine if the publisher is true SaaS or not using that logic.	
Software Asset Value Builder PRB1676345	There's issues with content for Software Asset Management (SAM)'s value builder	Some records in the software value builder task content's table (samp_sp_value_builder) are incorrect, which is causing the scheduled job 'SAM - Update	

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		Value Builder Usage' to fail.	
Survey Management PRB1584846 KB1277522	Dependencies for surveys and questions aren't working in San Diego for Service Portal and Employee Center	Testing the survey inside the backend UI works as expected.	Refer to the listed KB article for details.
System Events PRB1683928	The 'events process 0' job runs for days and the stack displays the execution of the 'system.upgraded' event	The 'events process 0' job runs for days, and the stack keeps displaying the 'system.upgraded' event as stuck despite displaying that the upgrade was successfully completed.	
System Export Sets PRB1685206 KB1449172	URL export (CSV) runs slower in Utah than Tokyo	com.glide.generators.AbstractGridExporter#isDiskBufferedStream() is called from two methods, one that should have a default setting of true and another that should have a default setting of false.	Refer to the listed KB article for details.
Table Administration and Data Management PRB1603647	Phase copy in OnlineAlter could lead to memory exhaustion if the TableChunkCopier runs long	OnlineAlter logging shouldn't rely on the transaction.max_logs property of 200k lines. Instead, it should allowExcessiveLogging.	
Table Cleaner PRB1678154 KB1441282	Table cleaners on internal system tables can have a severe impact	Table cleaners shouldn't be allowed on any sys_flow_*_chunk tables.	Refer to the listed KB article for details.
Table Cleaner PRB1687769	In Utah, Table Cleaner is skipping many tables if they have queries	This could lead to unnecessary data build up, as the data never is cleaned unless the query is tuned/	Refer to the listed KB article for details.

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KB1496723	greater than 30 seconds	tunable. Users may not know that something is happening in their instance unless the table is too large and not being cleaned up.	
UI Field Administration PRB1673906	**Table Name** fields load slowly when there are many records in sys_documentation, sys_db_object, sys_security_acl, sys_security_acl_role, and sys_user_role		**1.** Install many languages on a base instance. **2.** Create several thousand tables. **3.** Create 20,000 ACLs and 20,000 sys_security_acl_role records for those ACLs. **4.** Load item_option_new.do. Expected behavior: The page loads as any other page does, in approximately 5 seconds. Actual behavior: The page takes up to a minute to load, due to the **Table name** field having to load every table label and run ACLs.
UI Field Administration PRB1706249 KB1550638	The reference field search results list blocks the field if Next Experience is disabled		**1.** Access any Vancouver instance and disable Next Experience. **2.** Navigate to Agent Workspace and open any incident. **3.** Click a configuration item field and type any letter. Expected behavior: The list with searching text and search result should start at the end of the field. Actual behavior: The list with searching/ showing text covers the field.
UI Field Administration PRB1709330	A read-only Boolean field is barely visible		**1.** Navigate to the incident.list. **2.** Open a record. **3.** Configure a form's layout. **4.** Add a **True/False** field to the form. **5.** Configure the form dictionary. **6.** Change the field to read-only. The field is barely visible.

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Problem	Short description	Description	Steps to reproduce
UI Form Administration PRB1672711 KB1539784	There's 'Copy permalink' notification issues	The 'Copy permalink' pop-up window doesn't display in Utah unless the user scrolls all the way up.	Refer to the listed KB article for details.
UI Form Administration PRB1699456	Modifications to attachment_entry don't work as expected	If a user changes the UI macro 'attachment_entry', it doesn't work anymore, and generates the 'about _ref_ variable inaccessible error' in the system logs.	1. Open the attachment_entry UI macro. 2. Update line number 40, so that the jvar_is_state_closed variable is evaluated based on the active field of the record From and To. 3. Open any active problem or change the record and attach a file to it. 4. Close the record. Expected behavior: The macro hides the 'rename' option. Actual behavior: The rename option still displays.
Upgrade Center PRB1651743 KB1367203	Users observe multiple errors in the logs		Refer to the listed KB article for details.
Upgrade Center PRB1694520 KB1516821	Demo data removal failure causes the automation to fail to bring an instance out of a paused state	This leads to an issue with the event queue being paused on the target instance.	Refer to the listed KB article for details.
Upgrade Plans PRB1672398	An upgrade plan isn't used when generating the upgrade preview	The upgrade preview identifies the installed upgrade plan using the targeted version. The targeted version of the upgrade plan ends with .zip, while that of the upgrade preview (in the upgrade_preview_version table) ends with .war. Due to the extension mismatch, the upgrade preview can't find the installed upgrade plan	

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		and the preview is generated without considering the upgrade plan.	
UX Framework PRB1644981 KB1580637	Switching languages on Service Operations Workspace (SOW) from 'Preferences' results in a mixed-language environment	This is a caching issue.	Refer to the listed KB article for details.
UX Framework PRB1673498	Tabs jump back and forth after quickly clicking between them for a tab set configured as 'Dynamic tabs'	After clicking the tabs on an open record in a workspace quickly, the tabs jump back and forth with no interaction.	1. Install Customer Service Management demo data (com.snc.customerservice.demo). 2. Install Customer Central (com.sn_csm_customer_central) with demo data. 3. Open the CSM/FSM Workspace case record with a contact. 4. Switch through the tabs using the arrow keys quickly to reproduce the infinite tabs switching.
UX Framework PRB1679691	In Agent Workspace, the contextual side panel translations are inconsistent	The contextual sidepanel icon tooltips translate unpredictably in some Tokyo and Utah instances.	1. Navigate to an instance with CSM Workspace and multiple languages installed. 2. Open the CSM/FSM Configurable Workspace. 3. Open a case. 4. Point the mouse device over the icons on the right of the screen within the contextual sidepanel. 5. Change the session language via the menu in the top-right within the header bar. 6. After the page refreshes, check the tooltip language. They're translated. 7. Change the language of the session again.

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			8. After the page refreshes, check the tooltips again. They aren't translated back. Expected behavior: The tooltips should change every time the session language is changed. Actual behavior: The tooltips get stuck in a language. The only way to change them afterwards is a cache.do.
UX Framework PRB1681503	BucketStats errors appear in the logs from /xmlstats.do when the user opens a workspace		**1.** Open any workspace. **2.** Open /xmlstats.do. **3.** Repeat step 2 as necessary, as the issue is intermittent. **4.** Observe an error in the log.
UX Framework PRB1683588	There's issues with the layout and styling in a UI Builder page, such as 'SOW Incident Overview'	The 'SOW Incident Overview' page's layout and styling isn't working correctly on Vancouver. Containers' content seems to be overflowing and the whole page is disturbed.	
UX Framework PRB1685563 KB1517574	A canvas error pop-up comes on the record and the loading speed of the form becomes slow	All parent macro component properties are taken in because a scripted route condition payload is too large.	Refer to the listed KB article for details.
UX Framework PRB1686283	There's multiple SnFormDataConnected calls from inactive tabs when opening a new tab	When the user opens a record in a new tab (be it an L1 or a child tab), only one SnFormDataConnected call should be made to fetch data for that record. However, multiple SnFormDataConnected calls are made simultaneously, slowing the application down.	

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Problem	Short description	Description	Steps to reproduce
UX Framework PRB1696803 KB1575391	The 'Details' tab of a record doesn't load on a user-created custom workspace after upgrading	Intermittently, the workspace 'Details' page displays as empty and no fields are populated.	Refer to the listed KB article for details.
Virtual Agent PRB1673994 KB1370199	In Utah, the Virtual Agent icon is overwritten when the com.glide.cs.advanced chat pop-over is set to true	The icon should display an uploaded image, but it displays the default icon instead.	Refer to the listed KB article for details.
Virtual Agent PRB1689593 KB1521548	Pre-compile errors when logging for va_language_detection_subflow	On newly created Vancouver instances, a 'Pre-Compiled flow va_language_detection_subflow failed to compile' error is thrown periodically.	Refer to the listed KB article for details.
Virtual Agent Web Client PRB1676768 KB1580320	In Web Client, the 'Show me everything' and 'New messages above' buttons are overlapped		Refer to the listed KB article for details.
Visual Task Boards PRB1659764	Record's pop-up windows aren't displaying buttons or breadcrumbs properly, and the short description is wrapped if it's lengthy	The issue is related to Visual Task Boards (VTB). When opening the 'Show Visual Task Board' context menu, the VTB displays. Clicking the CSTSK link opens a pop-up form. This form isn't displaying correctly. The buttons are overlapped/partially displaying from the edge of the box. The breadcrumbs are overlapping each other.	
Visual Task	In guided boards, if the owner of the	When the owner of a board is removed from the system, some of the	

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Problem	Short description	Description	Steps to reproduce
Guided Boards PRB1696462	board is no longer in the system, some cards don't display to members of the board	cards no longer appear for other members of the board. This issue doesn't happen in the Tokyo version, where all cards are visible even if the owner no longer exists.	
Walk-Up Experience PRB1689071	Inconsistent time zone behavior in the Utah base instance	The date format in the walk-up base instance widget doesn't work correctly for the 'dd/mm/yyyy' format while using the GlideDateTime API.	

All Other Fixes

To view a list of all other PRBs fixed in Washington DC, refer to All other Washington DC fixes.

All other Washington DC fixes

The Washington DC release contains important problem fixes.

Washington DC was released on February 1, 2024.

- Build date: 01-25-2024_1625
- Build tag: glide-washingtondc-12-20-2023__patch0-01-17-2024

Important:
For more information about how to upgrade an instance, see ServiceNow Upgrades.

For more information about the release cycle, see the ServiceNow Release Cycle.

Note:
This ServiceNow AI Platform major family release is now available in ServiceNow's Regulated Market environments. For more information about services available in isolated environments, see KB0743854.

All other fixes

Problem category	Problem	Short description
Access Control	PRB1684884	Field value isn't visible on the list even if it's visible on the form
Access Control	PRB1554832	Excessive ACL checks slow down opening sc_cat_item_producer and item_option_new records

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Problem category	Problem	Short description
Access Control	PRB1666896	The 'Data condition' section appears twice in the ACL form
Access Control	PRB1680060	Data filtration isn't honored when using a group in the subject criteria
Access Control	PRB1681837	List Edit doesn't work for some fields in Agent Workspace
Access Control	PRB1690950	Adding a filter for 'Table Knowledge' isn't possible on a dashboard in a workspace
Access Control	PRB1665562	An inherited role is removed from a user group while another role still contains the inherited role
Access Control	PRB1699381	The snc_internal role is incorrectly assigned to inactive users
Access Control List (ACL) Rules	PRB1683744	Records aren't created within sys_ux_lib_component_attr when a data filtration system property is turned on
Access Control List (ACL) Rules	PRB1708039	There was a simple list widget misconfiguration, as noted in KB1553688
Activity Stream	PRB1704891	The activity stream flickers when typing in the 'Compose' section of a configurable workspace
Activity Stream	PRB1690236	Activity Stream incorrectly displays System updates as System Administrator
Activity Stream	PRB1669417	CLE doesn't encrype in-line for Rich Text Editor in Agent Workspace (HTML-type fields)
Activity Stream	PRB1687498	The @mention pop-up doesn't have scroll bars if it's configured to have 10+ users displayed via the system property glide.ui.mentions.default_limit

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Problem category	Problem	Short description
Activity Stream	PRB1703685	Changing a non-audited field can cause an infinite loop in the browser
Activity Stream	PRB1671185	Pre-formatted text in the Journal field is poorly rendered on Workspace when viewed on Mac Chrome
Activity Stream	PRB1675461	Work notes aren't added in the Activity stream after creating an incident
Activity Stream	PRB1680020	Email contents aren't visible in Activity Stream if the live form is disabled and dark theme is enabled
Activity Stream	PRB1688395	The clickable area for a filter function of an activity stream is too small
Activity Stream	PRB1633747	Problem link redirects to the back end instead of to Workspace
Activity Stream	PRB1635413	
Activity Stream	PRB1668203	Image attachments don't show their actual preview in the workspace activity stream when their MIME types are in caps
Activity Stream	PRB1671855	The 'timeago' preference isn't respected in Configurable Workspace
Activity Stream	PRB1678530	The **Post** button in the Compose/ Activity section is enlarged to the half width of pane
Activity Stream	PRB1691632	After updating to Vancouver, the 'Compose' field in the 'Details' tab of the workspace is too small
Activity Stream	PRB1700282	Clicking **Overview** opens a new tab every time in the 'Success' admin console
Adaptive Authentication	PRB1701019	Location header redaction causing IH flows to fail

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Problem category	Problem	Short description
Advanced Work Assignment	PRB1679606	isLiveAgentAvailable isn't working for domain-separated instances where the requestor and the agent are in different domains
Advanced Work Assignment	PRB1669604	There's impersonation logs in the system logs when transferring the interaction from one agent to another agent
Advanced Work Assignment	PRB1692554	There's duplicate 'Agent has joined' messages when they're auto-accepted by the agent in a transferred queue
Advanced Work Assignment	PRB1665222	When creating a new interaction, an unexpected record is created in the interaction_related_record table
Advanced Work Assignment	PRB1687719	Advanced Work Assignment queue trigger for max wait time doesn't actually trigger when the defined max time passes
Advanced Work Assignment	PRB1687760	The 'awa_document_size' record isn't updated when the record matches different channels
Advanced Work Assignment	PRB1707250	Slow query from the AWA work Item repository 'getWorkItemsForAgent'
Advanced Work Assignment	PRB1699640	Advanced Work Assignment (AWA) logger is contributing to memory allocations
Agent Assist	PRB1694369	On Service Operations Workspace (SOW), 'Unattach knowledge' isn't working on Agent Assist for users with admin privileges
Agent Assist	PRB1700049	Agent Assist's search isn't working when searching for text in 'Search for predictive intelligence' type search resources
Agent Assist	PRB1699556	In Service Operations Workspace, there's an incorrect French Canadian translation for Agent Assist's 'Flag' article

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Problem category	Problem	Short description
Agent Assist	PRB1708691	HTML fields aren't supported when copying a resolution in Agent Assist
Agent Calendar [Legacy]	PRB1690207	On-call Schedule isn't working as a result of the 'restrict agent schedule user on create' business rule
Agent Chat	PRB1662258	Error in logs when an agent saves a new interaction on Workspace (/GlideInteraction_Mutation/exit_chat - Interaction -1 not found)
Agent Chat	PRB1683331	In the 'Workspace' view, avatars on Agent Chat aren't displayed correctly when viewed from a tertiary user
Agent Chat	PRB1692841	Error seen in console when a link is sent in a message, leading to a break in the conversation processing
Agent Chat	PRB1612416	In Virtual Agent Chat, pasting links that contina a '0' results in broken links
Agent Chat	PRB1664303	The use observes a 'Component not configured' message in CSM Workspace
Agent Chat	PRB1692876	An agent's name isn't changing in Mobile after a transfer
Agent Chat	PRB1698155	The 'Search KB' quick action displays the article preview in the requesters' language and not the agents'
Agent Chat	PRB1699486	In a pre-chat survey, the response summary is misaligned on the agent's side
Agent Chat	PRB1700232	Agent-initiated messaging should support async messaging (mweb=messaging) for tables that extend sys_user
Agent Chat	PRB1719479	There is a blank space at the bottom of Workspace after accepting the chat as an agent and maximizing the browser window

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Problem category	Problem	Short description
Agent Chat	PRB1717322	If the 'com.glide.awa.client _logging.enabled' property is turned on, the auto-assignment 'card_and_tab' option doesn't open a tab
Agent Chat	PRB1541718	Properties aren't passed down to an inbox macroponent, resulting in an interaction being assigned to an agent even when the maximum tab limit hits
Agent Workspace	PRB1655580	In the Problem records related list 'Affected CIs', when the user clicks **Add** it shows a loading screen with the message '0 item selected' before results are displayed
Agent Workspace	PRB1685827	There are differences in the autocomplete sorting for reference fields in Agent Workspace versus Platform view
Agent Workspace	PRB1687303	Workspace views for 'Compose' and 'Activity' sections keep switching in the Microsoft EDGE Browser
Agent Workspace	PRB1686037	In platform-analytics-workspace, the dashboard shows state choices as numbers
Agent Workspace	PRB1688116	In Utah, the **Show form in full screen** toggle button isn't working on the first click in the Agent Workspace view
Agent Workspace	PRB1701171	'Click to dial' in an Agent Workspace case doesn't add a taskID with a reference to the case
Agent Workspace	PRB1710214	There's an issue with the wrapping of multi-select fields in HR Agent Workspace
Agent Workspace	PRB1721347	Section headers and/or fields under a section are missing when applying a UI policy to reveal sections
Agent Workspace	PRB1715584	Info message does not appear when a user is redirected to Agent Workspace

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Problem category	Problem	Short description
Agent Workspace	PRB1664989	In Workspace, the setLimit in the 'before query' business rule doesn't reflect in list record counts and pagination for reference field lookups
Agile Board	PRB1684677	Clicking a newly created sprint returns the user to an empty page
Agile Development	PRB1684682	The Safe board team value text doesn't wrap
Agile Development	PRB1675608	SAFe ART Sprint has a SAFe Sprints related list that references the Parent field
Agile Development	PRB1701283	'Percentage complete' is changing to 0 when the defect moves to 'Testing/QA' from 'Work in progress'
AI Search	PRB1676568	Frequent updates to the sys_user table results in a huge influx on ais_index events
AI Search	PRB1658914	Error in syslogs after upgrading to Utah, 'ERR011: Dataset for table ml_trainer_glide _ais_search_signals should have minimum of 10000 records'
AI Search	PRB1706747	In EC portal, the AIS topic search widget has unrelated search results
AI Search	PRB1625004	Performance issues on searches on the KB and sc_cat_item tables when there are many scripted UCs unrelated to the tables
AI Search	PRB1689009	App nodes go down when ais_connection write equals zero on a Vancouver instance
AI Search	PRB1657278	For global search exact match clicks and GR clicks, the record doesn't open until the user refreshes the page
AI Search	PRB1681635	In Next Experience global search, selecting the search suggestions for an order guide takes a user to a catalog's page

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Problem category	Problem	Short description
AI Search	PRB1683618	URL Field Mapping on Indexed Source doesn't work
AI Search	PRB1687717	Indexing process gets stuck when the index condition is updated on/after three months
AI Search	PRB1693120	Extra-long answers in Q&A Genius results are truncated with 'show more'
AI Search	PRB1672756	The word 'for' in the Genius result tooltip isn't translated when the language is set to German or French
AI Search	PRB1676047	Additional indexing datasources or full table index datasource events should be blocked when one's already in progress
AI Search	PRB1677989	When two tables have the same prefix and number, global search only pulls up one record instead of two
AI Search	PRB1685095	'Skip cascade update by query' calls to AI Search (AIS) when a new record is inserted
AI Search	PRB1688120	Records aren't matching the datasource filter, triggering unnecessary 'updateByQuery' operations
AI Search	PRB1663151	In Global Search, search results and 'Recently Viewed' items are shown in another language
AI Search	PRB1663905	Search Event should be logged asynchronously on the server-side to reduce response size
AI Search	PRB1676535	Global Search icon is incorrectly colored when a dark banner is used
AI Search	PRB1686636	Errors occur because the child tables of an AI Search Indexed source use the 'map_to_raw' attribute for field settings and mapping records

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Problem category	Problem	Short description
AI Search	PRB1690789	AI Search Glide isn't issuing deleteByQuery to remove old indexed documents when all the documents are in a non-English language
AI Search	PRB1691379	When logging clicks for custom tables, ais_search_teaser_title is used for the label and it has encoded characters
AI Search	PRB1693595	AI Search search events aren't logged when a user isn't logged in
AI Search	PRB1694456	Forced colors aren't applied properly for search result cards
AI Search	PRB1696318	In AI Search, users can't theme the tertiary buttons on Genius results
AI Search	PRB1698373	The AI Search data broker call is executed even when the global search is zing
AI Search	PRB1704173	A topic page's search resources aren't working for any language other than English
AI Search	PRB1711447	AI Search's 'Suggestion' and 'Recently viewed' navigation doesn't work as expected after an upgrade
AI Search	PRB1716626	Toggling 'glide.ais.enabled' doesn't re-create the 'AisQueryExtender CacheLoadWorker' and 'PartitionHealth StatusProcessor' thread
AI Search	PRB1692136	'ListConditionConverter' skips dynamic filters
AI Search	PRB1730209	An entire article's body displays when hovering over an article in the search results on Employee Center
AI Search	PRB1717120	In the Portal app shell, the previous value of searchContextConfigId is empty, so the exact match configuration isn't called

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Problem category	Problem	Short description
AI Search	PRB1722030	Facets are encoded incorrectly when there are multiple sources
AI Search	PRB1685337	Missing ACLs on Signals tables
AI Search Assist	PRB1687550	AI Search Assist widget doesn't show the updated date even after setting the property glide.knowman.search.show_published to 'true'
AI Search for Service Portal	PRB1673799	If the image isn't square, search result images are compressed
AI Search Glide	PRB1653832	Interrupted failover during an app node restart/upgrade can leave glide.ais.server_writable as false
AI Search Glide	PRB1588410	First AIS query is timing out on the case flow
Analytics Hub	PRB1685560	Analytics HUB calendar doesn't show the week number correctly
Application Collaboration	PRB1690602	Delegated developer roles can be granted to global scoped apps, which isn't expected
Application Install Engine	PRB1708406	Auto-install fails to install conditional contents
Application Install Engine	PRB1716980	UI form sections in app packages delete the default view instead deleting of the targeted view
Application Install Engine	PRB1714586	Issues installing apps when the queue property 'sn_appclient.use_queued_installation' is set to true
Application Manager	PRB1709260	Custom applications are populated as plugins but not applications

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Problem category	Problem	Short description
Application Manager	PRB1694876	Apps without updates appear in the 'Updates' tab
Application Manager	PRB1686321	When a plugin is queued for installation and the node restarts, it remains locked which prevents installation of other plugins
Application Manager	PRB1695699	Admin Center wrongly displays applications as recommended
Application Manager	PRB1687065	Pagination isn't working properly on 'Installed Tab'
Application Manager	PRB1695342	The sys_metadata_link.tablename field has a maximum length of 40, while sys_db_object.name has a max_length of 80, causing the value to be truncated on the 'Creating Application' file
Application Manager	PRB1685012	Issues with the hardcoded string 'Installed version {0}' in Application Manager
Application Navigator	PRB1683254	A pinned menu header menu item (label) briefly displays as 'Undefined'
Application Portfolio Management	PRB1682705	Business Services don't how up on the APM Capability Map
Application Portfolio Management	PRB1683307	References to software products aren't included when Software Asset Management (SAM) Foundations and then Application Portfolio Management (APM) are installed, in that order, on an instance
Application Portfolio Management	PRB1641084	An error is thrown if the application category is empty when creating new a business application record
Application Portfolio Management	PRB1652997	The user cannot generate APM indicator scores for fiscal periods

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Application Portfolio Management	PRB1683294	The report_view ACL of a Business Application (cmdb_ci_ business_app) is not necessary
Application Scoping	PRB1687716	The user can edit metadata in private scopes since the sys_store_app license change
Appointment Booking	PRB1683239	The Appointment Booking selection window appears when hitting Enter on other variables
Appointment Booking	PRB1685007	Appointment booking with territory doesn't work for a scripted availability method
Appointment Booking	PRB1686530	Moment version needs an upgrade for walkup portal
Appointment Booking	PRB1696311	An appointment record isn't created when a multi-row variable set (MRVS) is present on a record producer
Appointment Booking	PRB1709073	In Portal, the 'Advanced Calendar' view doesn't translate the week and month
Approvals	PRB1662479	ApproverUtils throws an error when calling the record watcher (via Read ACL)
Approvals	PRB1693263	In the 'Approval Events (Task)' business rule, an empty sysapproval value could cause unwanted approval.rejected.by.other events
Approvals	PRB1700744	'Work Notes' and 'State' are updated twice for an escalation record when an approval is declined
App Template Framework	PRB1680801	The user is unable to save a template when metadata contains a sys_kmf_crypto_caller_policy file
App Template Framework	PRB1703068	sys_ui_form scan payloads give an error when creating an app from a template

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Archive Rules	PRB1693969	Glide.db.archiving.max_consumer_workers is not immediately honored when it decreases
Archive Rules	PRB1669506	Archive Destroy rule isn't working and always shows 0 records
Archive Rules	PRB1673868	Retain references flag can be pulled from the wrong archive-related record
Archive Rules	PRB1683971	sys_archive_run records are left in Active state when archived from the UI list view list menu
Archive Rules	PRB1687706	An Archive Record link shouldn't be created for a dictionary entity if there is no archive rule setup for this entity
Archive Rules	PRB1705332	Related records for rotated tables aren't deleted when the main record is archived
Assessments	PRB1690951	The base instance 'Sync Assessments to Test Management' business rule runs and triggers a large table handling on the asmt_assessable_record table
Assessments	PRB1698857	Vendor Risk Management TPCRM scoring issue
Assessments	PRB1708119	There's issues with printable assessments
Asset Management	PRB1682604	Activity stream field properties on Asset/ Hardware Asset can't be modified after installing Hardware Asset Management
Asset Management	PRB1657495	Base instance tables have multiple fields with 'display=true'
Asset Management	PRB1650760	A consumable asset is assigned to a user when the parent has no user assigned
Asset Management	PRB1686040	The 'Reserved For' field on an asset is not empty if Transfer order / TOL is canceled

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Problem category	Problem	Short description
Asset Management	PRB1690480	In Asset Workspace's 'Asset Operations', a stock order menu isn't working
Asset Management	PRB1690937	A bulk update on a transfer order line (TOL) takes too long, and it performs updates in batches, unlike the selected records
Asset Management	PRB1700035	If an asset isn't linked to a transfer order, the 'Reserved For' field isn't empty
Asset Management	PRB1704734	On fixed assets, 'Total Cost', 'Residual Value' and 'Total Depreciation of Fixed Asset' display the incorrect currency when 'Sum Residual Value' is used
Asset Management	PRB1709605	The 'DepreciationUtils' script include is updating CIs due to an orphan reference for the 'Depreciation' column on the alm_asset table
Asynchronous Message Bus (AMB)	PRB1696132	AMBSessionMessageQueues grows too large and then rejects outbound messages
Asynchronous Message Bus (AMB)	PRB1685886	Initialization error of AMBPublishedCacheManager is caused by an integer overflow when getting the maximum message number from sys_amb_message
ATG - Glide Interfaces	PRB1717972	Prediction results are persisted in the ml_predictor_results table instead of the ml_predictor_results_task table
Attachments to Records	PRB1668669	Retrieving an attachment from a public table displays a security exception instead of redirecting to login page
Attachments to Records	PRB1700242	When user clicks the URL of a deleted attachment file, '??????????????????' displays
Attachments to Records	PRB1687437	The table scope doesn't match the session scope with scope-level attachment file types

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Problem category	Problem	Short description
Attachments to Records	PRB1718623	When trying to update a PDF file by renaming the extension from .pdf to .PDF, attaching it to the incident record, and downloading the attachment, users see a PDF.pdf extension
Audit History	PRB1587381	A sys_audit_delete entry isn't recorded when a record is deleted and the pending transaction is cancelled
Audit History	PRB1620927	If set to a language other than English, the new SNC.SeismicEmbeddedHelp ContentDownloader().downloadSeismic Contents(gs.getProperty ('glide.sys.language')); doesn't work
Audit History	PRB1689518	Additional SQL queries on tables with an array type value
Audit History	PRB1714316	Audits aren't created for array type fields with 'Audit' set to true
Authentication	PRB1685451	The MFA screen comes back up in Next Experience when an invalid image is referenced in glide.product .image.light, stopping users from validating their MFA code as part of login
Authentication	PRB1705828	The information link for 'Rest API Access Policy Prioritization' redirects to an incorrect documentation site
Authentication	PRB1685577	OAuth token fails to get an access token when ACR is enabled on the instance
Authentication	PRB1689313	Generated barcode for MFA gets a 'Cannot interpret QR code' error on Google Authenticator
Authentication	PRB1622442	MFA Setup Page doesn't display properly in the Next Experience UI on Now Mobile
Authentication	PRB1687990	URL encoding of OAuth authorization codes isn't working for client IDs that contain the special character '|'

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Authentication	PRB1692654	A token throws an error during the first usage: 'Oauth 2.0 provisioning against ServiceNow SCIM API'
Authentication	PRB1697762	The WWW-Authenticate header is incorrect
Automated Test Framework (ATF)	PRB1669047	The 'Testing in progress' banner is visible in the client test runner when testing a page that loads in the Next Experience app shell
Automated Test Framework (ATF)	PRB1673916	ATF Page Inspector/test fails when the user sets a value for a 'Reference' data type question on a survey form
Automated Test Framework (ATF)	PRB1679608	ATF screenshots are not taken when a test impersonates a read-only user (snc_read_only)
Automated Test Framework (ATF)	PRB1687511	ATF 'Assert Text on Page' step takes an unepectedly long time to notify user when it fails
Automated Test Framework (ATF)	PRB1690443	Automated Test Framework (ATF) tests with impersonation in Agent Workspace fail with an error
Automated Test Framework (ATF)	PRB1692861	In Automated Test Framework (ATF), a locked out user impersonation crashes the runner
Automated Test Framework (ATF)	PRB1692974	There's an 'Access denied' message on the Automated Test Framework (ATF) progress bar
Automated Test Framework (ATF)	PRB1697997	Automated Test Framework (ATF) .nil() testing returns unexpected results
Automated Test Framework (ATF)	PRB1700270	After executing 'Add row to multi-row variable set (SP)', the whole page can't be captured
Benchmarks	PRB1686559	Error is thrown during JavaScript evaluation, 'JavaScript evaluation returned: NaN in script'

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Problem category	Problem	Short description
Bring Your Own License (BYOL) - Microsoft	PRB1694277	Windows servers in Amazon Web Services (AWS) are marked as 'Bring Your Own License' (BYOL), though they aren't BYOL
Cache	PRB1650345	Tagged based Mapping doesn't load
Cache	PRB1667793	Failing to cache the module access policies due to the large amount
Cache	PRB1709933	Cache synchronization is not working on restarted nodes for catalogs that get updated after the node restart timestamp
Cache	PRB1688294	ActionLayoutProvider caches GlideRecords, resulting in unnecessary memory usage
Capacity and Reservations Management	PRB1685237	When the capacity type is Agent schedule and assignment starts before the DST date and ends after, the assignment doesn't work and says capacity is full for all agents
Case and Knowledge Management for HR Service Delivery	PRB1714187	The short description of the delegation rule isn't translated in the 'Granular Delegation List' widget
Case API	PRB1655776	Sort by number does not work in REST API for sn_customerservice case
Case Management	PRB1684221	The sn_customerservice.case_viewer role assigned to a user hinders the ability to perform specific actions on the case
Case Management	PRB1685638	A major case cancellation sets the wrong value
Case Management	PRB1687905	The Performance Analytics (PA) indicator source 'Cases.Open' doesn't include reopened cases
Case Management	PRB1715605	The extension point 'sn_cs_sm_request .CSMRequestIntegrations'

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Problem category	Problem	Short description
		is missing functions from out of the box implementation
Case Management	PRB1717695	Post-Vancouver upgrade, when the user service case is resolved, an action button isn't visible
Change Advisory Board (CAB) Workbench	PRB1705727	Attendance status for CAB Meeting attendees don't update via inbound email
Change Advisory Board (CAB) Workbench	PRB1710186	In Change Advisory Board (CAB) Workbench on a reject model, a required icon isn't an asterisk
Change Management	PRB1714904	The **Completed Change Risk Assessment** UI action is not visible if the Change Risk Assessment definition no longer matches the Change Request
Change Management	PRB1683525	Adding affected CIs in change request does not show the scrollbar when the configuration class's table name does not start with 'cmdb_'
Change Management	PRB1696980	Opening a change (CHG) record can cause slowness or an unresponsive node
Change Management	PRB1676190	Unauthorize Change Properties 'CI class inclusion' slushbucket list needs clean-up
Change Management	PRB1688208	The **Create Standard Change Request** action in Flow Designer is creating a normal type change request instead of a standard change request
Change Management	PRB1671604	gs.getMessage() displays a backslash, or escape character, before an apostrophe
Change Management	PRB1686593	'Actual end date' isn't populated when a change task is closed
Change Management	PRB1690943	Unpacking a dynamic group on a CHG form is only retrieving primary CIs, unlike all CIs in a dynamic CI group query

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Problem category	Problem	Short description
Change Management	PRB1692419	ChangeRiskDetailsHelper doesn't accept non-global calls
Change Management	PRB1696126	The Change Advisory Board (CAB) calendar retrieves related schedules for the incorrect day when in the 'Calendar' view and switching to a different agenda item
Change Management	PRB1697868	Creating a change with a change model isn't working and says '414 Request-URI Too Large'
Change Management	PRB1699111	A change risk assessment doesn't copy any attachments
Change Management	PRB1704265	Some objects still use the itil role instead of the ITSM fine-grained role 'Change Management'
Change Management	PRB1704268	Some objects still use the itil role instead of the ITSM fine-grained role 'task.approval_set'
Change Management	PRB1712494	Filter fields are partially hidden on 'Standard change template' related lists
Change Management	PRB1716432	Base instance object inbound email actions 'Update Change' and 'Update Change task' are still using the 'itil' role instead of the ITSM/CMDB fine-grained roles or using a combined condition
Change Management Collision Detector	PRB1700503	The 'Clear Conflicts' business rule can perform a null query for conflict records
Classic HR Service Delivery Agent Workspace	PRB1689816	In employee relations cases, if an involved party with the type 'Subject of Allegation' is removed, the change isn't reflected on the 'Allegation' record
Client Scripts	PRB1700827	Client Scripts' 'rewrite endpoint link' displays in the HealthScan results because it uses the console.log() statement

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Problem category	Problem	Short description
Client Scripts	PRB1685901	A scripted event handler on a controller causes a page to not display
Cloud Provisioning and Governance	PRB1670143	CPG Day2 operation on AWS doesn't work with Cyberark
Cloud Provisioning and Governance	PRB1675504	The route_result column is not populated with the CAPI reponse in Utah
Cloud Provisioning and Governance	PRB1511493	Cloud User Portal catalog variable UI duplication across tabs
Cloud Provisioning and Governance	PRB1641341	MID Server Selection is supported for CPG
Cloud Provisioning and Governance	PRB1658891	A load balancer in AWS that was created through events and response mappings gets its name set as object_id, but it should get ARN as the object_id
Cloud Provisioning and Governance	PRB1690795	In Cloud Provisioning and Governance, secure shell (SSH) private keys aren't downloadable
Cloud Provisioning and Governance	PRB1706665	Cascade retiring of CIs in the cloud also retires hardware-type records
CMDB 360	PRB1715750	Class switch does not work in CMDB 360 data
CMDB CI Class Manager	PRB1675347	New reconciliation rule is created when the user tries to update the existing one on class manager
CMDB Data Manager	PRB1678210	Dependent CI retirement issue when retirement are defined
CMDB Data Manager	PRB1693549	CMDB Data Manager policy executions are stuck in Vancouver and 'cmdb_data_management_task' table has no 'has_manual_process' column

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CMDB Data Manager	PRB1706339	Attestation policy creation and execution fails when it's created by a non-admin user
CMDB Query Builder	PRB1679946	An out of memory (OOM) error is caused by the script include 'QBStatusRecordsToDelete using by Table Cleaner' on the rule for qb_query_status
CMDB to CSDM Data Synchronization	PRB1683245	A record is inactive for a configuration item with 'End of Life' and 'Retired'
Code Signing	PRB1666452	A Mass Signing Job has ambiguous entries in the table list
Column Level Encryption Enterprise	PRB1699051	Unable to upload user-supplied keys when the 'glide.attachment.extensions' property is turned on and allows certain extensions
Communities	PRB1675757	On the CSM Community page, the user observes the error, 'Incompatible units found in: '$csm-primary-text-size': no thrown error'
Communities	PRB1699520	In Communities, an events' 'Download Guest List' isn't downloading the guest list
Communities	PRB1700381	Clicking **Edit profile** under the community portal displays an empty page
Communities	PRB1718840	Search results are not showing the URL in the left bottom of the window in the Community portal
Condition Builder	PRB1705187	In Vancouver, the Dynamic filter condition doesn't convert to a label and remains in code form in the filter input box
Condition Builder	PRB1679541	Filter operands don't align with other glide_list fields
Condition Builder	PRB1684887	'Excludes' and 'Does not have' operators don't display values

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Condition Builder	PRB1694603	The **Indicator Source Preview** button throws a console error when saving certain filter conditions
Condition Builder	PRB1685048	In SOW for the Catalog Tasks table, filtering on dot walking for variable values doesn't return any results
Condition Builder	PRB1568097	Some fields don't have numeric operators in Condition Builder (for example, sys_query_pattern.count and cmdb_ci_host_ cluster.totalmemory)
Condition Builder	PRB1596573	Template Type field doesn't give the option to show/hide fields from child tables
Condition Builder	PRB1665743	Filter Widgets on dashboard displaying javascript in condition builder
Condition Builder	PRB1671262	The 'OR' condition doesn't remember the previous 'OR' selection
Condition Builder	PRB1686623	The user is unable to search a reference field that contains ** as a prefix in the reference variable in the portal
Condition Builder	PRB1688018	A field's list arrow is misaligned when the text area value editor is expanded
Condition Builder	PRB1688860	Fields encrypted via encrypted field configurations (EFC) can be filtered using all search operators within a workspace
Condition Builder	PRB1689206	Users should be informed to press the right arrow to open a dot-walk expanded list
Condition Builder	PRB1697333	In Platform Analytics Workspace, the 'Is less than/more than' operator doesn't return results
Condition Builder	PRB1700651	The filter on a reference field with a non-sys_id reference key can't be configured in a workspace, such as 'Life-cycle Stage'

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Problem category	Problem	Short description
		or 'Life-cycle Stage Status' in the 'Business Application' list
Condition Builder	PRB1715042	The scripted filters script shows in filters for modules with a link type URL (from Arguments:)
Configuration Management Database (CMDB)	PRB1662657	Nodes are restarting frequently or there is no guardrail in CiModelClassHierarchy, resulting in OOM when 970k services are pulled
Configuration Management Database (CMDB)	PRB1706975	CI Relationship Formatter links cmdb_rel_person and cmdb_rel_group relationships to non-existent cmdb_rel_ci records
Configuration Management Database (CMDB)	PRB1651705	The query-based service 'Dynamic CI Group' isn't identified as an impacted service when 'refresh impacted services' is run in an incident
Configuration Management Database (CMDB)	PRB1664488	Outdated CSDM class labels aren't updated during upgrade
Configuration Management Database (CMDB)	PRB1666504	When an attachment is added to any CI, the CI clears the Life Cycle Stage and Life Cycle Stage Status values
Configuration Management Database (CMDB)	PRB1669248	Number of virtual links in the Dependency View is missing when Next Experience is enabled
Configuration Management Database (CMDB)	PRB1688309	Multisource updates causes a unique key violation exception
Configuration Management Database (CMDB)	PRB1666821	The CI Dashboard widget doesn't load data when the page is loaded
Configuration Management Database (CMDB)	PRB1671222	De-duplication task **Remediate** button is enabled for a Closed Complete Task

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Problem category	Problem	Short description
Configuration Management Database (CMDB)	PRB1686435	IRE is blocking updates to attributes even when there aren't any reconciliation rules defined for those attributes
Configuration Management Database (CMDB)	PRB1688328	If there are 0 failures, CMDB Health scorecard widgets display the wrong time
Configuration Management Database (CMDB)	PRB1692085	Adding a new record to cmdb_recommended_fields doesn't work in the non-global application scope
Configuration Management Database (CMDB)	PRB1700177	In the Related items section, the header doesn't display
Configuration Management Database (CMDB)	PRB1708364	The form that edits CMDB retirement definitions lets users insert an invalid filter condition
Configuration Management Database (CMDB)	PRB1544268	Error, 'Identity Rule for table [cmdb_ci_hardware] missing Lookup Rule for class [cmdb_serial_number' doesn't provide enough information to resolve the error
Configuration Management Database (CMDB)	PRB1625832	CMDB Data Manager's $ci_lifecycle.do isn't translating text
Configuration Management Database (CMDB)	PRB1648312	Updating a CI Lifecycle Stage does not cause a synchronisation onto the Asset Status
Configuration Management Database (CMDB)	PRB1676488	Robust import set transformers OnBefore / OnAfter log statement are not printed when invoked via Insert Multiple API
Configuration Management Database (CMDB)	PRB1687756	(GET) Query attributes and relationship information returns different links if the instance contains CMDB
Configuration Management Database (CMDB)	PRB1689097	There's a color contrast failure for a selected item under the 'ciModel.do' page

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Problem category	Problem	Short description
Configuration Management Database (CMDB)	PRB1692782	CmdbHealthScore Util .getIncidentsForCI doesn't return incidents linked via the task_ci table
Configuration Management Database (CMDB)	PRB1696703	The 'Life-cycle Control' ACL's table contains 2 roles when it should only be a user with elevated privileges
Configuration Management Database (CMDB)	PRB1703647	The 'CMDB Retirement Definition' table doesn't have ACLs
Configuration Management Database (CMDB)	PRB1682626	Duplicate CSDM inactive lifecycle mapping records are created
Configuration Management Database (CMDB)	PRB1715377	The 'CMDB Sys Object Source Cleanup' job does not clean up all orphaned records on sys_object_source
Configuration Management Database (CMDB)	PRB1718567	CMDB query builder, related items disappear if users refresh the query builder page
Configuration Management Database (CMDB)	PRB1670737	Updating the condition on a cmdb_group_contains _encoded_query associated with a 'Health' group causes an error to be thrown in the instance logs
Connect Chat	PRB1692098	Missing indexes on live_group_member(member,state) and live_group_profile(type) cause inefficient queries and a high CPU load on the DB server
Content Management System	PRB1719952	Content Management System page rendering breaks if the page title has an ampersand
Content Publishing	PRB1715677	The **View info** and **Read more** buttons on the homepage enlarge when selected
Contextual Search	PRB1680585	Contextual Search results on UI16 returns a null

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Problem category	Problem	Short description
Contextual Search	PRB1669458	Setting incomplete HTML tags as a search source breaks the 'Attach' functionality
Contextual Search	PRB1670948	The Contextual Search iFrame is doesn't display Catalog Items content
Contextual Search	PRB1694595	Expandable sections in knowledge base articles aren't displayed when viewed in the AI Search Assist widget
Continual Improvement Management	PRB1680302	The scroll bar is not visible on the score card in the improvement initiative record
Core Platform	PRB1670224	A signed document isn't attaching to an employment verification case
Core Platform	PRB1668254	CollisionDetector with 400+ MB of records causes memory issues and application installation failure
Core Platform	PRB1668655	The initialize function of a client-callable Script Include is evaluated when the Script Include is shown on the form
Core Platform	PRB1710538	The NowMQ changeStuckEvents method runs 1.6-K slow queries per hour, which block other sessions
Core Platform	PRB1625721	After setting the glide.system.locale property to a non-EN value, any state updates that update to a negative state value fails
Core Platform	PRB1708747	Exporting sys_dictionary table causes the TableDescriptorCache to grow because of var__ tables (GlideVars)
Core Platform	PRB1693008	Unable to edit or create records using the list item configs Table(sys_sg_master_item) in some instances

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Core Platform	PRB1559233	Issue with number maintenance when the counter reaches the integer limit of 2,147,483,647
Core Platform	PRB1595168	GlideRecord.get API may set fValid flag to false and not return it back to true, which can trigger a Unique Key Violation error on update
Core Platform	PRB1632821	Sandbox supported APIs are incorrectly mentioned in Product Documentation (EXCLUDE FROM RN?)
Core Platform	PRB1662307	User preferences with 'system' selected and a valid user still apply to all users
Core Platform	PRB1674748	Table choice list in AES to Create Standard Catalog Item - Create Question is slow due to large number of tables
Core Platform	PRB1677954	An image preview attached to a record is not displayed on portal
Core Platform	PRB1685146	Log messages can't be sorted in the correct order within a one second frame
Core Platform	PRB1685207	The encoded query display value is incorrect for GlideDate when the format is dd/MM/yyyy
Core Platform	PRB1686244	In Process Automation Designer, the Activity Run condition fails if the field contains a line break
Core Platform	PRB1691282	A business rule isn't stopping users from creating a user with the name 'system'
Core Platform	PRB1692271	If the field's previous value doesn't match an existing sys_attachment record, adding a file to the 'File Attachment' field can generate a log error

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Problem category	Problem	Short description
CSM Engagement Center API	PRB1710265	Scroll bars for an OpenFrame window don't disappear when the window is resized back to fullscreen
Customer Service Management	PRB1609935	'workspace_admin' inherits a CSM role that is putting users out of compliance
Customer Service Management	PRB1676538	CSM portal search is very slow
Customer Service Management	PRB1685491	The value of the system property 'com.snc.cs_base.last.generated.code.tree.path' reverts back to '!!!!' unexpectedly when many accounts are created
Customer Service Management	PRB1683017	The business rule on the table sn_customerservice_related_party 'Avoid duplicate record creation' can't accept two records with different user sys_ids and the same name
Customer Service Management	PRB1699440	The auto-number check box of customer_account is false due to sys_db_object.number_ref being empty
Customer Service Management	PRB1717674	Notifications when publishing a new publication in a targeted communication are not working without CSM
Customer Service Management for Field Service Management	PRB1665882	An Agent Workspace ribbon gets the wrong title
Customer Service Management Workspace	PRB1713862	A UI policy action on sn_customerservice_escalation .de_escalation_justification where mandatory=true isn't enforced on the 'De-escalate Case' modal
Data Archiving	PRB1652439	When re-archiving a restored record, the rows from original table (example hr_case) are not deleted

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Problem category	Problem	Short description
Data Archiving	PRB1684880	Slow queries from Archiver jobs due to ArchiveProducerJob .queryArchiveTargets and ArchiveStatus. getRecordCount
Database Indexes	PRB1642852	A slow running query during the com.snc.cmdb plugin load time and task_ci table alter affects upgrade times and causes delays for Tokyo upgrade
Database Persistence	PRB1653946	Unique key violation detected by the database
Database Persistence	PRB1707102	Multi-threaded access to DBI should be detected
Database Persistence	PRB1676639	QueryUnionizer generates inner queries with order-by/limit clauses
Database Persistence	PRB1703666	RLQuery join conditions are appended to the last join and can produce an incorrect results set
Database Persistence	PRB1704688	A failed rollback or auto-commit call can leave transactions in an open state
Database Persistence	PRB1636262	Glide shouldn't start until critical gatewayed tables are accessible
Database Persistence	PRB1676739	Checkpoints are populated due to dynamic category on sys_db_table_checkpoint even if no secondary DB Pools exist
Database Persistence	PRB1605677	Adding 'Tags' in the column view for a table on the gateway database throws an error
Database Persistence	PRB1621491	Incident.caller's dictionary default value is overwritten automatically
Database Persistence	PRB1637946	Installing an app with a unique index for multiple fields creates a duplicate index for those fields

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Problem category	Problem	Short description
Database Persistence	PRB1645421	Single SQL statements are wrapping in a transaction
Database Persistence	PRB1670286	A query does not direct the user to the gateway database for tables with long table names
Database Persistence	PRB1670751	There's a stack overflow on Glide startup when sys_metadata has formulas on its fields
Database Persistence	PRB1671343	TSConnectionPool may enter an invalid state when it never gets recycled
Database Persistence	PRB1708491	MessageSyntax error or access rule violation is detected by database when the parent incident has an alias and user tries to access grandchild of incident
Database Persistence	PRB1672320	Users can't use instant alter
Database Persistence - Data Access	PRB1682093	One-pass list optimization is broken when the IN clause contains non-existent sys_ids and the LIMIT clause is present
Database Persistence - Data Access	PRB1682827	BatchStatementRewriter produces an invalid SQL when rewriting 'Insert on Duplicate Key Update' statements
Database Persistence - Data Access	PRB1675015	Dynamic routing checkpoints compromise an update record count of the hosting statements
Database Persistence - Data Access	PRB1648025	Translated text joins should be enabled for Oracle
Database Persistence - Data Management	PRB1664635	Invalid table name saved to the sys_archive_log.to_table causes a NullPointerException when the dataset contains a reference to an archived record

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Problem category	Problem	Short description
Database Persistence - Data Management	PRB1726689	Destroyer is removing attachments and archive logs from restored incidents, even though the incidents remain
Database Persistence - Data Scale	PRB1706194	There is a lag in standby for replication
Database Persistence - Data Scale	PRB1718003	UNION statement changes in Utah for Oracle instances impact execution times
Database Rotation	PRB1710555	Repairing the 'Database Rotation' plugin reverts a syslog_cancellation to a base instance setting, overwriting customizations
Data Certification	PRB1695994	A certification task isn't created for sys_template table records
Date Picker	PRB1693518	DateTime field doesn't display value in instance time-zone
Declarative Actions	PRB1686862	In the form action layout, 'name' is overlapping with the DA 'action name'
Declarative Actions	PRB1712112	There is an empty area on the right side of the interaction in the Configurable Workspace only when the work item is accepted
Delegated Development and Deployment	PRB1671566	Delegated Developer permissions that are assigned to a group change the permissions on other groups
Deleted Records Module	PRB1691877	Audits are duplicated when a problem is deleted and restored from the 'List' view and when glide.sys.audit_inserts is true
Demand Management	PRB1673510	Can't change the 'assigned to' field when converting to an Action
Demand Management	PRB1667667	Several fields are not saved when updating the start and due date on a demand form

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Demand Management	PRB1669360	The **Submit Demand** UI Action action name is incorrectly specified as sysverb_insert, but it should have been sysverb_update
Demand Management	PRB1700160	Users are unable to make custom 'Assessment' types for demands
Discovery	PRB1651938	Cloud discovery deletion strategy doesn't work for AWS, GCP, and Azure
Discovery	PRB1670415	VMRemovedEvent marks the state as empty while Discovery for the removed VM marks the state as 'Terminated'
Discovery	PRB1576239	The glide.discovery.enforce_ip_sync property and its associated logic is redundant and no longer affects the discovery results
Discovery	PRB1611097	Race condition on updates to 'discovery_multi_page_optimistic_lock' causes bad updates and discovery to hang
Discovery	PRB1669053	A pattern launch fails intermittently with the error, 'Error while execution pattern PATTERN_NAME'
Discovery	PRB1671626	Deadlock in CloudServiceAccountInfo (caused by cloud discovery)
Discovery	PRB1675309	OSQuery returns an empty value and overrides the old 'last_used' date with an empty value
Discovery	PRB1690380	The $discovery_result_homepage.do dashboard takes an unexpectedly long time to load
Discovery	PRB1599071	Device [discovery_device_history] records split for a stacked IP Switch
Discovery	PRB1658049	discovery_active_error table cleanup for records created by non-IP based discoveries

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Problem category	Problem	Short description
Discovery	PRB1666598	Invalid signature in the PS script in Windows File Based Discovery (FBD)
Discovery	PRB1668938	Vcenter discovery goes through IRE identification process instead of a custom script logic
Discovery	PRB1675942	When creating a cloud discovery schedule using the wizard, if a specific MID Server cluster isn't specified when refreshing the sub accounts, discovery fails
Discovery	PRB1679212	In AIX - Active connections, there's a large difference in Netstat's raw output vs the ECC queue payload
Discovery	PRB1681149	The Storage Server (SMIStorageServer) probe causes a MID server OutOfMemoryError
Discovery	PRB1682792	In tracked files for unix, if the permissions contain last dot or username contains dot, the file won't get the last modified value
Discovery	PRB1698492	SNMP Discovery attempts to use V3 credentials before moving on to V1/V2, despite a credential affinity to a V2 device
Discovery	PRB1647808	Prevent CIM Identity sensor from setting an incorrect IP address and location for remote devices
Discovery	PRB1657407	Post sensor fails to acquire mutex and subnet discovery is cancelled
Discovery	PRB1658804	A read operation against 'discovery_log' from scope 'sn_cloud_ops_ws' is refused due to the table's cross-scope access policy
Discovery	PRB1662848	Pattern loading takes a long time after the Kubernetes MID Server restarts causing pattern execution to fail

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Problem category	Problem	Short description
Discovery	PRB1665919	'DeviceL3Mapping' creates an invalid 'IP Connection: :IP Connection' relationships between routers / switches and servers
Discovery	PRB1666035	AWS discovery creates duplicate resources due to a misconfiguration permitted by UI to configure a service account
Discovery	PRB1676183	SNC.IPAddressV4 no longer supports isPrivateAddress()
Discovery	PRB1679310	The Active Connections probe doesn't use Netstat when the AIX server doesn't have LSOF
Discovery	PRB1681108	File Based Discovery is not working on AIX Installs
Discovery	PRB1684175	Cloud discovery schedule created to run with a MID-cluster doesn't pause when the MID cluster is down
Discovery	PRB1684981	When discovering Linux Servers which host a SAP DI Application Server, the relationships created are not as expected
Discovery	PRB1685097	For event-driven cloud discovery, the MID server from the domain where the event is created is not being picked up
Discovery	PRB1686881	When getting tracked Config files (in Windows), a result (stdout) may get returned that is invalid but still getes processed as a valid Config file name
Discovery	PRB1687759	File Discovery probe parameter script.sh can't identify Swidtags on AIX Servers due to the filename format
Discovery	PRB1692810	Incorrect device history record counts can occur in some situations where the 'Location' field is set in the discovery schedule

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Discovery	PRB1701888	vCenter discovery fails when the 9443 port isn't open and the 443 port is open
Discovery	PRB1703354	'Running Processes' is missing 'connecting to' on Linux 6.x
Discovery	PRB1707696	A credential tag isn't passed correctly when creating powershell sessions, causing all Windows' credentials to be tried
Discovery	PRB1715250	An undocumented sys_auto_flush record is added to the instance in Vancouver, resulting in the loss of cmdb_ci_storage_volume records
Discovery	PRB1719271	A CIM probe doesn't launch on Vancouver
Discovery	PRB1723194	In Vancouver, a discovery schedule running periodically creates a version every time the discovery schedule runs
Discovery Probes and Sensors	PRB1670947	The 'Discovery - File Discovery Whitelist Update Notification' scheduled job rebuilds 'script.sh' only when a new record is created in the Custom File Name [samp_file_name] table
Document Intelligence Unified Backend	PRB1697937	During DE PDF results processing, images are attached with the content type image/ JPEG
Document Intelligence Unified Backend	PRB1700456	Documents aren't processed after upgrading APO 1.0 with DI 2.4 to APO 3.0 with DI 3.1
Document Management	PRB1690681	Vancouver upgrade breaks functionality across the instance when fix script 'sys_script_fix_ 2aa8cfafa3c621104da a21be36fcdada' is run as part of upgrade
Document Management	PRB1614162	A custom font isn't picked up in the rendered PDF file when using the HTML-to-PDF conversion API

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Document Management	PRB1686469	Files that contain Japanese fonts cause improper display of the Contextual Sidebar of Configurable Workspace
Document Management	PRB1683025	The 'Download' icon in Document Viewer downloads zero-byte files in Safari on MacOS
Document Management Services	PRB1620999	When exporting an HTML field to PDF, some characters are excluded
Document Management Services	PRB1694507	In HR Agent Workspace, when the user moves attachments, the Document Type list takes a long time to load, and then says 'No results found' while searching
Document Management Services	PRB1671472	HR document templates are missing logo images after Utah upgrade
Document Management Services	PRB1686988	Separate fonts folders for iText5 APIs
Domain Separation	PRB1685950	Business Rule aren't triggered on a new domain
Dynamic Translation	PRB1659930	Dynamic Translation does not work on Read Only HTML fields
Dynamic Translation	PRB1688806	Translated text is overflowing out of the text area box
Edge Encryption	PRB1676078	AskaQuestion rule causes issues the servicenow2 signing key
Edge Encryption	PRB1676611	wrapper.conf should allow non sequential numbers via the property wrapper.ignore _sequence_gaps=true
Edge Encryption	PRB1680574	90%+ CPU utilization is seen on all Edge proxies

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Problem category	Problem	Short description
Email Notifications	PRB1688710	The regex in the sys_email_reply_separator table should be reverted
Email Notifications	PRB1683658	A Sys ID being populated along with an email address when a user clicks **Reply all** to a received email within an Activity stream
Email Notifications	PRB1708962	MultilingualSMTPSenderJob doesn't deliver emails when sys_email is enabled for rotations
Email Notifications	PRB1644212	Unsupported character encoding when the email received in charset = iso-8859-8-i
Email Notifications	PRB1658441	System notifications are not translated
Email Notifications	PRB1705668	Connections aren't released after use, causing them to be locked
Email Notifications	PRB1711335	In Agent Workspace, the **Reply/Forward** buttons aren't visible when a user opens an email without any subject
Email Notifications	PRB1646258	Translation support is not available with mail_to token
Email Notifications	PRB1661547	Attachments that get discarded because of com.glide.attachment.max_size is not recorded in the email attachments
Email Notifications	PRB1679409	The button size on the workspace mail form changes when the subject size is large
Email Notifications	PRB1680561	A valid email address is not accepted in the email field in Workspace
Email Notifications	PRB1681210	The reply_to field in the sys_email table is blank even though the MIME content of an incoming email contains a reply-to address
Email Notifications	PRB1681359	The email validation message 'No an allowed domain' is not translated in Agent Workspace

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Email Notifications	PRB1683312	Email Client Templates using Javascript calls that send multiple parameters to a function fail due to a Javascript compiler exception
Email Notifications	PRB1700735	Clicking the **Back** button on a sys_email form doesn't return to the sys_email list
Email Notifications	PRB1705239	An 'Email' object isn't available in the 'Condition' field of the 'Reply Email' inbound action
Email Notifications	PRB1709604	The email client template is distorted in Vancouver
Embedded Help	PRB1405274	Embedded help message doesn't translate, 'There is no help article associated with this view. The user can add an article to this view by clicking the **Add Help Article** button'
Employee Service Center	PRB1690610	Active single-record delegations may not be correctly delegated due to checks against the approving record
Employee Service Center	PRB1692620	In a portal, users are unable to end impersonations
Employee Taxonomy Framework	PRB1663804	Native UI Action is not translated
Encryption Support	PRB1598297	Issue when a non-admin user searches a ticket in the Task table list and the encryption field with data is present
Enterprise CMDB	PRB1666726	An ITIL user can't remove a relationship created between Incident Records
Entity View Action Mapper (EVAM)	PRB1688972	A Genius Results (GR) configuration is missing the URL field after upgrading to the latest Glide version, resulting in a GR card not displaying

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Event Management	PRB1687096	Metrics from Zabbix are missing
Event Management	PRB1624349	The System Center Operations Manager (SCOM) 2019 connector is attempting to close SCOM alerts, which is causing false alarms on the SCOM console
Event Management	PRB1664508	Orphaned em_connector_ instance_value records are included in update sets, even though the parent em_connector_instance records have been excluded
Event Management	PRB1653896	If the virtual alert prototype is reopened, the state value is copied to the parent
Event Management	PRB1668354	There should be a limit to the number of records to load in em_alert_history
Event Management	PRB1669148	An event is erroneously created when the 'edge_encryption' and 'no_text_index=true' attributes are set simultaneously
Event Management	PRB1680120	When opening a service map from service dashboard, a map display setting's modal doesn't open
Event Management	PRB1688635	System Center Operations Manager (SCOM) cuts the value of 'Context' to the first 540 characters
Event Management	PRB1689377	Some alert worknotes for business rules aren't translatable
Event Management	PRB1699131	There's an out of memory error due to the 'ASYNC: Event rule grouping calculation' job
Event Management	PRB1705724	In Event Management, the Impact Tree Builder creates a query that's unbounded when it only needs a single row
Event Registration	PRB1721551	Transferred events are unable to be processed and set to 'error' state if the 'Table' field is longer than 40 characters

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Problem category	Problem	Short description
		in Vancouver, due to new events transfer process
Field Service Contractor Portal	PRB1708999	Two **Assign To Me** buttons are visible on a work order task (WOT) when certain views are set
Field Service Integrations	PRB1718784	The state flow frame work security rule check should check on row level access instead of table level access
Filter Conditions	PRB1650880	Creating a new Dynamic Filter option on sys_user updates the default value on 45 dictionary entries
Financial Management	PRB1670002	When the user runs the workbench for a cost model, some records are created incorrectly in the 'Groomed General Ledger Data' table
Flow Designer	PRB1705741	The transform picker doesn't work in flow logic in Vancouver
Flow Designer	PRB1697156	Error Handler doesn't work correctly with some subflows
Flow Designer	PRB1707643	Error occurs when activating a subflow inside the Studio
Flow Designer	PRB1708834	The sys_flow_context column in Design Source throws errors after upgrading to Vancouver
Flow Designer	PRB1705888	The **Ask for Approval** action sys property should generate approval records for inactive users
Flow Designer	PRB1707077	Error message occurs, 'Couldn't find event in DB'
Flow Designer	PRB1674554	When toggling to diagram in Subflow Designer, the **Publish** button changes to Activate

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Problem category	Problem	Short description
Flow Designer	PRB1692524	Val Listener incorrectly translating the name on upgrading from Tokyo to Utah
Flow Designer	PRB1701804	Pages erroring out with the following error message after upgrading to Utah
Flow Designer	PRB1682045	global.WorkflowApprovalUtils().reset doesn't validate parameters
Flow Designer	PRB1688871	High memory usage and memory contention due to 'com.glide.flow_design .helpers.ComplexObjectHelper'
Flow Designer	PRB1691078	High volume of sys_audit records for deleted sys_flow_plan_context_binding creates bloated sys_audit table/shards
Flow Designer	PRB1694241	Inline script references to fd_data objects don't increment when the action renumbers
Flow Designer	PRB1631006	When using Date fields in flows/ subflows as condition of comparison, an 'Unparseable date' error in is logged
Flow Designer	PRB1634583	The Flow Designer Month/Day/Hour transform evaluates the 'Run Start Date/ Time' in PST timezone incorrectly
Flow Designer	PRB1640673	When errors occur in an action input, the action status isn't set
Flow Designer	PRB1657150	Flow action input field for 'String UTF-8' isn't long enough
Flow Designer	PRB1663864	Flow Designer Logic takes 40 seconds to load via AES
Flow Designer	PRB1666223	Complex Object is not available in Script Step
Flow Designer	PRB1671602	A flow designer warning reads, 'Unable to find record watcher ids val for op'

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Problem category	Problem	Short description
Flow Designer	PRB1674573	Issues with recommendations and flow logic
Flow Designer	PRB1677453	Need a retention/clean up policy for the sys_flow_ plan_context_binding table
Flow Designer	PRB1677725	The '+' sign doesn't appear in the correct location on a 'do the following until' loop
Flow Designer	PRB1679184	Flow Stages are marked as skipped after flow cancellation
Flow Designer	PRB1680409	Subflow inputs disappear
Flow Designer	PRB1681362	Adding a set of action / subflow buttons into a flow causes the flow to not be saved and opened
Flow Designer	PRB1684382	The 'More Actions menu' on a newly created Action in Flow Designer doesn't work in Safari
Flow Designer	PRB1686209	Flow execution items are showing the first four records as numbers and then remaining with Sys Id's
Flow Designer	PRB1686788	The numbering on the script of a subflow is not updated
Flow Designer	PRB1686876	Flow reports are showing incorrect runtimes for data stream actions
Flow Designer	PRB1690350	IntegrationHub displays as installed when users try to add an action to Flow Designer
Flow Designer	PRB1690579	An optional input on a list of records on a Flow Designer action isn't treated as optional when using the **Test** button
Flow Designer	PRB1691666	Using a transform function on a flow variable and adding more flow variables causes the flow variable to be emptied

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Problem category	Problem	Short description
Flow Designer	PRB1693363	Modifying the condition pill in the flow is giving an error in Vancouver
Flow Designer	PRB1706247	The **Convert to Subflow**action can't handle subflow inputs in scripts
Flow Designer	PRB1711327	Some flows are broken in Flow Designer
Flow Designer	PRB1686755	Flow iterations are shown incorrectly in the ops view
Flow Designer	PRB1716186	The name field type in the sys_hub_flow table is 'translated text' instead of 'string' when upgraded from Tokyo to Utah
Flow Designer	PRB1684483	Table cleaners should be blocked on flow system records because it has severe impact on flow performance
Flow Designer	PRB1679612	The 'Operation' view 'Stages-status' UI ribbon doesn't display the image for a 'Canceled stage' state
Flow Designer	PRB1710881	If the name between an input technical name and flow variable technical name matches, the flow variable embedded in a subflow fails to output the fields from the data pill
Flow Designer	PRB1696143	Autocomplete isn't working on subflow inputs
Flow Engine	PRB1725467	Flow Operation view times out due to orphaned sys_flow_report_doc records
Flow Engine	PRB1714675	Deleting of report docs slows down the deletion of sys_flow_context records
Flow Engine	PRB1717152	A race condition can cause flow jobs to get deleted and not inserted

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Form Designer	PRB1714202	'Jump to section navigator' doesn't work on a form component that's inside a roadmap component
Form Designer	PRB1700070	In Automated Test Framework, the topic_ID isn't changing in the test step although it's changed on the Virtual Agent test
Form Templates	PRB1694516	Code tags display in the HTML Comments and Work Notes section when templates are used in Workspace
Form Templates	PRB1665622	The 'Table Name' field value is not translated in Workspace
Form Templates	PRB1648299	Saving a Template form record in Firefox with a certain configuration creates duplicate template fields
Form Templates	PRB1653776	Getting checklist templates while loading a record with checklist on it could cause performance issue
GlideRecord	PRB1665822	When opening flow context in operation view, an error appears reading, 'Exception while executing request: null'
GlideRecord	PRB1685224	Incorrect and misleading logging messages in ScopedGlideRecord #setWorkflow
GlideRecord	PRB1695610	In a loop, incorrect changes() return a value for 'Journal' fields
Google Maps OOB integration	PRB1630997	Google Map Geocoding fails for addresses with Japanese characters and throws the error, 'Invalid request. One of the input parameters contains a non-UTF-8 string'
GraphQL API	PRB1689955	GraphQLDynamicSchema.Builder is called with populated caches
GRC Platform Plugins	PRB1670472	Sections of an assessment lose questions when collapsed and re-expanded

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GRC Platform Plugins	PRB1689205	Vendor Risk Assessment Designer has a window resize issue that throws console errors
GRC Platform Plugins	PRB1698233	When the glide.knowman.versioning.enabled property is set to true, the policy doesn't update the knowledge category
Guided Tour Designer	PRB1685731	The Guided Tour Auto Launch card text is not visible in Dark Theme
Guided Tour Designer	PRB1691242	On guided tours, clicking the banner image to navigate to the home page to restart a tour isn't working
Guided Tours	PRB1682323	Error 'Tour not found. Verify the tour ID.' when the user previews / plays a guided tour in designer
Health Log Analytics (Family)	PRB1687551	For Elastic DI, pulling logs from the indexes that succeed should continue
Health Log Analytics (Family)	PRB1690187	After a Hermes configuration, a 'too many open files' error is thrown
Horizontal Portal Capabilities for Customer Service	PRB1680657	Guests are unable to reschedule their walkup appointments
HR Service Delivery	PRB1673673	Granular Delegation Approvals don't show under My Approvals when the delegator and delegated are in different time zones
HR Service Delivery	PRB1680871	'Page not found' on accessing a dashboard from analytics center
HR Service Delivery	PRB1688745	In Granular Delegation, notifications for tasks other than the specified task in a delegation are sent to the user
HR Service Delivery	PRB1618612	The 'Show to subject person' flag doesn't work as expected for an employee relation case

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Problem category	Problem	Short description
HR Service Delivery	PRB1671909	HR Service 'Severance approval request' cases do not automatically close post Tokyo
HR Service Delivery	PRB1677991	System caller communication issue
HR Service Delivery	PRB1678566	The sysapproval_approver ACL is unable to dot walk and retrieve sys_class_name
HR Service Delivery	PRB1683102	An ACL mentions that it grants access to snc_internal users but it doesn't
HR Service Delivery	PRB1683642	Error when evaluating ACL access to History records for relations and variables
HR Service Delivery	PRB1684447	The fields (Expiry date, Effective date) in the 'Create new document' UI page are auto-populated
HR Service Delivery	PRB1685498	A field from the 'Service table fields' is not displayed on a HR Service definition
HR Service Delivery	PRB1687195	Adding an opened or opened_at field to the Case Creation Service configuration fields of HR service causes an incorrect timestamp to be applied to the record
HR Service Delivery	PRB1687779	The 'Reset invoking task status' business rule shouldn't update the state of inactive HR tasks
HR Service Delivery	PRB1692199	In a bulk case import, the **Show Details** button redirects to a home page and the URL is missing the '.do' suffix
HR Service Delivery	PRB1692575	The 'Historic Data Collection' job throws an error
HR Service Delivery	PRB1708383	There's an issue with the base instance of the 'Account Notification' workflow

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HR Service Delivery	PRB1687302	AI Search indexed sources in com.sn_hr_core should be turned off and made active only if com.sn_hr_agent_ws or com.sn_hr_wfo is installed
HR Service Delivery Case Management for Lifecycle Events	PRB1689962	The **Follow** button doesn't show notification on the bell icon for HR cases
HR Service Delivery Case Management for Lifecycle Events	PRB1686434	End users are unable to read the comments field in an HR task
HR Service Delivery Case Management for Lifecycle Events	PRB1712418	If it contains a list field with no set value, a response template displays as empty
HTML Editor	PRB1686259	Insert/Edit Link and Remove Link icons aren't visible on the toolbar in the sn_lf_comparison_ui page
HTML Editor	PRB1696322	Images attached with HTML editor in Workspace generate links to sys_attachment with the full domain URL
HTML Editor	PRB1649126	A mouse click inside the 'HTML' field updates the record for the first time
HTML Editor	PRB1705260	In HTML type fields, the XML is malformed
HTML Sanitizer	PRB1699810	Valid custom CSS styles aren't preserved
HTML Sanitizer	PRB1576544	HTMLSanitizer triggers logs when it shouldn't
Identification and Reconciliation API	PRB1653235	CMDB IRE exception message 'Invalid GlideRecord to prioritize' does not help provide user with important information
Identity	PRB1714336	A report_view ACL analysis results in a pass, even if there's no access

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Identity	PRB1714118	The Login history table's privilege flag is set incorrectly
Import Set API	PRB1678633	The user can't import a zipped file from the SFTP server
Import Set API	PRB1690319	Java Database Connectivity (JDBC) error retry logic is retrying SQL Definitive Media Library (DML) statements
Inbound Email	PRB1691195	Some 'REPLY' emails with a valid watermark are classified as 'NEW'
Incident Communications Management	PRB1694097	After upgrading from Tokyo to Utah, the 'Communication Tasks' panel and the 'Communicate' tab on the Major Incident Workbench (MIB) don't load the communication plan tasks
Incident Management	PRB1698276	When an incident is promoted to a major incident, the incident is assigned but the 'State' value stays 'New'
Incident Management	PRB1707692	A query business rule can block inputs to reference.incident on the 'Update child incidents worknotes/comments' flow action, causing all incidents to be updated
Incident Management	PRB1687883	Read-only cells aren't aligned properly for reading right to left in Hebrew
Incident Management	PRB1701345	It takes 11+ seconds to open the child incident pop-up
Incident Management	PRB1704908	The 'incident.state/write' ACL produces an error when the transaction is null
Inline Editing	PRB1633578	The inline editor dashboard throws an error even when changes are saved: 'Your dashboard could not be saved'
Innovation Management	PRB1673323	Idea portal line breaks are not retained for close note field

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Problem category	Problem	Short description
Innovation Management	PRB1688450	Grouping isn't available for ideas that are provided in 'Top Voted Ideas/Related Ideas'
Instance Data Replication (IDR)	PRB1670529	Parent-child table entries in replication sets break replication
Instance Data Replication (IDR)	PRB1684673	IDR remote jobs cause errors when no replication sets are remote
Integration Hub	PRB1679969	There is a limit for the max value for the property 'com.snc.process_flow .reporting.serialized.val_size_limit'
Integration Hub	PRB1667801	Race condition created for OAuth provider Boomi
Integration Hub	PRB1692445	There is a problem opening a handle to remote file
Integration Hub	PRB1621471	Data pill picker for query params and headers doesn't work when an input value is provided by script
Integration Hub	PRB1702214	The 'Attachment' API returns an 'http 500' error when uploading a json file
Integration Hub	PRB1589241	There's unwanted validations when checking certificate revocation
Interaction Management	PRB1655345	Calls in the network tab for the user's task related list takes excessive time to load for users with a high number of task records
Interactive Analysis	PRB1703020	Interactive Analysis creates report.view events with an empty instance value that isn't being processed
Interactive Filters	PRB1677936	Dashboard interactive filter issue with inactive record
Interactive Filters	PRB1691250	Removing or resetting an interactive filter value from a dashboard doesn't reset the drill down report

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Problem category	Problem	Short description
ITOM SU Licensing	PRB1688452	ITOM Licensing needs true up for the Store app
JVM at Scale	PRB1698028	XMLStats with include zipfile_metrics throws an exception
Key Management Framework (KMF)	PRB1660387	Oracle instances are not being recognised as DATACENTER instances during automation causes KMF workflows to fail
Key Management Framework (KMF)	PRB1659199	There's an issue with an all or none key exchange between a source and a target
Key Management Framework (KMF)	PRB1668571	KMF certificate validation may not be able to process RSASSA-PSS signatures
Knowledge Base Self-service Portal	PRB1693991	On a base instance, the user's sort preference isn't persisting after a page reloads
Knowledge Management	PRB1697252	'x% found this helpful' is greater than 100%
Knowledge Management	PRB1680507	The KB article count is inconsistent and incorrect for knowledge articles
Knowledge Management	PRB1688200	ITIL users can view retired articles in Utah instances that they can't view in San Diego instances
Knowledge Management	PRB1690558	'Scheduled Publish Date' validation issue persists after recalling a knowledge article
Knowledge Management	PRB1690655	AI Search doesn't work with Manager Hub
Knowledge Management	PRB1697857	Validate Schedule's 'Published Date' behavior isn't working as expected
Knowledge Management	PRB1680224	A knowledge article's language tag is incorrect

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Problem category	Problem	Short description
Knowledge Management	PRB1693839	The latest AQI is copied when the 'Insert and stay' operation is performed in knowledge articles
Knowledge Management	PRB1694490	EXCLUDE FROM RN
Knowledge Management	PRB1667578	The word 'Attachments' is not translatable in Mobile view
Knowledge Management	PRB1672587	A blank page appears when the user clicks the 'View knowledge bases accessible to unauthenticated users' related link
Knowledge Management	PRB1675472	Multiple activities are recorded when the knowledge base value is changed in the Review state
Knowledge Management	PRB1677632	Some fields are populated with incorrect values during KB version translation
Knowledge Management	PRB1684099	Document URL in Word add-in is not filled in automatically
Knowledge Management	PRB1686634	AWS Translation functionality fails
Knowledge Management	PRB1695208	In a knowledge article, the **Delete** UI action displays a confirmation message with the word 'block'
Knowledge Management	PRB1695247	Users are unable to submit dynamic sitemaps to the Google search console
Knowledge Management	PRB1695391	A knowledge base search panel filter isn't marked up to reflect an expanded or collapsed state
Knowledge Management	PRB1696201	Screen reader users aren't able to identify the selected page in the 'Pagination' widget

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Knowledge Management	PRB1697223	The 'Add blocks' side panel is loading as empty white space in Next Experience's Hebrew UI
Knowledge Management	PRB1702939	The screen reader JAWS doesn't explicitly specify 'Sort by' after retrieving results on a knowledge base search
Knowledge Management	PRB1714027	In a portal, a quick action with a knowledge article URL doesn't display attachments
Language and Translations	PRB1618473	About Time format translation is incorrect for German
Language and Translations	PRB1615848	There are bugs in the Finnish translation after the Tokyo upgrade
Language and Translations	PRB1622532	%d ago is incorrectly translated in Norwegian
Language and Translations	PRB1657482	Incorrect Japanese translation of 'Purchased' in the sys_documentation table
Language and Translations	PRB1687679	Activating a language plugin doesn't populate the 'Class' field for languages in the Field Labels(sys_documentation) table
Language and Translations	PRB1620902	Japanese label of the cmdb_ci_ship table is incorrectly translated
Language and Translations	PRB1622319	In HR to-do's resolution case acceptance, translations are truncated when there's an apostrophe in the text
Language and Translations	PRB1623669	Japanese label of cmdb_ci_train table is incorrectly translated
Language and Translations	PRB1632416	Swedish breadcrumb is incorrectly translated
Language and Translations	PRB1633133	Incorrect German translation of the **Request** button on search page

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Language and Translations	PRB1633499	Base instance components aren't translated for Canadian French
Language and Translations	PRB1660415	The label of KB category for single category causes the user to see two different labels, in English and Japanese
Language and Translations	PRB1675927	The Dutch Translation for the 'Short Description' field label is incorrect/ truncated since Tokyo
Language and Translations	PRB1686697	Japanese translations display the 'greater than' sign incorrectly
Language and Translations	PRB1693661	The Japanese translation of 'Report style options > Show chart title > Never' doesn't match between the UI and the product documentation
Language and Translations	PRB1715030	Mobile translation issue with Arabic characters
Language and Translations	PRB1715779	The default value of the breakdown on dashboards is not changed when users change the system language
Language and Translations	PRB1719394	The Virtual Agent Dashboard left menu bar is not translated to Japanese after the 'Conversational Analytic' plugin version 6.0.2
LDAP integration	PRB1341018	SoapProcessor thread processing LDAP Listener via MID Server gets stuck during upgrade and doesn't time out
Legacy - Vendor Score Metric Model	PRB1692243	If there's millions of records in the core_company table, the vendor score indicator doesn't have conditions set for the core_company table, causing memory contention
License Usage	PRB1662288	The user can't click widgets

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Lifecycle Events	PRB1678573	LifecycleNotificationUtils.getEvent query can take longer than expected
Lifecycle Events	PRB1698966	In life-cycle events, there's an error when the 'Template' field is empty on future to dos: 'error 'TypeError: Cannot find function indexOf in object'
Lifecycle Events	PRB1700595	canRead is removed when using templates in lifecycle events
Lifecycle Events	PRB1684646	The base instance flow 'change start date' produces an error
Lifecycle Events	PRB1696210	LE Builder doesn't work when a custom angular version is globally available
Lifecycle Events	PRB1703254	A report doesn't load for the sn_hr_core.manager role
Lifecycle Events	PRB1709564	One of the activities under 'Life-cycle event' isn't triggering in order
List Administration	PRB1721133	The view of sys_ux_list is not honored in the configurable workspace while in a child domain
List Administration	PRB1660533	Personal preferences for setting the time and date format aren't working as expected
List Administration	PRB1681585	In the 'sys_popup' view, multi-line read-only text fields' height is too small and shows fewer than three lines of text
List Administration	PRB660645	Word wrap isn't working with embedded lists
List Administration	PRB1618694	Report uses the list layout as the Default view (instead of the Workspace view) if a user personalizes the list layout in the report

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Problem category	Problem	Short description
List Administration	PRB1644034	The List preview record modal window does not display correctly
List Administration	PRB1685839	True/False type fields return incorrect results when filtered in a non-english language in workspace (both legacy and configurable)
List Administration	PRB1686692	Shift + ↓ key doesn't select multiple values (as expected) on the sys_m2m_template
List Administration	PRB1704160	The 'Warranty expiration' field can't be filled out from the 'List' view when using the calendar
List Administration	PRB1622567	In Agent Workspace, the Lists page title is ambigious when 'All' is selected
List Administration	PRB1633777	Column names for DB View tables in the UI Builder list are difficult to differentiate from each other
List Administration	PRB1653752	The **Refresh** button on the 'List' type component on Next Experience pages increments when the updated record doesn't match the filter
List Administration	PRB1661614	Screen reader reads cell data information twice
List Administration	PRB1664197	RTL alignment issues on a list
List Administration	PRB1668627	Reference list lookup is inconsistent when using a reference and additional qualifier
List Administration	PRB1670550	The 'Update All' confirmation message has an incorrect record count when Remove pagination count = true
List Administration	PRB1672117	The screen reader (NVDA) doesn't announce the state as 'Expanded/ Collapsed' after invoking the column headers more options list

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List Administration	PRB1674339	NVDA announces incorrect information about Column names under the Consumables Tab while creating a new record
List Administration	PRB1675390	Overridden Choice fields don't reflect the correct value when a user uses inline editing on Workspace
List Administration	PRB1675696	Unable to add more than 100 child incidents to a parent incident in Agent Workspace
List Administration	PRB1682600	Highlighted / selected / hover pages are indistinguishable in list pagination
List Administration	PRB1683077	List view misaligns when switching the language to Hebrew
List Administration	PRB1685160	The default filter set for the **Edit** button in list controls does not produce any results for 'is one of'
List Administration	PRB1685720	Unable to open an entry rendered by the Simple List component using the Enter key
List Administration	PRB1687517	Page per page setting doesn't apply to child related lists in custom workspace
List Administration	PRB1687953	Filtering for the '%' symbol in Next Experience's UI list view generates links that redirect to an empty page
List Administration	PRB1689078	Multiple selection isn't working for highlighted fields on a list
List Administration	PRB1689221	On ITSM Workspace, sometimes users aren't able to view all the actions in the 'Personal List' view
List Administration	PRB1690949	In Hardware Asset Workspace, screen readers don't narrate filter list items when they're expanded

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List Administration	PRB1697784	Opening cases and case tasks from the dashboard loads records with the 'Task' table in the URL
List Administration	PRB1698199	When pressing CTRL/Command and clicking multiple records in a list to open them in a new tab, an empty page briefly displays
List Administration	PRB1700133	In Customer Service Management's workspace, the field height differs based on how the record is opened
List Administration	PRB1713002	The 'Before query' business rule runs twice for a grouped list when in the UI16/Next Experience frameset
List Administration	PRB1694117	Language translation for the sys_highlighted _value_condition list doesn't work until the cache is cleared
List Administration	PRB1705780	With a list grouped on a Boolean, there can be an additional group of 'false' for the null group, which displays as 'false'
List Administration	PRB1662462	SlushBucketViewRules.js doesn't correctly handle a list view layout for scoped views/ tables for delegated developers correctly
List Administration	PRB1699721	Navframe doesn't work on UI16 when logging in via Internet Explorer (IE)
List Administration	PRB1683377	Highlighted fields once edited on a list do not reflect the new updated value
List Administration	PRB1644901	In Workspace, there's an issue in 'Edit List' within the 'Personalize List' view
List Administration	PRB1661521	A keyboard's focus moves outside the filter dialog when using the tab and shift-tab keys

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List Administration	PRB1664309	When navigating through list items, a screen reader isn't announcing the count or the indexing of list items
List Administration	PRB1696761	In Agent Workspace, a grouped list of records selects unwanted records when using shift-select
List Administration	PRB1715014	The list breadcrumb doesn't show proper labels for the field task type when the type is changed from 'System Class Name' (sys_class_name) to 'Choice'
List Editor	PRB1693862	A multi-select record count persists across lists in a workspace when they use the same tab
List Filters	PRB1672171	When creating an advanced filter on the Task Type, the list list always returns all results
List Filters	PRB1689579	The filter condition 'filter out' in a workspace list isn't working for dot-walked fields
List Filters	PRB1706587	A filter in a related list in Configurable Workspace behaves differently than those in the Core UI
Machine Learning APIs	PRB1653604	The Machine Learning API predictions for Service Operations Workspace recommendations framework times out intermittently
Major Incident Management	PRB1681905	Problem with Major Incidents trigger rule
Major Incident Management	PRB1683228	Communications tasks are not visible on a major Incident workbench when the language is not set to English
Managed Documents	PRB1667189	Th relationship record 'Approvers' queries fields that do not exist for the table [approval_sequence]

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Managed Documents	PRB1667232	The base instance relationship record 'Revision approvals' queries using a field 'table' which is not a valid field in the 'sysapproval_approver' table
Memory: Heap Space	PRB1673604	Memory exhaustion due to the 'GlideUxComponentDefProvider.java' component
Microsoft Reconciliation	PRB1671385	MarkInstallsAfterAssignmentForCluster only marks the installs for entitlement with greater than ReconciliationConstants.BATCHSIZE and this causes some installs to go unlicensed
MID Server	PRB1708634	MID Server script files are skipped in instance/app upgrades after Checksum values are added by the fix script/business rule
MID Server	PRB1671317	When a MID Server runs discovery on itself, the user's credentials cannot be used for local connections
MID Server	PRB1674231	Semaphore exhaustion due to flooding of GetMidInfo affects instance performance
MID Server	PRB1682726	ECC Queue inputs aren't marked as 'Processing' or 'Processed' if the upper/lower case of the MID Server name in the 'Agent' field isn't exactly the same as in the input
MID Server	PRB1702682	MID Server Windows MSI installer fails Test Your Connection when instance and user are set up for WS-Security
MID Server	PRB1678911	MID Server threads can get stuck in an infinite loop due to SNMPProviderImpl's extendShortPassword function
MID Server	PRB1700537	In a base instance's Secure File Transfer Protocol (SFTP), 'Get File List' fails with an error: 'Cannot create task...'

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Problem category	Problem	Short description
MID Server	PRB1705773	vCenter Event Collectors stall out when deleting, restarting, starting, or stopping
MID Server	PRB1707308	The MID server installer .msi file throws an error that it's unable to connect to an instance due to the proxy settings in Internet Explorer
MID Server	PRB1713816	The 'Reset query window' command doesn't change the query window
MID Server	PRB1629502	MID startup sequencer thread throws an exception but doesn't stop the MID Server from starting, and logs to the wrapper log instead of the agent log
MID Server	PRB1670586	The 'Get All MID logs' business rule error causes the MID server to attempt to send a save log multiple times
MID Server	PRB1672698	The MID service state start_pending starts after some time
MID Server	PRB1675589	MID Server property changes aren't broadcasted to all MID Servers
MID Server	PRB1695543	Even if MID File Cleaner is turned off, the log still logs information
MID Server	PRB1696516	MID Server can try to rename the .tmp file to .xml in the ECCSender folder before it's visible in the file system, and there's no retry for this when it fails
MID Server	PRB1698599	ECC Queue's output record isn't updated to 'Processed'
MID Server	PRB1700534	A startup error message should include duplicate sys_ids
MID Server	PRB1702502	If an instance is too slow to mark the MID Server record as 'Down' during an upgrade, the MID upgrade fails

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Problem category	Problem	Short description
MID Server	PRB1706762	Queries to the label_entry table during an execution of the 'ECC Queue - process config file' business rule may exhaust semaphores
MID Server	PRB1711976	Discovery configured with a Load Balanced MID cluster fails due to the new business rule 'Restrict record creation for other MIDs
MID Server	PRB1712052	'Add Account for Master with Accessor' fails to generate a temporary credential
MID Server	PRB1712191	ECC Queue messages aren't set to 'processing', resulting in the messages being picked up and run again
Mobile Platform	PRB1687416	Action Item script editor isn't working
Mobile Platform	PRB1696904	When hierarchical tables don't contain the 'sys_sg_class_name' field, an offline cache isn't working as expected in Agent Mobile
Mobile Platform	PRB1636326	Mobile offline payload includes extra metadata/data from screens that the user cant see from the top-level screen
Mobile Platform	PRB1666119	A sys_sg_ui_parameter field_name column is not big enough to contain column names greater than 40 characters
Mobile Platform	PRB1678361	The code to get a record count in the mobile app via RecordsManager. java:getRowCount0() is not optimal and causes performance issues
Mobile Platform	PRB1682866	The Function condition can't be refreshed automatically on the Details Screen when going back from a List Screen
Mobile Platform	PRB1711983	The 'Mobile Colors Default' UX style is created in the global scope and is thus editable

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Problem category	Problem	Short description
Mobile Platform	PRB1717693	The 'Unassigned Incidents' list applet is not loading in the Agent Mobile app
Mobile Platform	PRB1629288	Sorting items is inconsistent in the list screen on offline vs. online
Mobile Platform	PRB1711719	In the Agent Mobile app, the 'Saved view' list only loads the first 20 records
Multi-provider Single Sign-on (SSO)	PRB1689720	During Upgrade to Vancouver, the Multi-SSO installation exits temporarily and becomes inactive
Next Experience UI16 Theming	PRB1688513	sys_gauge widgets aren't fully compliant with the Dark Mode theme
Next Experience UI16 Theming	PRB1683427	Fields overlap each other under the Schema Map
Next Experience UI16 Theming	PRB1673275	The process flow formatter is truncated when Next Experience is Active
Next Experience UI16 Theming	PRB1684209	Some users get unexpected content on the list view
Next Experience UI16 Theming	PRB1624304	Time Zone selection isn't visible in Dark Mode
Next Experience UI16 Theming	PRB1666025	French text in the login page is shown outside of the card
Next Experience UI16 Theming	PRB1670272	In Next Experience, when a user selects dark theme a clock component cannot be seen on a dashboard
Next Experience UI16 Theming	PRB1680171	The 'Group by' list on 'List report' is not visible, resulting in a permanent scrollbar
Next Experience UI16 Theming	PRB1723262	Users are unable to highlight text in forms using Google Chrome v121.0.6167.8

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Problem category	Problem	Short description
Next Experience UI16 Theming	PRB1649140	Due to multiple Ajax calls, the page timing UI has l10n gaps and performance issues
Next Experience UI16 Theming	PRB1688276	Users are unable to select a WCAG 2.1 AA compliant theme for UI16 pages rendered in Next Experience
Next Experience Unified Navigation	PRB1670549	Pinned menu performance is slow
Next Experience Unified Navigation	PRB1702118	The directory structure of com.glide.polaris .admin.configuration isn't correct
Next Experience Unified Navigation	PRB1683691	Domain picker doesn't display properly
Next Experience Unified Navigation	PRB1703111	The 'Utility overflow' menu doesn't navigate when users have concourse pickers turned off
Next Experience Unified Navigation	PRB1673090	Impersonation failure message is doesn't provide helpful description
Next Experience Unified Navigation	PRB1687188	Menu displays in Hebrew on Safari even if English is selected
Next Experience Unified Navigation	PRB1669358	The UI doesn't resize properly when the brower window is maximized
Next Experience Unified Navigation	PRB1670838	HR Agent Workspace says no record is found when **Edit Module** is clicked
Next Experience Unified Navigation	PRB1675452	When Next Experience is enabled and users edit their favorites, the order and nesting of favorites is unexpectedly rearranged
Next Experience Unified Navigation	PRB1682476	The Identity 'Center Profile' link is broken in Utah when Next UI Experience is on
Next Experience Unified Navigation	PRB1683469	With Next Experience enabled, the tab key to navigate columns and rows in Related

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Problem category	Problem	Short description
		Lists doesn't navigate to/focus on the last column
Next Experience Unified Navigation	PRB1685438	In Next Experience, expanding 'ALL RESULTS' after filtering on keyword doesn't work
Next Experience Unified Navigation	PRB1687216	In Utah's Next Experience, the 'Impersonate' functionality's response time is increased
Next Experience Unified Navigation	PRB1672489	The glide.product.name value is not getting reflected on the initial load of the homepage title on the navigation header
Next Experience Unified Navigation	PRB1674875	Capital letters in a value in the glide.ui.can_search property can cause the 'Global' search input to not appear for an authorized user
Next Experience Unified Navigation	PRB1676045	Navigation Header list menus and menu items are not dictated accurately by screen readers
Next Experience Unified Navigation	PRB1679939	Menu items in the Next Experience header can go stale and require a refresh action
Next Experience Unified Navigation	PRB1683894	When internet connection goes off, the 'Connection Restored' message appears
Next Experience Unified Navigation	PRB1686540	Keyboard shortcut for impersonation
Next Experience Unified Navigation	PRB1687318	'Use the page I'm on now' for the start page isn't including the full Workspace URL
Next Experience Unified Navigation	PRB1690263	In Next Experience, push notifications within 'Notification' preferences can be toggled
Next Experience Unified Navigation	PRB1693152	Bootstrap navigation pills don't have a focus indicator

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Problem category	Problem	Short description
Next Experience Unified Navigation	PRB1694100	When switching a dashboard tab, a browser tab's display changes from a dashboard name to 'Unified Navigation App | ServiceNow'
Next Experience Unified Navigation	PRB1694566	A custom URL with 'navigator.do' as a referrer causes issues
Next Experience Unified Navigation	PRB1697117	Next Experience's UI's width cuts off words of system messages
Next Experience Unified Navigation	PRB1704769	When using Next Experience, it isn't possible to impersonate an admin user while impersonating a non-admin user
Next Experience Unified Navigation	PRB1706986	A keyboard's focus moves twice on an avatar's **Menu** button
Next Experience Unified Navigation	PRB1707839	On a dirty form, there's a pop-up warning that doesn't fully display a name when it has a hyphen
Next Experience Unified Navigation	PRB1729720	The URL parameter sysparm_notification is causing the system to open a new tab with the notification preferences page
Next Experience Unified Navigation	PRB1716406	Multi-select Or for cross-table facet filters isn't working as expected
Next Experience Unified Navigation	PRB1715288	Turning on high contrast mode on a Windows machine does not properly display checkboxes when Next Experience is turned on
Next Experience Unified Navigation	PRB1690199	No information displays when users hover over the 'i' info icon in any category of User Preferences
Next Experience Unified Navigation	PRB1605772	The embedded help content number/ indicator isn't displayed after landing on a page
Next Experience Unified Navigation	PRB1671320	An OpenFrame window should be draggable over pinned menus

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Problem category	Problem	Short description
Next Experience Unified Navigation	PRB1708696	When pinning and unpinning, a contextual menu incorrectly positions when resizing
NLU Service - Glide	PRB1712500	Increase the delay between the retries in case of a connection reset by a peer exception from the ML prediction server
NLU Workbench	PRB1693001	There is only one NLU model (Setup Topics Model) as an option to be selected and all others are 'Uncategorized'
Normalization Data Services	PRB1657385	There's a CMDB manufacturer normalization and domain separation problem
Normalization Data Services	PRB1697805	The com.glide.data_services _canonicalization.client plugin and related fix script add_hash_to_ core_company.xml are taking a long time to upgrade, around 17 minutes
Normalization Data Services	PRB1714526	The 'Make Canonical Company' business rule's default logging is excessive, fragmented, and not useful, except when debugging
Notification Preferences	PRB1694894	Users without admin-level privileges are unable to add new devices
Notification Preferences	PRB1689661	There's unsorted data in the 'Schedule' field for 'Advanced Notification' preferences
Notification Preferences	PRB1690794	Under 'Notification Preferences', 'Create New SMS Channel' displays deactivated service providers
Notification Preferences	PRB1704100	In the 'Notification Preferences' widget (notify_pref), users are unable to locate the option for turning on or off the SMS channel for individual notifications
Notification Preferences	PRB1718633	Next generation preferences UI for notifications are limited to 5 notifications due to missing scroll bar when selecting a notification category

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Notification Preferences	PRB1718627	The advanced filter is not populated when a schedule is not selected
Notify	PRB1688800	'Cleanup Active Conference Calls' should be made as Async
Notify	PRB1715306	Ensure inputs to flow actions are in the string format
Now Code Editor	PRB1626711	Processor script editor doesn't auto-complete ScriptedProcessor globals
Now Code Editor	PRB1631011	Script editor highlights incorrect closing parenthesis after formatting the code
Now Code Editor	PRB1684216	The cursor moves erratically in UI Builder client scripts
Now Experience Component Library	PRB1703860	After upgrading to Vancouver, a check box is faded and not clearly visible on an 'Incident', or any other, form
Now Experience Component Library	PRB1671275	Focus moves away from search if there is an alert present on the form
Now Experience Component Library	PRB1682133	The VA toggle hover effect within the chat menu is no longer available in Utah
Now Experience Component Library	PRB1682953	Theme builder generates CSS that makes the text of the current selected item in Edit Your Favorites unreadable
Now Experience Component Library	PRB1691645	If the string within the brackets has a space, a profile avatar's initials aren't populating correctly
Now Experience Component Library	PRB1717509	Screen readers do not read more information on Vendor Management Workspace forms
Now Experience Component Library	PRB1718359	Tooltip information is not read by screen reader when invoked

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Problem category	Problem	Short description
Now Experience Component Library	PRB1688868	An input in the TypeAheadMulti component is overflowing
ServiceNow AI Platform Security	PRB1586923	Table API is seeing poor ACL performance with large tables that have multiple columns
ServiceNow AI Platform Security	PRB1578304	Excessive flushing of the syscache_sys_certificate cache
Now User Experience	PRB1688494	Language translation on the 'Preference' option on the homepage menu is not working correctly
Now User Experience	PRB1672107	Screen Reader (NVDA) doesn't announce the name of the dialog box after it's open
Now User Experience	PRB1683668	Navigation isn't working from a utility UI loaded by a Next Experience header
On-Call Scheduling	PRB1702806	The 'On-call gaps and conflicts' report isn't sending to all the assignment group managers in the report
On-Call Scheduling	PRB1677343	The On-call gaps conflicts report stops working after upgrading to Utah
On-Call Scheduling	PRB1689939	In the On-call Scheduling module, a new step can't be added in an escalation policy
On-Call Scheduling	PRB1692713	The 'Assign by Acknowledgment per Rota' workflow fails with an error
On-Call Scheduling	PRB1698256	The on-call calendar displays employees on time-off as a part of an escalation plan
On-Call Scheduling	PRB1710430	The on-call landing page breaks when extra time is provided to any group
Orchestration	PRB1667547	The **Test Credentials** UI Action on a JDBC Credential doesn't log the causes of a test credential failure

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Password Reset	PRB1709661	Password Change form doesn't show up when the user language is French (but does when user language is English or Spanish)
Password Reset	PRB1669917	The vent description for system events 'sys_user.insert' and 'sys_user.delete' is misleading
Password Reset	PRB1683051	The password reset application for some users prompts different questions than what the user had selected at the time of enrollment
Password Reset	PRB1685517	Password rule check visualization doesn't work
Password Reset	PRB1710481	The **Password Reset** button is grayed out when the language is French, but works when it's set to English
Password Reset	PRB1714465	Password reset doesn't work on a Windows app when the 'Password policy' is turned off
Password Reset	PRB1686397	On Password Reset, fields on the 'Change Password' page aren't read as required by a screen reader
Performance Analytics	PRB1665235	Sorting of an X axis is incorrect in a migrated dashboard
Performance Analytics	PRB1688646	In the Platform Analytics workspace, for non-admins, the Task table isn't available as a data source for visualizations
Performance Analytics	PRB1684177	In the Performance Analytics dashboard widget, the values aren't properly aligned under the column
Performance Analytics	PRB1681667	'Widget Category' is not translated in the dashboard view

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Performance Analytics	PRB1685606	Label on dial and speedometer is large even when the widget size is small with Next Experience is enabled
Performance Analytics	PRB1685951	'Deflection Metric.Channel' script doesn't have a case for sp_log and throws an error
Performance Analytics	PRB1670330	Titles for reports on a dashboard move when hovered over
Performance Analytics	PRB1674873	The filter shows the wrong number of selected values after record deletion
Performance Analytics	PRB1677470	View Report doesn't load within ten minutes because sys_quota does not kill the transaction request
Performance Analytics	PRB1678961	The 'Show Empty values as one' option in configure dashboard data does not work
Performance Analytics	PRB1681921	The 'Date range' selector shows the current month for all months on the monthly frequency indicator
Performance Analytics	PRB1687988	An exception displays when executing a request: 'Unknown time-zone ID: EAT. Unknown time-zone ID'
Performance Analytics	PRB1692342	Dashboards with duplicate names can cause translation issues in tabs
Performance Analytics	PRB1697943	With Next Experience turned on, the **Execute All** UI action on the pa_diagnostic table doesn't work as expected and breaks the page
Performance Analytics	PRB1705451	When attempting to add a breakdown from a global domain with a filter to get elements from a non-global domain, creating a formula indicator from a global domain errors out
Performance Analytics	PRB1716316	If useres add two text widgets on the same dashboard, both will show the same

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Problem category	Problem	Short description
		indicator name even when they are created on different indicators
Performance Analytics	PRB1679715	In Analytics Center, a user is unable to bookmark KPIs
Performance Analytics API	PRB1692290	Data visualization component in UIB behaves differently for different languages
Performance Analytics Dashboards	PRB1615708	Headers aren't rendering for widgets with no data in dashboards, when Show Header is disabled
Performance Analytics Dashboards	PRB1680436	Dashboard tabs are rendering incorrectly after upgrading to Utah
Performance Analytics Dashboards	PRB1679738	Users are unable to see widget icons in Next Experience theme in Utah
Performance Analytics Dashboards	PRB1680300	When Next Experience is enabled and a widget doesn't load, the error message isn't clearly visible
Performance Analytics Dashboards	PRB1688858	The Field Service Management (FSM) performance analytics dashboard isn't loading for the dispatcher in a workspace
Performance Analytics Dashboards	PRB1691853	Performance Analytics' pivot heatmap widgets don't load on a dashboard and result in a NullPointerException (NPE) on users' UX styles
Performance Analytics Dashboards	PRB1702417	There's excessive logging of informational messages for the 'Dashboard Communication Channel' in Platform Analytics Workspace
Performance Analytics Widgets	PRB1684180	Breakdown Line widget dates are not translated
Performance Analytics Widgets	PRB1677783	Browsers' timezone (the system timezone for the computer in use) is effecting the

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		visibility of the first date label when YTD date range is selected
Performance Dashboards	PRB1687740	Widget text is unreadable in base instance performance dashboards when using Dark Mode theme
Performance Dashboards	PRB1703658	Slow patterns' time-series graphs display incorrect data or have no data
Platform Licensing	PRB1693403	There is reduced logging for GlideEntitlement.entitlementExists and GlideEntitlement.has LicenseEntitlementForApp
Portal App Shell	PRB1694619	The menu on ShoppingHub doesn't show up on a user's first login
Portal App Shell	PRB1678326	The contextual side pane is expanded by default in risk workspace, but the same is not seen in the risk portal
Portal App Shell	PRB1718428	The 'Skip to main content' link is not provided in the application to skip the repetitive elements in the header section
Predictive Intelligence	PRB1686877	Large table handling of ml_cluster_sol_update increases the runtime of the ClusteringService class
Predictive Intelligence	PRB1579574	Glide throws a NullPointerException when the trainer is updating the status of the solution
Predictive Intelligence	PRB1615019	Training fails when one of the input fields is the same as the output field
Predictive Intelligence	PRB1686525	Predictive Intelligence is unable to Predict from Case form because dot-walking is not supported by the base instance client script 'Predict Case Values'
Predictive Intelligence	PRB1688335	A similarity solution returns a lower than expected confidence score for an exact match

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Predictive Intelligence	PRB1694556	When calling a predictor service, it fails with an error: 'Illegal access to outbound http in human resources: core. use an async business rule to perform outbound http request'
Predictive Intelligence	PRB1694969	Orphaned sys_attachment records with the table_name ml_update_set should be deleted
Predictive Intelligence	PRB1702892	Predictive Intelligence is unable to predict from a case form supported by the 'Predict Case Values' script when certain trainers are used
Predictive Intelligence Workbench	PRB1692201	The 'PIWBMigrator' script include does not account for all use case templates
Problem Management	PRB1687268	Known error knowledgebase shows data policy that doesn't exists
Process Automation Designer (Family Channel)	PRB1699994	CI binding isn't working as expected with domain separation
Process Automation Designer (Family Channel)	PRB1677912	PAD validation fails on a domain separated action
Process Automation Designer (Family Channel)	PRB1685532	Reference to the old Sys ID breaks the process duplication
Process Automation Designer (Family Channel)	PRB1697879	An upgraded process can't be activated
Process Automation	PRB1674927	The sys_pd_license_trigger table is being used to control trigger table choices

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Problem category	Problem	Short description
Designer (Family Channel)		
Process Automation Designer (Family Channel)	PRB1705201	A 'Transaction cancelled' exception error is displayed when creating a template pop-up modal
Process Automation Designer (Family Channel)	PRB1689339	Process Automation Designer transactions are not using the scope of the process
Process Automation Designer (Family Channel)	PRB1686055	A canceled process doesn't display activities as canceled in the playbook/ activity context
Process Mining	PRB1683761	'Process project' fails to load due to a large amount of data being loaded for displaying the project summary
Process Mining	PRB1685992	All projects are locked after an upgrade
Process Mining	PRB1691980	Applying the last bin of a repetition histogram triggers an incorrect validation
Procurement	PRB1700597	There is a defective checkbox in the Return items popup
Procurement	PRB1673041	Users with lower level of permissions are unable to save or update SC TASK/RITM forms
Procurement	PRB1686574	The stock rule threshold is reached but no purchase order is created
Procurement	PRB1713678	The SAMPVirutalAgentCatalogUtil script include triggers a large table handling on the cmdb_ci_computer table
Project Management	PRB1704962	Clicking the **Back** button on the costPlan UI changes it back to UI16

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Project Management	PRB1685357	Error when opening the Financials tab
Project Management	PRB1667201	Portfolio field isn't auto-populated on the dmn_stakeholder_register.do form when creating a stakeholder on the project
Project Management	PRB1668343	Changing the Portfolio or Program in an existing project causes the system to either take several minutes to update or time out
Project Management	PRB1675997	Unable to add a new task in the New Project Workspace
Project Management	PRB1679473	Using a New Condition 'OR' Query on Classic Project Workspace doesn't filter out unmatched results during a search
Project Management	PRB1680910	On the new Project Workspace, the **+** and **arrow** button next to the project task isn't working consistently
Project Management	PRB1672190	When the project template is applied, the constraint date is not empty for the time constraint 'Start ASAP' on project tasks
Project Management	PRB1675005	Cost plans incorrectly calculate the value of 'Total actual cost' in project currency
Project Management	PRB1675243	In the rate_model_line table, there are multiple rate lines with the same number
Project Management	PRB1676485	Portfolio target floating point / rounding issue
Project Management	PRB1684220	'Cannot convert null to an object' message is thrown when the user tries to select an assignment group for project tasks
Project Management	PRB1684620	Updating the planned duration of a WIP task generates the error, 'Project task duration exceeds the maximum duration defined in the property. Invalid Update.'

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Project Management	PRB1684974	The multi-currency fields 'Planned cost in project currency' and 'Confirmed/Allocated cost in project currency' fields are set to zero when a project is created through Workspace
Project Management	PRB1685487	There is a planned hours rounding issue when calculated by FTE
Project Management	PRB1692931	If the 'Allow dates outside schedule' flag is set to true, a project task reverts to a 1-day duration
Project Management	PRB1693329	When the state of a program task is moved from 'Closed complete' to 'Open/work in progress', the 'Actual date' and 'State' fields change values
Project Management	PRB1703501	The 'Key milestone' map from Microsoft Project to IT Business Management isn't working
Project Management	PRB1706936	After a Vancouver upgrade, there's an issue with a gantt chart timeline's display when using auto-fit
Project Portfolio Management	PRB1689836	Invalid relations can be created from the planning console when a predecessor or successor is directly removed
Related Lists	PRB1653682	A related list condition on a simple-list in workspaces is throwing a syntax error
Related Lists	PRB1710266	The entire screen shifts when adding 'OR' or 'AND' to a filter in a related list
Release Management	PRB1689647	The 'Set Actual Work Start Value' business rule has an error: 'Objects aren't defined'
Remote Process Synchronization	PRB1650969	The **Request Attachments from Remote System** action doesn't send content-type request headers

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Remote Process Synchronization	PRB1688982	CaptureDefinitionSet may have 0 records if it's populated by a domain user, resulting in no records captured
Remote Process Synchronization	PRB1686465	Process Sync doesn't ignore non-interactive changes to records
Remote Tables	PRB1684901	Javascript calls do not work with remote tables
Report Designer	PRB1646266	Keyboard focus moves to the URL address field after the Description edit field
Report Designer	PRB1696150	When a single score report is reloaded after the 'Aggregate' field is deleted, the report doesn't load properly
Reporting	PRB1648051	Multilevel Pivot Reports save incorrect field values
Reporting	PRB1683499	Script include DeCustomizeRVAUtil contains package calls that can't be addressed by the user
Reporting	PRB1579304	When using related list conditions on a report using the 'OR' operator on two reference fields referencing the same table, dot-walking the fields yields no results and a 'not unique table/alias' error in the logs
Reporting	PRB1683552	Data doesn't populate in the function field on pivot report in Utah
Reporting	PRB1686047	List reports on sc_cat_item don't work with the base instance business rule 'Hide items for admin homepage'
Reporting	PRB1688575	Dot-walked rows and columns of 'choice' type on a multilevel pivot report are sorted alphabetically by label instead of choice
Reporting	PRB1665383	A dashboard with breakdown elements does not load

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Problem category	Problem	Short description
Reporting	PRB1682044	Issue with email subject language when sending list exports
Reporting	PRB1687358	Report does not render when changing the group by value when the URL contains 'sysparm_filter_only=true' parameter
Reporting	PRB1692687	Multi-level pivot reports' expand and collapse arrows are displayed as a check box
Reporting	PRB1694805	The 'Leave' calendar isn't displaying data accurately
Reporting	PRB1703703	Bar/pie/timeseries report queries don't go to the read replica when the 'group by' or 'stack by' is changed
Reporting	PRB1705310	Users must scroll to the end of reports to find the horizontal scroll bar
Reporting	PRB1706800	Condition Builder version 2 is missing the 'is empty' operator for the 'Table Name' field, which inconsistently renders it as a choice field
Resource Management	PRB1689856	glide.sys.time_format - hh:mm:ss causes a resource availability to be short by 8 hours in December for the last week in 'Future Years'
Resource Management	PRB1693272	Resource allocations daily records 'name' gets set to 'undefined' if the operational resource plan is updated after allocation
Resource Management	PRB1701162	The **Replace user** action in Allocation Workbench results in a resource plan with an empty resource group
Resource Management	PRB1708156	When selecting a role from the resource finder in Resource Allocation Workbench, the list for a resource group displays 'No matches found'

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Problem category	Problem	Short description
Restricted Caller Access (RCA)	PRB1684008	Restricted Caller Access (RCA) doesn't recognize script calls from 'Related Lists (Relationships)' as a source
Rollback and Recovery	PRB1543140	ATF tests don't roll back records if logged-in users' domains don't match the selection in the domain picker
Scheduled Jobs	PRB1662397	A 'data management update' job doesn't clear or set null fields
SCIM Provider	PRB1699455	If an ACL blocks some user records, the 'System for Cross-domain Identity Management (SCIM) User List' API returns the totalResult as '0'
Script Actions	PRB1686355	Unable to save script that contains optional chaining
Search Administration	PRB1496054	VoiceOver users aren't able to see the state of the parent elements
Search Administration	PRB1644986	Some sentences in the results section given by Global search are hardcoded
Search Sources	PRB1658829	The 'Create Text Index' business rule is creating undesirable updates
Secondary Database Management	PRB1642197	Tablechunkcopier leaves behind triggers and TMP tables if interrupted or cancelled
Secrets Management	PRB1618071	Password2 Data Migration job attempts to encrypt or decrypt variable inputs (of Password2 type) as associated with workflows
Seismic Framework	PRB1634186	Loading a large amount of data on a list view causes an error
Seismic Framework	PRB1702323	Rerunning a failed payload doesn't check if the payload is already compressed

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Problem category	Problem	Short description
Seismic Framework	PRB1719128	Sn-http-request shouldStringify does not consider file types
Server-side scripts	PRB1684040	A script editor hangs the UI when it tries to load completions for all the tables and columns on a user's focus
Server-side scripts	PRB1692959	Number.prototype .toLocaleString fails, as it treats the first argument as the base
Server-side scripts	PRB1715580	GlideRecord API improperly passing integer addOrCondition() value as a decimal
Service Catalog	PRB1663971	When the 'Do not select the first choice' variable is set to ON, it populates when it interacts with other fields in Workspace View
Service Catalog	PRB1682907	Auto-populate isn't working for on-load for Order Guide
Service Catalog	PRB1692587	Users with external roles can't use the 'Auto population of the variable' feature in the Service Catalog
Service Catalog	PRB1682822	There's a formatting issue with the List Collector variable
Service Catalog	PRB1685838	Workflow stages for request item don't translate
Service Catalog	PRB1675661	Undefined is being returned as per the base instance logic when an update is made by 'system' - RequestNotificationUtilSNC
Service Catalog	PRB1692024	Contextual Search widget isn't applying the filter configuration to the Record Producer form in the portal
Service Catalog	PRB1702615	On portals, a workflow with the stage renderer type 'Workflow driven' isn't displaying the expected label of 'Stage'

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Problem category	Problem	Short description
Service Catalog	PRB1708103	Insert and stay function ignores the base instance business rule, 'Check for same name variables'
Service Catalog	PRB1672187	canView check behaves differently between the Criteria Diagnostics tool and Service Portal which contaminates the user criteria cache
Service Catalog	PRB1673180	Lookup Select Box reference qualifier doesn't work when a Reference field is populated from the Order Guide
Service Catalog	PRB1677977	The symbol next to some catalog items is not visible when Dark theme is enabled
Service Catalog	PRB1681272	Changing the Display Value of the item_option _new_set table's Name field is not reflected on the Slush Buckets
Service Catalog	PRB1685310	In service catalog, for translated text reference fields, the reference pop-up list does not show records
Service Catalog	PRB1686787	GlideChoiceListGenerator / WorkflowIcons doesn't work as expected when using 'getSelected'
Service Catalog	PRB1687562	Saving item as a draft throws an exception
Service Catalog	PRB1689608	In Catalog Builder, inserting a question's text validation with email verification is broken
Service Catalog	PRB1694982	Certain date formats cause a UI policy issue
Service Catalog	PRB1696102	In Employee Center, after a record producer submission, users are redirected to a page where they see the message 'You do not have permission to see this category'
Service Catalog	PRB1698760	The search history isn't related to an underlying record

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Problem category	Problem	Short description
Service Catalog	PRB1700057	An 'Add/Update' entry isn't encrypted when using a non-admin user in a multi-row variable set that has a masked type variable
Service Catalog	PRB1702204	In Order Guide, requesters, or users with only the snc_internal role, are unable to see the 'Show/Hide' options for a masked field prior to submitting the request
Service Catalog	PRB1707481	If a record producer is submitted through an order guide and a user raises 3–4 requests at a time using the **Add to Cart** button, an undefined record is created
Service Catalog	PRB1709552	A photo/picture of a category doesn't resize when in the 'Platform' view
Service Catalog	PRB1721032	Versions are captured for variable sets
Service Catalog	PRB1716003	The attachment variable attribute is not evaluated in the catalog wizard
Service Catalog	PRB1712462	There should be a feature to turn off the 'Edit in Catalog builder' UI action
Service Catalog Builder	PRB1679746	System property glide.sc.builder.preview_portal_id no longer works in Utah
Service Catalog Builder	PRB1701062	For variable sets, the 'SORT' option on a variable 'Order' field isn't applied
Service Catalog Builder	PRB1678939	An Updateset generated for a catalog item with a topic from CB generates two catalog items in the target instance
Service Catalog Builder	PRB1716672	Unexpected behavior with service fulfillment step in Catalog Builder
Service Catalog Builder	PRB1716203	When the catalog item created from the catalog builder using a template is edited, it shows 'updated by' as a system, which breaks a flow

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Problem category	Problem	Short description
Service Catalog Portal Widgets	PRB1609965	Parent case field on a case task list view on CSM portal is empty, even when it's displayed on the form view
Service Catalog Portal Widgets	PRB1689212	Incorrect use of aria-live='assertive' in catalog items
Service Catalog Portal Widgets	PRB1698618	On the 'My Request' page, filters have incorrect ARIA labels
Service Catalog Portal Widgets	PRB1699802	The base instance 'archive and destroy' rule on the catalog_channel_analytics table is read-only for users
Service Catalog Variables	PRB1690213	There's a performance issue with multiple List Collector variables on catalog items
Service Level Management	PRB1665958	Some SLA debug logs appear in the syslog table when node-only logging is requested
Service Level Management	PRB1690062	A contract service level agreement isn't applied when a user creates a case
Service Mapping	PRB1685333	Checkpoint reaper doesn't update the checkpoint in the memory, causing error log messages
Service Mapping	PRB1689002	ServiceTreeData is triggered before the map data call, which causes a delay in the map loading time
Service Mapping	PRB1700067	In Service Mapping, there's a system log error: 'java.lang.ArithmeticException'
Service Mapping	PRB1710174	On a history map, the 'Last event time' on an alert card in a side panel is displayed incorrectly in the UTC timezone
Service Mapping	PRB1720679	Null pointer exception when approving or sending an application service to review
Service Mapping with CMDB Groups	PRB1673576	Tag-based Service Mapping remove's field values from Application Services

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Problem category	Problem	Short description
Service Model Foundation	PRB1674356	The 'Case Viewer' role combined with the 'Self Contributor' role gives the user write access to all cases
Service Portal	PRB1700754	No search results appear in the 'Catalogs' section on a portal search after upgrading to Vancouver
Service Portal	PRB1675479	In a Standard ticket header, the info fields get cached when Global application and scoped application tables are used at same time
Service Portal	PRB1681748	The search bar results don't show on the taxonomy topic page
Service Portal	PRB1668690	Tooltips on list collector variable is sticking when the value is removed in a mobile browser
Service Portal	PRB1688387	In the Standard Ticket Conversations widget, the comment field's tooltip overlaps with the actual text being typed
Service Portal	PRB1701214	There should be alternative methods for sanitizing HTML content
Service Portal	PRB1634130	NVDA screen reader doesn't read the read only checkboxes and email field in the portal
Service Portal	PRB1642090	Incorrect role as 'menu item' is defined for My Tasks, My Requests, My Favorites, User profile, and Tours controls
Service Portal	PRB1686445	There is incorrect markup in the Employee Center banner message which causes screen readers to misinform users
Service Portal	PRB1686541	New Catalogs are created as homepage on instance with system property (com.glideapp.home .deprecate_homepages: true) and reported to the user

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Problem category	Problem	Short description
Service Portal	PRB1693137	A regular expression works in Platform but not in Service Portal
Service Portal	PRB1704296	In Vancouver, Now Agent reference fields aren't working
Service Portal	PRB1575599	Attachment link opens for Service Portal user without authentication and displays, 'Form view not supported for requested table'
Service Portal	PRB1631668	For US Region users, the user_preference value of the user is false even though analytics is enabled by default
Service Portal	PRB1634151	Error messages don't display in the user-selected language when the instance gets disconnected
Service Portal	PRB1659476	Offline comment on portal RITM 'Ticket Conversations' widget is spammed after going online and an additional attachment is posted
Service Portal	PRB1668078	The type ahead search widget doesn't follow cursor type movements in iOS
Service Portal	PRB1671258	'Catalog Item' under the Recently viewed AI Search results popover in portal typeahead is not tagged for translation
Service Portal	PRB1672706	A long URL in the help text of a label variable appears outside of the container when there is a check box variable under it
Service Portal	PRB1680137	The glyph icon for the 'Approvals' widget has more space between the glyph and the text than other base instance widgets in Service Portal
Service Portal	PRB1681495	Duplicate item names are observed when deleting an item from quick links

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Problem category	Problem	Short description
Service Portal	PRB1684222	The Tooltip and Title hint are doubling up information in Service Portal
Service Portal	PRB1685730	CSM and CSP Customer Registration Alert is not read by screen-reader on input
Service Portal	PRB1687526	In Service Portal, an additional comment saying, 'deleted an attachment' is added, even when the attachment hasn't been deleted
Service Portal	PRB1688313	When a radio button group is set to 'Required' with no default selection, screen readers read out unnecessary extra words: 'required, required field'
Service Portal	PRB1688537	The 'Service Catalog Categories' widget displays the button **Show More Categories** even though there are no further categories to display
Service Portal	PRB1690107	The g_form.addErrorMessage() is adding '%20' to links on Service Portal
Service Portal	PRB1692325	Logo padding in the brand editor isn't working
Service Portal	PRB1692714	In Idea Portal, a 'Reload Site' pop-up appears on clicking the UI action **Create Task**
Service Portal	PRB1694098	A widget can cause a loop when opening a knowledge base article with an internal href link
Service Portal	PRB1697460	The 'Date' field within the 'sp-editable' field doesn't save correctly
Service Portal	PRB1697893	There's a compilation error in a base instance of the 'import_template_preview' UI page
Service Portal	PRB1698123	On Service Portal, the display style on the tooltip for the variable type 'Request For'

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Problem category	Problem	Short description
		doesn't match the other tooltips or the platform's display style
Service Portal	PRB1698352	In Service Portal, NVDA announces unnecessary success messages even after selecting an invalid attachment
Service Portal	PRB1699201	In the 'Announcements' panel, an ARIA label is used for elements that don't have an associated role
Service Portal	PRB1700933	In Service Portal, an ID attribute value is used in ARIA, and the labels aren't unique
Service Portal	PRB1704204	A user is unable to click a reference field or a reference variable with a mobile browser on the portal
Service Portal	PRB1708431	Service Catalog items with the variable type 'List Collector' are created with aria-hidden=true, which hides the form element from screen readers' form control navigation
Service Portal	PRB1717316	The attachment pop-up hides the text in the modal
Service Portal	PRB1715883	The **Turn on Accessibility** button is not visible in Windows high contrast mode
Service Portal	PRB1719087	Catalog item annotations do not expand when at a certain length
Service Portal	PRB1717783	In Vancouver, the catalog UI policy action does not hide the container label when it contains a mandatory variable
Service Portal	PRB1611478	On Service Portal, success messages using flush messages in a scoped app should be hideable
Service Portal Announcements	PRB1690377	When announcements have a collapsed feature, screen readers don't read out the collapsed section without the user expanding the announcement

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Service Portal Core Widgets	PRB1480852	Table API ACL is blocking the ESS users (no-role) from selecting different users during checkout
Service Portfolio Management	PRB1673235	Outages aren't getting transformed for more than 8 hours
Service Portfolio Management	PRB1676997	Utah_Available for Subscribers Related list is not working in the Catalog item and Record producer
Service Portfolio Management	PRB1672501	SLAResultCalculator takes longer than expected to run due to changes to include Impacted Services and Affected CIs
Service Portfolio Management	PRB1681057	The Business Rule 'Enforce Portfolio Taxonomy - Service' is overridden
Service Portfolio Management	PRB1688927	A misconfiguration on a table's schema is observed for sc_cat_item_service
Service Portfolio Management	PRB1713565	A Vancouver upgrade is running for 16+ hours
Service Portfolio Management	PRB1717785	There is a spelling error in the system created item, where the word 'Manages' within the hint for the 'Delegate' label on the sys_documentation table is spelled incorrectly
Session Activity Timeout	PRB1676222	For SSO users, the session expiration modal appears despite the system properties settings being set to disable modal
Session Management	PRB1650883	Guest sessions are not invalidated even though the session has been destroyed
Session Management	PRB1704076	XML stats can throw 'Attempt to use GlideSession owned by another thread' error while retrieving stats related to sessions

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Problem category	Problem	Short description
Session Management	PRB1656096	Extend session UX model should handle absolute session timeout
Sidebar (Family Release)	PRB1719256	Sidebar notification events process job must be disabled, even when the queue is not enabled
Sidebar (Family Release)	PRB1719893	In the workspace 'Discuss Sidebar' chat, the size of the chat text entry window is smaller after an upgrade to Vancouver
Software asset analytics	PRB1714466	The 'Actual savings to date' widget in Software Asset Analytics displays '0'
Software Asset Core Company	PRB1661205	Remapping the core company on the publisher table doesn't delete old data
Software Asset Data Import	PRB1698571	MLS-imported contracts are stuck in the 'Awaiting approval' substate
Software Asset Data Import	PRB1666767	When changing languages, a column label is translated resulting in an MLS import failure with the error 'Import template customized resulting in one or many fields being invalid'
Software Asset Management	PRB1665316	Previous fix does not create system fields on samp_sw_usage for upgrading users
Software Asset Management	PRB1707143	Reconciliation fails with a TypeError: 'Cannot read property null from undefined'
Software Asset Management	PRB1663147	'SAM - Normalize discovery models using machine learning' job fails for unavailable or mismatched content, even though the other models normalized properly
Software Asset Management	PRB1695600	Assigned Monthly subscription widget stops showing data after upgrading to Utah
Software Asset Management	PRB1606658	PurchaseRights generated with RN 0 when CPU core count is missng

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Software Asset Management	PRB1629115	Software Asset Connections job fails
Software Asset Management	PRB1630930	When submiting a Receive Purchase Order, the undefined (reading 'name') properties can't be read and the license_metric is empty
Software Asset Management	PRB1643083	'Removal candidates' in the License usage page of SAM workspace is slow
Software Asset Management	PRB1645452	In Software Asset Workspace, 'Total Actual Cost Savings YTD' and 'Cumulative actual savings' is calculated using reclamation records that aren't in the 'Closed Complete' state
Software Asset Management	PRB1671061	samp_recon_task_queue cannot handle more than 31 publishers or more than 31 products under one publisher, causing recon to get stuck
Software Asset Management	PRB1677313	There is a Renewal Calendar display currency issue
Software Asset Management	PRB1680186	The checkProductResultForELA() method in the SamsProductCalculator script include should check for unlicensed subscriptions and CALs
Software Asset Management	PRB1684206	Post Outage to News Business Rule does not contain the correct logic to update the most recent version article
Software Asset Management	PRB1685634	An incorrect string comparison of 'true' and '1' is causing Software Asset Management (SAM) licensing issues
Software Asset Management	PRB1711044	Adjusting installs for excluded CIs causes many updates on the 'Software Installations' table
Software Asset Management	PRB1695877	The Software Asset Management (SAM) renewal calendar's date format isn't following the sys property

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Software Asset Management Publisher Pack for IBM	PRB1689887	ILMT Peak Usage table With Subcap and Fullcap usage as 0 is incorrectly marked as unlicensed
Software Asset Management Publisher Pack for IBM	PRB1686975	Reconciliation Job for IBM takes an unexpectedly long time to complete
Software Asset Management Publisher Pack for IBM	PRB1693238	The IBM License Metric Tool (ILMT) computer identity V1 transform map has an issue when the Identification and Reconciliation Engine (IRE) isn't turned on
Software Asset Management Publisher Pack for Microsoft	PRB1546052	SQL Server install discovered through SCCM is normalized to a child component
Software Asset Management Publisher Pack for Microsoft	PRB1677556	RUB are not created for invalid allocations in SamPerCoreFor MicrosoftLicenseCalculator SD
Software Asset Management Publisher Pack for Microsoft	PRB1718039	Reclamation candidates are not created for an optimisation case for M365 in some cases
Software Asset Management Publisher Pack for Oracle	PRB1688398	Discovery creates duplicate software installations
Software Asset Management Workspace	PRB1670537	Dynamic route mapping for a classic UI action is broken
Software Asset Reconciliation	PRB1691268	In Utah, users who have sn_sam_saas and not sn_sam_saas_int have a reconciliation failure
Software Asset Reconciliation	PRB1678931	The link to 'Resource value' is not visible for a samp role user (sam_user, sam_admin)

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Problem category	Problem	Short description
Software Asset Reconciliation	PRB1685719	Allocations for suites of subscriptions are not honored
Software Asset Value Builder	PRB1696428	The 'SAM - Update value builder usage' scheduled job fails
Software Discovery	PRB1696961	A user with the sam_admin role can't access the cmdb_sam_sw_name_mapping table, though they should be able to
Software Entitlements	PRB1691949	After upgrading to Utah, the publisher part number (PPN) is cleared
Software Entitlements	PRB1697382	An entitlement import process fails with incorrect error messages for certain SAP products
Software License Compliance Checker	PRB1691507	The Software Asset Management (SAM) Enterprise Stock Keeping Units (SKU)SKU should only apply the 90-day average to Cloud Insights resources, not SAM resources
Software Models	PRB1691110	The 'Discovery Model to Software Model' job consumes an unexpected amount of memory
Source Control Engine	PRB1697505	In Source Control, stashing changes to a table with an update name that ends in an uppercase _NULL might drop the table
Source Control Engine	PRB1686456	Publish from Studio is adding an extra commit
Source Control Engine	PRB1719936	Committing a record in Source Control that causes an invalid XML exception may cause some files to be deleted from the Git repository
Source Control Menu for Dev Studio	PRB1670579	Changes to the sys_app record aren't available for the 'Compare with committed' operation when committing changes

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State Flows	PRB1719719	The 'State' flow should filter out inactive choices from a choice list
Survey Designer	PRB1676186	Images in survey category and survey questions are not visible for public surveys
Survey Management	PRB1674929	Mobile survey action buttons are not translated
Survey Management	PRB1686824	The **Close assessment** button doesn't close the modal
Survey Management	PRB1691423	When a survey is triggered and the due date is calculated from the survey duration, it sometimes displays as 1 day early
Survey Management	PRB1694486	In 'My Surveys', the title of the widget isn't translated
Survey Management	PRB1700918	There's a font issue in a ServiceNow take assessment on the 'assessment_take2' page
System Archiving	PRB1659842	Related records are getting archived even when the entries are not mentioned in the Archive Rule
System Archiving	PRB1675436	The **New** button in UI Action creates invalid entries in archived tables
System Archiving	PRB1696957	When there are over 1000 configuration items (CIs) being archived, the default setting throws an error, 'Failed trying to execute on connection'
System Archiving	PRB1656458	Re-parenting documentID created an update statement, which took down nodes
System Archiving	PRB1673704	A recreated archive rule re-archiver doesn't work because the sys_archive_log 'archive' column is null due to deletion of the prior archive rule

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System Archiving	PRB1685503	The 'Restored' value in the 'sys_archive_log' is still populated even though the archived records failed to restore
System Export Sets	PRB1714764	A list in CWS gets an 'export failed' error message when trying to export results
Table Administration and Data Management	PRB1660382	Reglomming of a table column leaves insert triggers on the table
Table Administration and Data Management	PRB1686144	The sn_customerservice_task.account field has an invalid base instance default value
Table Administration and Data Management	PRB1655722	The 'Updated' date on LDAP Scheduled Imports updates to today when using 'Execute Now' for the first time after Tokyo upgrade
Table Administration and Data Management	PRB1677246	The sys_trigger table is heavily audited under the sys_audit table
Table Administration and Data Management	PRB1678160	Deleting report_stats records that have an empty report sys_id and widget sys_id will delete all report_stats_executions records with empty widget sys_id
Table Administration and Data Management	PRB1691219	Normalization of a glide_list field requires an additional supporting index
Table Administration and Data Management	PRB1664726	Upgrading on a user's clone is slower on Postgres
Table Administration and Data Management	PRB1673961	Function fields on a TPP table cause an unnecessary table alter
Table Cleaner	PRB1687480	A time limit should be added on 'iterative delete'

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Table Cleaner	PRB1685661	The 'estimate delete count' should be calculated efficiently
Tables and Columns Data Dictionary	PRB1660108	The relationship 'All Metadata' references an invalid field sys_app.sys_scope
Technology Portfolio Management	PRB1695174	In Technology Portfolio Management on the 'Technology Lifecycles' page, the tooltip text for hardware model life-cycles says 'Software Product Lifecycle' instead
Territory Planning	PRB1712357	There's an exception in sm_task when Field Service Management isn't installed
Test Management 2.0	PRB1686827	Error when updating the Parent field of a Test Plan record: 'Unique Key violation detected by database for key 'PRIMARY''
Test Management 2.0	PRB1666409	When updating a Test Execution Assignment to be under another Test Execution Suite, the Percent Complete does not update
Test Management 2.0	PRB1691967	In test suites, when **Create duplicate** is clicked, the 'Wait' dialog box keeps loading
Time Configuration	PRB1667042	Incorrect timezone listed for Mexico in the walk-up location config
Timesheet Policies	PRB1678047	Screen readers do not read card content
Transaction Logs	PRB1678729	localhost logs transaction ID doesn't match binlogs transaction ID
Transformer API	PRB1631420	Support needed for JSON keys starting with '@'
UI Actions	PRB1674407	Global UI actions on database views are failing with 'Unable to execute UI Action because user does not have permission to create the current record'

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Problem category	Problem	Short description
UI Actions	PRB1683917	The user is unable to add a 'New' notification device under My On-Call Preferences and an error says, 'Action not Authorized'
UI Actions	PRB1691935	Users can't override the **Add to Visual task Board** form context UI action for an extension table because the UI action has no action_name
UI Actions	PRB1696247	In Project Portfolio Management (PPM), when a user changes the language to Portuguese, the 'Copy Project' option doesn't appear
UI Actions	PRB1703194	On a base instance's problem form, there's an 'atleast' typo in the **Complete** and **Resolve** UI actions
UI Builder	PRB1600620	Vol_ Declarative actions on related lists is triggered multiple times
UI Builder	PRB1703613	In UI Builder page scripts, the cursor moves backward as a user types the script name
UI Builder	PRB1706160	In UI Builder, when editing page collections, the **Save** button doesn't become active and any changes are lost
UI Builder	PRB1706377	When using iFrame in the 'List' view in UI Builder, 'Download/Export' isn't working
UI Builder	PRB1708139	In UI Builder's 'Experiences' list, the number of retrieved rows isn't consistent
UI Builder	PRB1716090	Data brokers make repeated exec requests, which blocks all other requests
UI Builder	PRB1719347	The contextual sidebar in Service Operations Workspace is read-only in UI Builder in the Vancouver release

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Problem category	Problem	Short description
UI Builder	PRB1690284	Updating a script that has a duplicated component applies the script to all the duplicated components
UI Builder	PRB1698858	Data binding isn't working after setting the data source
UI Field Administration	PRB1685124	The Activity Stream @Mention Email is not working workspaces
UI Field Administration	PRB1638856	Date fields are stored inconsistantly in different workspaces
UI Field Administration	PRB1690942	Text color button on HTML fields in all workspaces isn't working as expected for Firefox browser
UI Field Administration	PRB1601722	New Error message displays in the base instance Agent Workspace when setAbortAction BR is triggered by 'Error uploading processing table: <table_name>'
UI Field Administration	PRB1602931	Form annotations aren't translated in Workspaces
UI Field Administration	PRB1661619	In Workspaces the reference field list is not rendered within the viewpoint when results are loaded
UI Field Administration	PRB1684030	UI16 form loads slowly when the User Roles field is added and the instance has a lot of roles defined
UI Field Administration	PRB1692568	The 'TIme worked' field value double-counts in the initial seconds (1-10) after resetting multiple times, which skews the total timer value
UI Field Administration	PRB1616895	When renaming attachments, names with more than 30 characters don't show
UI Field Administration	PRB1641441	An added space from the backend is trimmed from the HTML field of form

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Problem category	Problem	Short description
UI Field Administration	PRB1675489	When pasting the data on HTML fields , the 'Remove formatting' option doesn't remove the bold and italic formatting
UI Field Administration	PRB1687372	showFieldMsg() doesn't display in Workspace for fields with max length >255
UI Field Administration	PRB1691109	When updated by the onChange client script in Agent Workspace, the 'Phone Number E164' field switches the phone number back and forth multiple times
UI Field Administration	PRB1695361	Country Field (choice list) shows a choice label for some cmn_location records and a value label for other records
UI Field Administration	PRB1699921	Tooltip text doesn't display on choices for a list field
UI Field Administration	PRB1705654	For 'File attachment' fields, the sys_id of 'deleted attachment' still exists in the XML even after deleting an attachment
UI Field Administration	PRB1713932	In CSM Workspace, the help text is missing for a 'True/False' variable after upgrading from Tokyo to Vancouver
UI Field Administration	PRB1606345	Glide Form data resource on the UIB pages calls the Target table case more than 6 times
UI Field Administration	PRB1622783	Fields starting with an accented character are sorted to the end of the list in the 'choose field' of the show/hide filter
UI Field Administration	PRB1662424	The due date tooltip displayd the wrong duration
UI Field Administration	PRB1673930	The form #SET_VALUE event is not dispatched when the Work Notes (journal) input field is cleared
UI Field Administration	PRB1677903	Cross scope error when a scoped client script does an operation on a field that

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Problem category	Problem	Short description
		doesn't exist on the form and is in a different scope
UI Field Administration	PRB1683678	A small .mp3 file uploaded to a table can't be played
UI Field Administration	PRB1684609	The Mini Calendar time picker sends the incorrect date-time in an event payload upon a value change
UI Field Administration	PRB1689417	A configuration style isn't applied when the maximum length of a read-only field is changed from '40' to '256'
UI Field Administration	PRB1689555	The 'Cost' field in a hardware model automatically multiplies 1000x the cost
UI Field Administration	PRB1692947	In Utah, dynamically updated list choices display an empty field on a workspace form if it's updated elsewhere
UI Field Administration	PRB1697161	The e164 phone number isn't displayed in the local format on the user reference preview pop-up when glide.phone_number_e164.display_national is set to 'form'
UI Field Administration	PRB1701432	In Next Experience, the 'Journal input' field below the 'Wiki' field renders incorrectly on a form, as the height is incorrect
UI Field Administration	PRB1705003	Values selected from a field dotwalk list aren't displaying properly after saving and opening the record
UI Form Administration	PRB1704777	Focus is redirected to the Openframe CTI every time an update state occurs within an incident
UI Form Administration	PRB1667482	Incident creation from Service Operation workspace hangs when there are additional fields defined in the form view
UI Form Administration	PRB1674623	Buttons in the HTML field aren't working after changing the base instance Attachment API ACL to active=true

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Problem category	Problem	Short description
UI Form Administration	PRB1684196	Next line or line breaks in journal entries in Activity stream don't show up in the printer-friendly view
UI Form Administration	PRB1707023	A form's layout is misaligned when a Boolean field and an annotation are in the same row
UI Form Administration	PRB1668252	Show more/Show less link appears for Form Annotation in the Workspace form
UI Form Administration	PRB1675073	In Next Experience UI, form annotations for catalog items are hard to read in Dark theme on a Utah instance
UI Form Administration	PRB1678904	When the form in the Playbook is updated, it throws 'JSONObject['originalValue'] not found' error if the FX Currency field is empty
UI Form Administration	PRB1688247	An attachment modal can be scrolled off-screen when a large number of attachments are present
UI Form Administration	PRB1689239	Some fields display as empty on a print-friendly version of an activity
UI Form Administration	PRB1703974	Special handling notes with a large amount of text causes overflow beyond the modal container
UI Form Administration	PRB1708574	sys_flow_data variables don't display as required fields in the playbook
UI Form Administration	PRB1642880	A JAWS user is unable to access all enabled form fields in Personalize Form fields when using the keyboard
UI Form Administration	PRB1667098	The Currency field does not display updates until after refresh when set via workflow
UI Form Administration	PRB1671612	The second **Printer friendly version** button causes a new change to be created

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Problem category	Problem	Short description
UI Form Administration	PRB1679392	The link color in an annotation doesn't meet the color contrast standards in UI16
UI Form Administration	PRB1681021	Unable to re-size the the width of the Details section after saving the form in Agent Workspace
UI Form Administration	PRB1681716	The form section user session object check should check for empty objects
UI Form Administration	PRB1684532	Search lookup doesn't work and fields aren't populated
UI Form Administration	PRB1687138	Insert and Stay with sys_id = 83835712bf3021000ba9dc2ecf073977 doesn't allow saving an attachment to the record
UI Form Administration	PRB1689659	After upgrading from Tokyo to Utah, the width of a reference field's preview pop-up window isn't fixed and small if the field is located on the right side of a form
UI Form Administration	PRB1699219	Opening a record in Agent Workspace results in a console error message
UI Form Administration	PRB1712978	When a user sets a title to contain '<' or '>' in a non-English mode, the form doesn't open due to an error
UI Form Administration	PRB1673256	Changes made in the 'Personalize Form' modal do not persist after a refresh
UI Form Administration	PRB1704641	g_modal.showFrame should not have a **Close** button
UI Form Administration	PRB1688934	Sometimes users cannot change the form view when a tinyURL is used
UI Form Administration	PRB1687938	In Configurable Workspace, focus switches from an HTML input if a modal is opened from a UI or declarative action

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Problem category	Problem	Short description
UI Form Administration	PRB1640092	Invalid value in the section tab does not jump to the field, preventing the record from being saved/updated
UI Form Administration	PRB1726572	Activity information is not available on a printed document in Vancouver and Utah
UI Form Administration	PRB1723661	QueryStringACLChecker should not use a static GlideRecord member variable, which can lead to a memory issue
UI Form Administration	PRB1688411	A variables editor that's added under a form section displays at the bottom of UI Builder's 'Record' page
UI Form Administration	PRB1711433	g_form.clearValue("location") makes synchronous Ajax calls to look up the display value of an empty string
UI Policies	PRB1679913	The Core UI Direct Incident List and Form (repeat view) is degraded on track/webux
UI Policies	PRB1694300	The UI policy 'Run scripts' check box incorrectly displays as false when a record is in a different scope and isn't editable
UI Policies	PRB1709653	The 'Business Rules' form doesn't display fields correctly on the initial load
Unified Filter	PRB1696892	A filter component doesn't receive the correct default values
Unified Filter	PRB1710457	The cursor jumps and removes entered text when searching in a filter component on a dashboard
Universal Request	PRB1683617	When no universal request service sets exist, then the UI Action Transfer (handled by route_ primary_task UI Page) modal shows infinite loading
Upgrade Center	PRB1673683	In Utah, when clicking the hyperlink **Here** for a record, there is no 'referrer' to the hyperlink

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Problem category	Problem	Short description
Upgrade Center	PRB1679306	Records with a coalesce strategy weren't added in an upgrade plan
Upgrade Center	PRB1685471	An upgrade plan auto-reverts user's customizations
Upgrade Center	PRB1709957	A distribution upgrade to the same version is attempted again after a successful completion of the upgrade
Upgrade Center	PRB1713697	There's an error when attempting a save merge via the 'Resolve Conflicts' option of a scoped app script include: 'error: JavaScript parse error at line (X) column (Y) problem = let is an ECMAScript 6 feature'
Upgrade Plans	PRB1684065	The user is unable to inactivate applications from the upgrade plan item
Upgrade Plans	PRB1687485	GlobalAppMover shouldn't stop the moving process for the remaining files when there is an issue with one file
Upgrade Plans	PRB1676022	There's errors in an upgrade plan: 'Application not found in store'
Usage Analytics	PRB1685980	Users receive a NullPointerException (NPE) when an instance is upgrading from San Diego to Utah
UX Framework	PRB1681205	On upgrading to Utah, the user is incorrectly redirected when they click **View details** after submitting a request on CSM workspace
UX Framework	PRB1699981	setRedirectURL isn't working from UI Action in Workspace
UX Framework	PRB1686885	The 'Extend session' and 'Session timeout' pop-ups are displayed for SSO users
UX Framework	PRB1688273	Comments/Work notes posted are retained in the respective field and still appear even if the modal is reopened

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Problem category	Problem	Short description
UX Framework	PRB1688293	On the CSM Workspace 'Interaction' page, there's a mismatch between the selected tab and the tab content that's displayed
UX Framework	PRB1712121	When a standard record page has a combination of conditional inline tabs and conditional extension point tabs, related lists on the record that don't have tabs from an inline and extension point are not loaded for the first time
UX Framework	PRB1718386	The template tab misaligns in the side panel when 'Show the sidebar' is disabled in CSM Workspace
UX Framework	PRB1724460	Service Operations Workspace record tabs component intermittently displays the incorrect tab content
UX Framework	PRB1652455	In a configurable workspace, a dirty form message is encountered on a form due to its modal, even when the modal is already closed
UX Framework	PRB1724469	Screen macroponents are created without data 'nowAppProps'
UX Framework	PRB1550123	Entity View Action Mapper (EVAM) datasets on page declarative actions' events emit multiple times
UX Framework	PRB1711203	Upgrading an instance from Tokyo to Utah results in 'Skipped Errors'
UX Framework	PRB1711801	When an user without a role logs in after upgrading to Vancouver, the homepage isn't displayed and the clock is blinking
UX Framework	PRB1696825	Scripted conditions evaluation is sent out for inactive tabs
UX Framework	PRB1700547	Reference field modals can only be opened once in a workspace when a calculated value overwrites 'answer' as a global variable

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Problem category	Problem	Short description
UX Framework	PRB1702064	The form controller events 'Record data fetch succeeded' and 'Record data fetch completed' don't give access to form field data
UX Framework	PRB1703995	A tab reverts to the first/default tab when selecting an item from the 'Related Records' tree list
UX-Metrics	PRB1699683	Navframe and Login Redirect don't work on UI16 when using Internet Explorer
Virtual Agent	PRB1711830	Source Sans Pro doesn't load for instances running Vanvoucer or greater
Virtual Agent	PRB1686461	Previewing topics with a capability node stops working after 12 hours
Virtual Agent	PRB1707011	Live Agent Availability Check fails if the scripted or dot-walked queue condition becomes true after the Virtual Agent topic has started
Virtual Agent	PRB1675739	User input component 'Date Time' shows a blank on Japanese language instances
Virtual Agent	PRB1667964	Bot 'Card output' response with 'Large Image with text' type isn't working as expected
Virtual Agent	PRB1679435	Virtual Agent Field Validation on the web client doesn't work in non-English languages
Virtual Agent	PRB1682612	The Gen AI Fix Script creates all attributes as mandatory, and mandatory JSON object don't work from one extend
Virtual Agent	PRB1693178	The language changes to English if the VA notification is set to a non-english language and has a live agent action invoked from the notification

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Problem category	Problem	Short description
Virtual Agent	PRB1694070	Virtual Agent has verbose and functionally inaccurate instructions when launching the chat with a screen reader
Virtual Agent	PRB1696751	Interaction Transcript is always in English for Boolean Control responses (Not DTAC or DT For VA Enabled)
Virtual Agent	PRB1699036	A 'target wait time' message isn't translated
Virtual Agent	PRB1713410	OptimisticLockException is caused by a stale conversation in PredictAsyncResponseJob
Virtual Agent	PRB1676007	No data is displayed when the donut is clicked in the Virtual Agent Dashboard Overview report called 'User feedback'
Virtual Agent	PRB1677955	Interactive and non-actionable notifications cause inaccurate data on Conversational Analytics Dashboard
Virtual Agent	PRB1681650	Custom adapter/VA API outbound agent messages should have agent info
Virtual Agent	PRB1683976	NowLLM is not available under OneExtend Definition Configs from Summarize Capability
Virtual Agent	PRB1685762	A notification shows the incorrect title on Virtual Agent
Virtual Agent	PRB1689584	A Virtual Agent pop-up window on a portal displays a horizontal scroll bar when the screen resolution is set to less than or equal to 80%
Virtual Agent	PRB1689841	Topics appearing in lists aren't navigable by the up or down arrow keys
Virtual Agent	PRB1691080	In Web Client, a requester is able to send multiple responses to MultiPartOutput controls

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Problem category	Problem	Short description
Virtual Agent	PRB1694967	In Utah, a leading whitespace in Virtual Agent's branding values result in bad CSS
Virtual Agent	PRB1696821	In Dynamic Translation in the Virtual Agent API, the closing message isn't sent to the user
Virtual Agent	PRB1700974	In Utah, the 'Minimize chat' icon on Virtual Agent has changed from 'X' to something that looks like 'Copy'
Virtual Agent	PRB1704622	global_dt_enabled_va_conversation isn't set when a topic is directly picked from a topic picker and not typed as an utterance
Virtual Agent	PRB1706164	In Vancouver, Virtual Agent's Dynamic Translation has a branding issue
Virtual Agent	PRB1713193	Transcripts aren't generated for Microsoft Teams' conversations when dynamic translations for Virtual Agent are turned on
Virtual Agent	PRB1686463	The text output control keeps spinning when secure text is enabled
Virtual Agent	PRB1718858	'Internal Server Error - 500' when attempting to save a Virtual Agent test case
Virtual Agent	PRB1720318	A Virtual Agent topic with a text response node containing a rich text message with a text link will generate a mismatched token when an ATF test step is executed, causing test step failure
Virtual Agent	PRB1683006	Amazon Connect IVR Surveys responses are not associated with the user identified on the call
Virtual Agent	PRB1651588	A conversation faults if a live agent chat is ended during a file upload
Virtual Agent Designer	PRB1677132	The base instance topic 'Open IT Ticket 2.0 (Template)' doesn't work when it is being cloned

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Problem category	Problem	Short description
Virtual Agent Designer	PRB1686690	Cloned topics that are published move to a draft state after upgrade from Tokyo to Utah
Virtual Agent Designer	PRB1687962	The string 'Icon Complete' is missing in the 'Topic translation status' column
Virtual Agent Designer	PRB1708521	Utterances for Virtual Agent aren't working as expected
Virtual Agent Web Client	PRB1635286	snComponentLoader throws a 404 console error
Virtual Agent Web Client	PRB1703141	If a user holds down the Enter key while selecting the **Rich control** button, Web Client registers multiple keys as being pressed
Virtual Agent Web Client	PRB1688645	On the Virtual Agent control carousel output, a long header and description text is clipped off with '...' and with no tooltip hover message
Visual Task Boards	PRB1633991	VTB becomes unusable when a lane filter is set and the lane field is changed
Visual Task Boards	PRB1632389	Agile board swim lane order changes when language changes
Visual Task Boards	PRB1646449	Dialog closing error when changing the view in PVTSK on Next Experience
Visual Task Boards	PRB1664188	Activity stream on the VTB card does not display HTML formatted content
Visual Task Boards	PRB1679511	In Visual Task Boards, the Archive Card icon and the date overlap
Visual Task Boards	PRB1684632	New VTB cards generated by the template do not appear live
Visual Task Boards	PRB1695822	When manually changing the time in a 'Due date' field of a Visual Task Board (VTB), the

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Problem category	Problem	Short description
		day and month values are switched around when glide.sys.date_format is dd-MM-yyyy
Visual Task Boards	PRB1696776	Text is removed from a visual task board (VTB) card when it's between '<' and '>'
Visual Task Boards	PRB1697334	There's an issue with visual task boards (VTB) when swimlanes are turned on
Walk-Up Experience	PRB1669858	Rescheduling an appointment doesn't generate a new iCalender File in a ServiceNow Production environment
Walk-Up Experience	PRB1680416	The walkup reason is not updated properly on the 'wu_context' table when the user submits the request from the Now Support App
Web Content Accessibility Guidelines (WCAG) Conformance	PRB1705742	Screen readers don't announce the 'sort' option on list headers in a workspace
Work Order Management	PRB1673882	The hh:mm (12 hour) time format for users causes scheduled times to default to 12AM when creating an event
Work Order Management	PRB1686567	Estimated travel duration defaults to 1 hour on work order tasks
Work Order Management	PRB1711082	When a delegate user is trying the check the approvals for delegate users, the time sheet portal throws an 'invalid parameter' message
Work Order Management	PRB1682899	Dynamic scheduling auto un-assigns existing tasks for any new tasks of the same priority
Work Order Management	PRB1687948	The **Assign to me** UI action redirects to an empty page
Work Order Management	PRB1697533	Ineligible territories are available for selection on a work order task's 'Territory' field

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Problem category	Problem	Short description
Work Order Management	PRB1703367	When users create standalone work order task templates, they're unable to set the work_type
Work Order Management	PRB1719047	Users are unable to suspend HR cases after upgrading to Vancouver
XTM Translation Management System Spoke	PRB1683564	The user is uable to add language mappings to an XTM configuration record due to read only protection policy
Zing Text Indexing and Search Engine	PRB1649019	The user card in the global search results shows the list view of the previously visited domain instead of a global domain
Zing Text Indexing and Search Engine	PRB1686107	Text in multi row variable sets can't be found in global search
Zing Text Indexing and Search Engine	PRB1686484	After node restart, no text index event will be generated if the ts_index_name record has state = indexing before the restart
Zing Text Indexing and Search Engine	PRB1688961	Deleting tables with text indexing turned on leaves behind orphaned ts_c_ tables
Zing Text Indexing and Search Engine	PRB1628953	For the global search in Agent Workspace, the column label's translation ignores special characters and upper cases

Browser support

Browser support varies for each version of the user interface (UI). Some features have additional browser requirements, which are noted in the appropriate documentation.

Note:
Starting with the Washington release, Internet Explorer and Internet Explorer mode in Edge are no longer supported.

Browser support for each UI version

Browser	Next Experience	Workspace	Core UI
Chrome	Latest public release of the browser, and the two	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases

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Browser support for each UI version (continued)

Browser	Next Experience	Workspace	Core UI
	previous releases		
Firefox and Firefox ESR	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases	Latest public release of Firefox and Firefox ESR, and the two previous releases
Internet Explorer	Not supported	Not supported	Not supported
Microsoft Edge Chromium	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases	Latest public release of the browser, and the two previous releases
Safari	Safari 12.0 and up	Safari 12.0 and up	Safari 12.0 and up
Tablet Mobile	Not supported	Not supported	Supported
Phone Mobile*	Not supported	Not supported	Not supported

*Mobile phone browsers do not support the desktop version of the UI. Instead, mobile browsers use the mobile UI.

Firefox

The iOS version of Firefox does not support ServiceNow Community or other Service Portal pages.

Accessibility and conformance

View a summary of accessibility updates and improvements completed for the Washington DC family release. Learn which Voluntary Product Accessibility Template (VPAT) is used to create Accessibility Conformance Reports (ACRs) for ServiceNow® products. Find out where you can access a list of currently available ACRs.

Release Highlights

Key features in the Washington DC release include:

WCAG 2.1 AA improvements

- Upgraded the Customer Service Management (CSM) Configurable Workspace and foundational components used throughout Configurable Workspaces and the Next Experience, strengthening conformance with Web Content Accessibility Guidelines (WCAG) 2.1 AA.
- Released enhancements focused on making the platform easier to use for those with low vision or who use Assistive Technology (AT), such as a screen reader. This included increasing

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zoom capabilities and implementing Reflow (400% zoom), improving contrast of text and images, adding alternative text to images, and refining the labeling of controls.

- Resolved high priority accessibility defects across our Platform and Products. This included defects that could have prevented AT users from accessing content, navigating applications, or using certain features. These improvements are aimed at helping users who rely on a keyboard or other AT devices.

Usability Features

- Introduced Global Keyboard Shortcuts for use in the Next Experience. Keyboard shortcuts help users navigate across Configurable Workspace pages faster and more effectively, without a mouse. This enhancement helps users with mobility issues and cognitive impairments, as well as non-mouse and keyboard-only users, to complete various tasks.
- Added the ability to enable a Dark Theme in additional areas of the Platform, including Knowledge Management and Data Visualization in Mobile. Because dark themes emit less blue light, use of dark themes may reduce eye strain and improve visibility of content in low light settings for some users.

Enablement Capabilities

- Introduced an Accessibility Checker into Theme Builder. This allows customers to verify they are meeting conformant color contrast levels as they apply their own brand and colors to our software.
- Improved AT support for Dragon Naturally Speaking speech recognition software and Zoomtext magnification software.

Product Accessibility

A Voluntary Product Accessibility Template (VPAT) is a globally recognized reporting format used to evaluate the accessibility of a product or service. ServiceNow uses the international version of the VPAT to create Accessibility Conformance Reports (ACRs). ACRs are available for the currently supported ServiceNow releases.

For a full list of available accessibility conformance reports, see Accessibility conformance reports.

Related topics

Section508.gov

Prepare your upgrade

Before each upgrade, refresh your memory on general upgrade information, learn which important pre- and post- upgrade tasks apply to your upgrade, and learn how to use ServiceNow® products and tools to make your experience easier.

To help you get ready for a safe and effective upgrade, all the most important upgrade resources are compiled in one place.

Upgrading to a new ServiceNow release

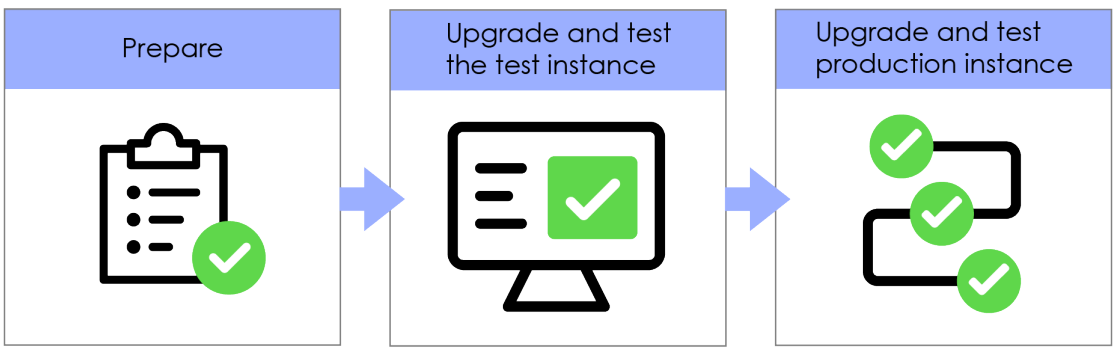
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ServiceNow upgrades  Learn high-level information about upgrades, such as duration, rollback options, and testing.	**Pre- and post-upgrade tasks**  Identify any tasks to complete before and after the upgrade for your applications and features.	**Upgrade planning checklist**  Use the end to end checklist to plan and track the activities for your upgrade.
Upgrade tools and resources  Learn about ServiceNow products, tools, and resources that can improve your upgrade experience.	**Upgrades and the ServiceNow® Store**  Learn about how upgrades are applied to ServiceNow® Store applications.	

ServiceNow upgrades

The upgrade process moves your instance to a new ServiceNow release version. Understand the difference between upgrading and patching, release definitions, rollback and backup options, and how to test your non-production and production instance upgrades.

Before you begin the upgrade process, read the Washington DC release notes and review the upgrade and migration tasks for your applications and features.



System upgrades can be significant projects. Each ServiceNow feature release includes major additions, and you should always consider the impact of new functionality on an instance. Upgrading implements enhancements to all features that are part of the base system or are

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already active, unless the feature is customized on your instance. For a list of all available plugins and whether they are active by default on the base system, see List of Washington DC plugins.

Careful preparation and knowledge of the available software, tools, and resources can contribute to a successful upgrade. In addition to the materials provided by ServiceNow, it is important to understand how your ServiceNow instance is currently operating and the performance level of key business functionality. Set the expectation with IT and business users that time must be dedicated to preparing for, implementing, and testing ServiceNow upgrades.

If you have any issues during the upgrade process, contact Customer Service and Support. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

For additional help with upgrades, ServiceNow also offers various Production Readiness Services. These services specifically address challenges with instance upgradability, manageability, scalability, and performance. The reviews are performed by a ServiceNow certified professional consultant, who provide recommendations to align customer configurations with ServiceNow best practices. Contact your ServiceNow sales representative for more details.

Upgrade and update durations in Washington DC

The upgrade process takes a significantly shorter time for both updates and upgrades. (An update occurs when an instance moves from one patch or hotfix to another within the same release family. An upgrade occurs when an instance moves from one release family to another). As always, test your upgrades, but don't assume from the much faster completion time that the update or upgrade wasn't successful.

Supported upgrades

You can upgrade directly to the latest release family. If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version. For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Upgrades vs. updates

ServiceNow organizes its releases into families. A family is a set of releases that are named after a major city, such as Washington DC. Families also contain patches and hotfixes. For example, the following releases are both part of the Orlando family:

- Orlando Patch 4
- Orlando Patch 3 Hotfix 2

Upgrading is the act of moving to a release that is in a different family than your current release. For example, a move from London Patch 7 to Orlando Patch 3 is an upgrade because London and Orlando are different families.

Updating is the act of moving from one patch or hotfix to another within the same release family. For example, a move from Orlando Patch 1 to Orlando Patch 3 is a update because both versions are part of the Orlando family.

In both cases, the target release is Orlando Patch 3. It is the difference between your current and target release family that determines whether you are upgrading or updating.

Features, patches, and hotfixes

Each release family contains features, patches, and hotfixes.

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A feature provides a complete solution that customers can implement to add value to their organization. New features are generally only available as part of a feature release. Features are supported with patches and hotfixes.

Type	Scope
Feature	• Introduces new features • Includes all available fixes to existing functionality • Is production-oriented; quality and stability are of the highest priority throughout the lifecycle
Patch	• Supports existing functionality with a collection of problem fixes • Generally does not include new features
Hotfix	• Supports existing functionality with a specific problem fix for a feature release • May or may not include any previous fixes for a given release • Does not include new features

For more information about release terminology and availability phases, see the ServiceNow Release Cycle [KB0547244] article in the Now Support Knowledge Base.

Rollbacks and backups

When you plan an upgrade, remember that ServiceNow does not provide a universal rollback option. Rollbacks are available for updates (for example, Washington DC patch-to-patch and Washington DC patch-to-hotfix). The rollback window is 10 days by default. You can customize this window by modifying the *glide.rollback.expiration_days* property. To request a rollback, contact Customer Service and Support.

Avoid restoring a production instance from backup, when possible, due to downtime and data loss. When a problem cannot be solved using other methods, restoring a production instance from backup is a final option. ServiceNow can restore an instance to any point in time, regardless of when a backup is completed. Customer Service and Support provides support 24 hours a day, 7 days a week for assistance with critical post-upgrade issues.

Note:
ServiceNow does not perform on-demand backups. Instances are automatically backed up daily during non-peak business hours on schedules defined by ServiceNow. The timing of existing backup schedules is not adjusted.

Testing throughout upgrades

Testing is an integral portion that occurs after each instance is upgraded. After you upgrade an instance, test and validate it.

This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

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1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

Instance	Type of testing required
Development	Conduct smoke tests.
Test	• Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. • You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. • For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

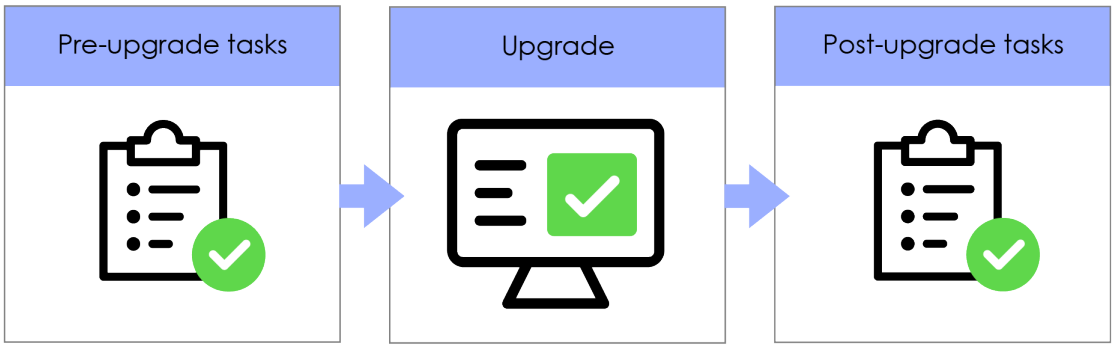
If you encounter any post-upgrade issues, document the issue's conditions, steps to reproduce the issue, and your customizations. Contact Customer Service and Support to open an incident for each issue, and provide this information accordingly. Customer Service and Support is available 24 hours a day, 7 days a week to assist you with any questions or issues.

Pre- and post-upgrade tasks for various products

In preparation for your upgrade, review the upgrade and migration tasks for various applications and features. Plan to complete these tasks, when applicable, before or after the upgrade is complete.

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Prepare your instance for a smoother upgrade



Before you upgrade to Washington DC, review these pre- and post-upgrade tasks and complete the tasks as needed.

Upgrade and migration tasks

Important:
For any changes in the upgrade procedure for self-hosted customers, see KB0563844 for details.

Product	Release notes	Family
AI Search	*Washington DC* Patch 9: • After you upgrade to *Washington DC* Patch 9 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources. *Washington DC*: • When you upgrade to *Washington DC*, *AI Search* automatically updates your existing Genius Result configurations to use the new *AI Search* Genius Result Configuration form fields. This update procedure makes the following changes: ◦ Removes existing **Genius result answer type** field values. ◦ Migrates **Genius result logic** field values to the new *AI Search* **request processor** and *AI Search* **response processor** fields as appropriate. • After you upgrade your instance to *Washington DC*, *AI Search* retains the value that you previously set for the **Boolean search operator to use when a search query includes multiple terms** (*glide.ais.query.search_operator*) system property. To gain the benefits of the new enhanced query	Washington DC

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(continued)

Product	Release notes	Family
	mode for multi-term searches, set this system property's value to *AND then OR 2+ key terms*. For details on *AI Search* system properties, see AI Search system properties. • Starting in *Washington DC*, the User [sys_user] table defaults to sorting indexed records by their sys_created_on dates instead of sorting them by their sys_updated_on dates. This change requires reindexing of the User table indexed source for *AI Search*, which can be time-consuming. When you upgrade to *Washington DC* from a previous family release, *AI Search* does not automatically reindex the User table indexed source. If you need to be able to search the latest configuration for user records, you can manually reindex the User table indexed source, which may take some time. Otherwise, *AI Search* will reindex individual User table records as they're updated until all records have been reindexed.	
Automated Test Framework	Copy and customize quick start tests provided by the *ServiceNow AI Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	Washington DC
Business Continuity Management	After upgrading to the *Washington DC* release, you must note the following important information for the existing business impact analyses, business continuity plans, and events: • For business impact analyses, the Source column in the dependency assessment is renamed to Primary source and the **BCM** source is renamed to **Manual** for manually added dependencies following an upgrade. When you select the **Update dependencies** button, the system adds the *CMDB* dependencies. • For business continuity plans, the Source column is renamed to Primary source following an upgrade. When you select the **Update dependencies** button, the system adds the *CMDB* and BIA dependencies. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration.	Washington DC

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Product	Release notes	Family
	• For events and exercises, when you select the **Update dependencies** button, the system adds the *CMDB*, BIA, and Business Continuity Planning (BCP) dependencies after an upgrade. To maintain compatibility with the previous releases, the *BCM* administrator can configure the sources and keep only the BIA upstream dependency and BIA downstream dependencies as the sources in the updated configuration.	
Configuration Management Database (CMDB)	• The column *product_instance_id* has been added to the base Configuration Item [cmdb_ci] table to support the new product instance identifier (PID), which enables the lookup and linking of any pre-existing related assets, CIs, and Install Base Items (IBI). For more information about the impact of that change during upgrade and how to minimize that impact, see the Upgrade impact of CMDB_CI schema changes for Washington release [KB1534035] knowledge base article. • If you enable CMDB 360 for the first time after upgrading to the *Washington DC* release, to enable the capture of CMDB 360 data for CIs from non-CMDB classes (classes not derived from the Configuration Item [cmdb_ci] class) you must set the *glide.identification_engine.multisource_non_cmdb_ci_enabled* system property to true. • If you have been using the legacy Data Certification application on Core UI, then any associated definitions won't be available in the new implementation of Data Certification in CMDB Workspace. After upgrading to the *Washington DC* release and to CMDB Workspace version 6.0, you can convert definitions created in the legacy Data Certification application into draft Data Manager Certification policies in CMDB Workspace. For more information, see .	Washington DC
Core ServiceNow AI Platform	Previously, if a transaction was canceled, certain auditable operations were not being recorded. This behavior of missing audit records is because the platform executes some operations between the record change and is canceled before audit creation. But now, audits are created immediately after the record is changed, reducing the chance of a canceled transaction aborting the operation before the audit is recorded. To facilitate this update, audits are now recorded in the same thread as the transaction. Earlier audits were created in a background thread. This change redefines the default value of the `glide.db.audit.lazy` property from true to false. Ideally, this property is not defined in the Properties table, which means that the majority of instances start using the new default value and behavior with the *Washington DC*	Washington DC

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Product	Release notes	Family
	release. On some instances, this property may have been inserted with the value set to true, which means that these instances won't be able to use this change to audit behavior. Delete this property to leverage this update.	
Encryption Key Management	If you upgrade your instance to *Washington DC* but don't upgrade your *MID Server*, Secrets Management authentication fails. Avoid authentication failures by upgrading your *MID Server* to *Washington DC*. If you can't upgrade, you must turn off authentication until *MID Server* is upgraded to *Washington DC* to avoid authentication failures. For details on MID Server upgrades, see MID Server upgrades.	Washington DC

Enterprise Asset Management	After you upgrade to *Washington DC*, the model_component field isn't available in the Enterprise asset [sn_ent_asset] table. Instead, a new model_component_id field is available in the Asset [alm_asset] table. The ENT - Migrate to new model component script moves the existing model_component field data to the model_component_id field.
	
	Note the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:
	• Upgrade works for all *Enterprise Asset Management* flow tasks
	• You must have task rate cards for each workflow task.
	• The TCO upgrade populates the **Asset** and **Expense category** fields on expense lines corresponding to each task.
	• Expense category is populated based on the expense lines and the source of the expense line.
	• You need to populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
	• TCO upgrade populates following fields on asset forms:
	  ○ **Asset end of useful life**: The created date plus the useful life in months.
	  ○ **Asset first used date**: The created date.
	  ○ **Asset TCO**: The aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.
		Washington DC

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Product	Release notes	Family
Financial Services Operations Core	During the upgrade to *Washington DC*, the *Financial Services Operations Core* plugin reparents the following tables: **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records. • The Service Definition [sn_bom_service_definition] table extends from the Service Definition [sn_case_type_selection] table instead of the Request Definition [sn_ind_request_definition. • The Financial task [sn_bom_task] table extends from the Customer Service Task [sn_customerservice_task] table instead of the Global Task [task] table. • The Policy Participant [sn_bom_policy_participant] table extends from the Sold Product Related Party [sn_install_base_sold_product_related_party] table. Reparenting enables leveraging of the benefits and advancements introduced by *ServiceNow® Customer Service Management (CSM)* while preserving the functionality of existing applications.	Washington DC

Hardware Asset Management 10.0.0	After your upgrade to *Washington DC*, keep in mind the following upgrade scenarios for the Total Cost of Ownership (TCO) of assets:
	• Upgrade works for all *Hardware Asset Management* flow tasks.
	• You must have task rate cards for each workflow task.
	• TCO upgrade populates an asset and expense category field on the expense line corresponding to each task.
	• Expense category is populated based on the expense lines and the source of the expense line.
	• You must populate the TCO benchmark cost and the TCO benchmark threshold field on all existing models manually or using the bulk import functionality.
	• TCO upgrade populates the following fields on assets:
	  ○ Asset end of useful life: Created date along with useful life in months.
	  ○ Asset first used date: Same as the created date.
	  ○ Asset TCO: Aggregated sum of all the expense lines related to the asset. For simple assets, Asset TCO is the
		Washington DC

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Product	Release notes	Family
	aggregated sum of expense lines under it. For complex assets, Asset TCO is the aggregated sum of expense lines of the parent as well as its child assets.	
Healthcare and Life Sciences Service Management Core	During the upgrade to *Washington DC*, the Healthcare sold product [sn_hcls_sold_product] parent table changes to Install base item [sn_install_base_item] for the following tables: • Member Plan [sn_hcls_member_plan] • Medication [sn_hcls_medication] • Immunization [sn_hcls_immunization] • Enrolled Program [sn_hcls_enrolled_program] • Enrolled Program Service [sn_hcls_enrolled_program_service] In addition, the following tables have had their parent tables removed and are standalone tables: • Healthcare Organization[sn_hcls_organization] • Healthcare Location[sn_hcls_location] • Practitioner Location[sn_hcls_practitioner_facility] This reparenting enables customers to use the organizations and location tables for a broader set of use cases. Existing data is migrated in the following manner so that existing functionality isn't impacted: **1.** Reference of location field in sn_hcls_immunization updated to use cmn_location. **2.** All data is moved from Healthcare Sold Product to Install Base Item tables. **3.** Rows in the affected Install Base Item are populated based on the source_task value from the Healthcare Sold Product. **4.** The state of sn_hcls_enrolled_program and sn_hcls_enrolled_program_service are copied from hcls_state. **5.** All data moves to the standalone tables of Healthcare Organization, Healthcare Location, and Practitioner Location. **a.** The script creates records in the Business Location table for existing records in the Healthcare Organization table to form a 1:1 reference. **b.** Records that refer to a service organization are updated with a reference to the appropriate business location. **c.** Any practitioner who has a record in the practitioner location will have a record created in the Service	Washington DC

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Product	Release notes	Family
	Organization Member table with the appropriate business location. **d.** Records that contain healthcare location data will contain the parent service organization of that healthcare location. **Note:** You may experience a longer time for the upgrade to complete if your upgraded instance has a large number of records.	
Industrial Process Manager	The *Industrial Process Manager* application now has a dependency with the *Operational Technology Service Management* applications, which include *Operational Technology Incident Management* and *Operational Technology Change Management*. To install *Industrial Process Manager* on your instance, one of the following SKUs is required: • *Operational Technology* Visibility SKU • *Operational Technology Service Management* SKU • Any custom SKU that entitles *Industrial Process Manager*	Washington DC
Instance Data Replication	Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses the *Hermes Messaging Service*. For details, see Upgrading legacy replication sets to V2 in Instance Data Replication. Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.	Washington DC
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to ensure that the *MID Server* uses a supported JRE:	Washington DC

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<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
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If a MID Server is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version.
If a supported JRE is running on the MID Server host, the upgraded MID Server uses that version.

All MID Server host machines require access to the download site at <code>install.service-now.com</code> to enable auto-upgrades. For additional details, read how the system manages MID Server upgrades.
Only one Windows MID Server service is permitted per executable path. Upgraded Windows MID Servers that have multiple services pointing to the same installation folder can't start. See MID Server fails to start for more information.
For more information about MID Server upgrades, see the following topics:

MID Server pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the MID Server to upgrade on your system before the actual upgrade.
Upgrade the MID Server manually: Describes how to upgrade your MID Servers manually.

</td><td></td></tr>
<tr><td>Now Assist for Creator</td><td>
To receive Workflow Studio performance improvements, install one of these versions of the Workflow Studio application from the ServiceNow Store. For more information about upgrading Workflow Studio, see Update to the latest version of Workflow Studio.
Upgrade path for the flow generation skill
<table>
<tr><th>Is Now Assist for Creator already installed?</th><th>Version of Workflow Studio to use for upgrade</th></tr>
<tr><td>No</td><td>Upgrade Workflow Studio to version 25.1.3</td></tr>
<tr><td>Yes</td><td>Upgrade Workflow Studio to version 25.0.0</td></tr>
</table>
</td><td>Washington DC</td></tr>
<tr><td>Now Assist</td><td>For more information about troubleshooting your Now Assist application and plugin upgrades, see the KB article for issues and mitigation for Now Assist upgrades.</td><td>Washington DC</td></tr>
</table>

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Product	Release notes	Family
Order Management	New features introduced in this *Washington DC* release aren't supported in earlier releases of *Order Management for Telecommunications, Media, and Technology*. Starting with the *Washington DC* release, the **Monthly Recurring Charges** (MRC) and the **Non Recurring Charges** (NRC) set for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines, rather than the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to *Washington DC*, see the Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base. After upgrading to the *Washington DC* release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the Deprecating Telco List for Order Capture [KB1586538] article in the Now Support Knowledge Base. After upgrading to the *Washington DC*, review the reconfiguration workarounds for working on new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base.	Washington DC
Order Management	Features introduced in this *Washington DC* release aren't supported in earlier releases of *Order Management*. If you're upgrading from *Order Management for Telecommunications and Media* version 6.0 or earlier: • Starting with the#Washington DC#release, the#Monthly Recurring Charges#(MRC) and the#Non-Recurring Charges#(NRC) for product offerings and product attribute characteristics are stored in the Pricing data model in price lists and price list lines rather than in the Product Offering data model. If you want to upgrade your pricing information to use price lists after upgrading to#Washington DC, see the #Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the Now Support Knowledge Base. • After upgrading to the#release, a fix script runs automatically to deactivate certain telecommunications list records	Washington DC

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Product	Release notes	Family
	that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process if needed, see the #Deprecating List for Order Capture [KB1586538] article in the Now Support Knowledge Base. After upgrading to the#Washington DC release, review the reconfiguration workarounds when working with new change orders or orders with disconnect, suspend, or resume actions while using the product configurator. For details, see the #Order line reconfiguration issues in Washington when using Order Capture UI [KB1585976] article in the Now Support Knowledge Base.	
Performance Analytics	The legacy PA Scores [pa_scores] table is being deprecated. If you still have indicator scores captured in the PA Scores table and the number of such scores is fewer than 43 million, these scores will be migrated automatically to the pa_scores_l1 and pa_scores_l2 tables upon upgrade. The expected amount of time added to upgrade is approximately two hours. For more information, see KB1294371 or Migrating Performance Analytics scores.	Washington DC
Platform Analytics Experience	*Platform Analytics* Experience functionality was previously located in the *Platform Analytics* Workspace. The functionality is now part of the core *ServiceNow AI Platform*, accessible through the *Next Experience Unified Navigation*. You can migrate any dashboards, reports, and *Performance Analytics* widgets that were created in *Core UI* to this functionality.	Washington DC
Playbooks in Workflow Studio	After you upgrade to *Washington DC*, update the *Playbooks* and *Workflow Studio* applications in the ServiceNow Store.	Washington DC
Portfolio Planning	Starting with v8.0.0, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning Workspace*. If you have been using *Portfolio Planning Workspace* to access *SPM* Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install *Strategic Planning* to access these features. For more information on the features that can be accessed only in *Strategic Planning* Workspace, see Comparing Portfolio Planning with Strategic Planning.	Washington DC
Predictive Intelligence	If you're upgrading to *Washington DC*, you won't be able to create new regression solutions. If you have existing solutions,	Washington DC

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Product	Release notes	Family
	they will still be supported and you will be able to train and modify them, but you won't be able to create new ones. The changes to the similarity and clustering solutions apply to all instances that are on *Washington DC*.	
Proactive Service Experience Workflows	Customers who prefer not to receive trouble ticket notifications can disable the business rules related to the incident and case tables. To learn more about how to disable the business rules for trouble ticket notification, see Deactivate trouble ticket notification.	Washington DC
Product Catalog Management and Pricing Management	If you used attribute characteristics in the Standard Price Adjustment matrix in the initial release of the *Sales and Order Management* applications, and you're upgrading to the May 2024 release of *Sales and Order Management* applications, you must run a scheduled job that corrects the format of the automatically generated **Code** values. Run the **Schedule job to modify code field on characteristic records that contain special characters** on demand job to replace any character that is not a letter (a-z, A-Z), a number (0-9), an underscore (_), or a dollar sign ($) with an underscore (_). This job corrects the **Code** value so that it doesn't start or end with an underscore, doesn't begin with a digit, and contains no consecutive underscores.	Washington DC
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.	Washington DC
Robotic Process Automation (RPA) Hub	Ensure that you upgrade any of the following currently installed Microsoft Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub.	Washington DC

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Product	Release notes	Family
	The following upgrade steps are applicable only when you're upgrading from *San Diego* or *Tokyo* to *Washington DC*. Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or before to *Washington DC*. Before upgrading *RPA Hub* to *Washington DC*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to the *Washington DC*, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from bot process to bot process configuration. If you upgrade to the *Utah* version without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah article in the *Now Support* Knowledge Base.	
Security Posture Control	For a complete list of the applications that are required to implement Security Posture Control, see Install the supported applications for Security Posture Control.	Washington DC
Service Operations Workspace for IT Service Management	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) **Compatible SOW versions** **SOW-ITSM (sn_sow_itsm_cont)** / **SOW-ITOM (sn_sow_itom_cont)** 1.1.x / 21.0.y 1.2.x / 21.1.y 1.3.x / 21.2.y, 21.5.y, and 21.6.y	Washington DC

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Product	Release notes	Family
	<table><tr><th>SOW-ITSM (sn_sow_itsm_cont)</th><th>SOW-ITOM (sn_sow_itom_cont)</th></tr><tr><td>2.0.x</td><td>22.0.y</td></tr><tr><td>2.1.x</td><td>22.1.y and 22.y.y</td></tr><tr><td>3.1.x</td><td>23.y.y</td></tr><tr><td>4.x.x</td><td>24.y.y</td></tr></table> In the table, x is the subversion of the *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) and y is the subversion of the *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont). After the 3.0 upgrade, the *Recommendation Framework* feature is no longer available. Instead, only the standard version of the *Recommended Actions for ITSM* feature is available.	
Service Portal	After upgrading, you must specify the tables from which guest users can access data for any public widgets that accept the table input parameter. By default in the *Washington DC* release, public widgets that accept the table input parameter can't access and return data from any tables for guest users. If you added the *glide.service_portal.widget.table_allow_list* or *glide.service_portal.widget.allow_list* system properties before upgrading, the values of these properties will be migrated to the Public Table Allow List for widgets after upgrading. For more information, see Configure widget security. Additionally, field-level read ACLs are enforced for filter conditions in Simple List widget instances by default. A new system property, *glide.service_portal.enable_acls_for_encoded_query_in_list*, enforces these ACLs regardless of whether the **Enforce field-level Read ACLs on Filter query terms** option is selected for Simple List widget instances. To use the **Enforce field-level Read ACLs on Filter query terms** option, change the value of *glide.service_portal.enable_acls_for_encoded_query_in_list* to false. For more information, see Simple List widget. If a user previously selected a user consent preference for user experience analytics for portals different from the rest of the platform, the preference selected for the platform is also used for portals in the *Washington DC* release. For example, if users opted out of tracking for portals but opted	Washington DC

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Product	Release notes	Family
	in to tracking for the rest of the platform in the *Vancouver* release, user experience analytics for portals are tracked for them in the *Washington DC* release. Users can update their selection from the user profile page in portals at any time.	
Software Asset Management	After upgrading to *Washington DC*, you must redo all your customizations related to *Adobe* and *Microsoft 365* integrations with your *ServiceNow* instance because the functionalities of these integrations are moved to the *Software Asset Management – SaaS License Management* store application. • If you've customized an impacted file, the upgrade process skips the file and indicates a conflict. You must manually resolve the conflict and ensure that the old existing file is deleted. • If you haven't customized an impacted file, the file gets deleted as part of the upgrade, and a file with a new sys_id is created.	Washington DC
Strategic Planning	Starting with v4.0.2, you can access the *Strategic Portfolio Management* (*SPM*) Pro-licensed features only in *Strategic Planning Workspace*. If you have been using *Portfolio Planning Workspace* to access *SPM* Pro-licensed features, such as Goals, Product Feedback, and Hybrid Portfolio Planning, you must now install *Strategic Planning* to access these features. For more information on the features that can be accessed only in *Strategic Planning Workspace*, see Exploring Portfolio Planning in Strategic Planning. If you're upgrading to *Strategic Planning* v4.1.2 and previously had customized the List view or the Hierarchy view of the Goals page using the Personalization side panel, the user interface enhancements done in v4.1.2 may not appear. In this case, you must delete your user preference records. For more information on how to delete user preferences made using the Personalization side panel, see KB1642037.	Washington DC
Supplier Lifecycle Operations	After upgrading from the *Vancouver* release to the *Washington DC* release, you will see only the *Source-to-Pay Workspace* on the **All** navigation tab. You don't have to do anything if you choose to continue to use the *Source-to-Pay Workspace*. However, you will see both the *Source-to-Pay Workspace* and *Supplier Manager Workspace* on the **Workspaces** tab. If you want to use the *Supplier Manager Workspace* instead of the default *Source-to-Pay Workspace*, ensure that you run the `fixscript_migrate_workspace_to_smw.xml`	Washington DC

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Product	Release notes	Family
	fix script after upgrading to the *Washington DC* release. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*. If you want to revert to using the *Source-to-Pay Workspace*, run the `fixscript_migrate_workspace_to_s2p.xml` fix script. You can download the `fixscript_migrate_workspace_to_smw.xml` file from the *ServiceNow Store*. For more information about how to run a fix script, see Run fix scripts. After you upgrade to *Washington DC*, you must review all the post-upgrade tasks and complete them as needed. For more information, see Post-upgrade tasks for Supplier Lifecycle Management.	
Third-party Risk Management	If you are a *VRM* user upgrading to *TPRM*, when upgrading to *Vancouver* or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts. For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information.	Washington DC
User Experience Analytics	• Users can opt out of basic tracking. • A funnel data visualization is available for *Usage Insights* data sources.	Washington DC
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Washington DC* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base. • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.	Washington DC
Workflow Studio	To receive *Workflow Studio* performance improvements, install one of these versions of the *Workflow Studio* application from the *ServiceNow Store*.	Washington DC

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<table>
<tr><th>Product</th><th>Release notes</th><th>Family</th></tr>
<tr><td></td><td>Upgrade path for the flow generation skill<table><tr><th>Is Now Assist for Creator already installed?</th><th>Version of Workflow Studio to use for upgrade</th></tr><tr><td>No</td><td>Upgrade Workflow Studio to version 25.1.3</td></tr><tr><td>Yes</td><td>Upgrade Workflow Studio to version 25.0.0</td></tr></table></td><td></td></tr>
<tr><td>AI Search</td><td>Xanadu Patch 3:
After you upgrade to Xanadu Patch 3 from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources.
Xanadu:
After you upgrade to Xanadu from an earlier release, perform the following steps to add the Dashboards, data visualizations, and KPIs navigation tabs to global search results in AI Search for Next Experience:
Update the AI Search for Next Experience ServiceNow Store application to version 4 or later. For update instructions, see Update an application.
Commit the update set provided in the AI Search for Next Experience 4.0 PAR tables update sets (KB1644544) article in the Now Support Knowledge Base. To learn more about update sets, see System update sets.</td><td>Xanadu</td></tr>
<tr><td>Accounts Payable Operations</td><td>If you are upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary.</td><td>Xanadu</td></tr>
<tr><td>Analytics, Intelligence, and Reporting</td><td>If you are upgrading, you can use the Platform Analytics Migration Center to take advantage of a single set of visualizations and unified filters for all data sources.</td><td>Xanadu</td></tr>
<tr><td>App Engine Studio</td><td>Due to a new process for assigning groups in App Engine Management Center (AEMC), ensure you have the same</td><td>Xanadu</td></tr>
</table>

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Product	Release notes	Family
	version of the *Application Intake* plugin installed on each of your instances.	
Application Vulnerability Response	• For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes. • For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Xanadu
Assessments and Surveys	Update the *Automated Test Framework* (ATF) tests, if you're upgrading to *Xanadu* from any version prior to *Utah*. In the *Utah* release, all the buttons on the assessments or surveys cards have been removed. To run ATF tests successfully, the Click the Take Survey button step must be replaced with the Click the Survey card step for all tests that have this step.	Xanadu
Business Continuity Management	The relationship tables introduced in the plan records are generated by the *Update BCP dependencies snapshot* scheduled job. After upgrading to the *Xanadu* release, you can view these tables only after the scheduled job has run or by manually selecting the **Update dependencies** button.	Xanadu
Case management for CSM	The customer service manager role [sn_customerservice_manager] includes the approver user role [approver_user]. The approver user role replaces the approval admin role [approval_admin]. Users with the customer service manager role can approve the approval requests that are assigned to them.	Xanadu
Cloud Cost Management 8.0.0	On upgrading to *Cloud Cost Management* 8.0 version, the new Tag Category **AI Service** is available for *Amazon Web Services* (*AWS*), *Microsoft Azure*, and *Google Cloud Platform (GCP)* service providers. Because *Cloud Cost Management* executes the Billing Download job only from the current month onwards, the spend on AI services will be included only for the current month. If you want to view the billing details for the months prior to the current month, you must manually execute the Billing Download job. Once the Billing Download job is executed successfully, you can view the spend data of your AI services.	Xanadu

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Product	Release notes	Family
Configuration Management Database (CMDB)	• Before the upgrade to *Xanadu*, the 'Updated CIs' and 'Updated application services' trend lines in the Recent CI activity and Recent application services activities tiles on the Management view in *CMDB* Workspace, might not have accurately reflected on changes in your system. After upgrading to *Xanadu* and to versions 5.5, 6.2, or 7.2 of *CMDB* Workspace, those trend lines will reflect on the more accurate detection of updated CIs and updated application services. • *CMDB* Health: If either the *CMDB Health Dashboard - Relationship Compliance Processor* or *CMDB Health Dashboard - Relationship Score Calculation* dashboard job is active, that job is deactivated during the upgrade to *Xanadu*. After the upgrade is complete, you can reactivate those jobs to resume health reports for CI relationships. The active state of all other *CMDB* Health dashboard jobs is retained. Any failure threshold for a KPI or metric that is greater than 100,000, is set to 100,000 during upgrade. This upper limit is enforced to avoid excessive processing when a large number of CIs are failing the specified metric tests. • Bookmarks for the CI dashboard no longer work after an upgrade to *Xanadu*. A `Page not found` error message appears. To see *CMDB* Health reports for a CI, open the CI form in *CMDB* Workspace. • The legacy Application Service Dashboard on *Core UI* isn't supported in the *Xanadu* release. After upgrading, you can still access that legacy dashboard by using a previously created bookmark. You can also instead access the Application Services dashboard in *CMDB* Workspace from the Application services tile in the Insights view in *CMDB* Workspace. • The *CMDB* Integrations Dashboard on *Core UI* isn't supported in the *Xanadu* release. After upgrading, you can still access that legacy dashboard by using a previously-created bookmark. • All records that exist in the CMDB Health Result [cmdb_health_result] table before an update to *Xanadu* Patch 5, are deleted during the upgrade. To access a legacy dashboard on an upgraded instance, navigate to **All** > **Self-Service** > **Dashboards** and then search for the dashboard.	Xanadu

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Product	Release notes	Family
Data Management	A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade.	Xanadu
Data Privacy	Licensing changes enable you to install *`Data Discovery`*, *`Data Discovery`* APIs, Data Anonymization, and *`Data Privacy`* APIs without an entitlement, but you must have an entitlement to run a job.	Xanadu
Decision tables in Workflow Studio	*`Workflow Studio`* is automatically installed on your instance. However, *`Workflow Studio`* is a *`ServiceNow Store`* application, so to get the latest features, you must update your version manually to the most recent version. As of Washington DC Patch 3, updating *`Workflow Studio`* automatically updates all its application dependencies such as *`Workflow Studio`*, *`playbook`*, and *`Decision Builder`*. You can no longer see or update the individual application dependencies of *`Workflow Studio`* from the *`ServiceNow Store`* or the list of plugins.	Xanadu
DevOps Change Velocity	If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.	Xanadu
External Content Connectors	Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually.	Xanadu
Field Service Management	Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Xanadu Patch 9 version or higher to ensure compatibility.	Xanadu

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Product	Release notes	Family
Flows, subflows, and actions in Workflow Studio	After upgrading, users who previously had the fd_read_operations role will now see only basic execution details such as the run state and duration. This restriction prevents users with this role from seeing sensitive information in execution details. To provide read access to all execution details such as input configuration and runtime values, grant the user the new role fd_read_operations_all.	Xanadu
Goal Framework for SPM	After upgrading to *Goal Framework for SPM* v2.3.0, run the **Migrate BreakdownInterval To Checkinfrequency** scheduled job. This scheduled job migrates the existing values in the **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration.	Xanadu
Hardware Asset Management 11.0.0	After upgrading to *Xanadu*, you can view both the *Core UI Performance Analytics* dashboards and the *Next Experience Platform Analytics* dashboards for *Hardware Asset Management*. **Note:** While migrating the *Core UI Performance Analytics* dashboards to the *Next Experience Platform Analytics* dashboards, auto-migration is disabled by default to avoid duplicate dashboards.	Xanadu
ITOM Health	Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*.	Xanadu
ITOM Optimization	Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*.	Xanadu
ITOM Visibility	For an improved *Service Mapping* experience, install *Service Mapping Plus* version 1.13.0 from the *ServiceNow® Store*. Enhance your application service mapping by installing the App Service Extension app from the *ServiceNow® Store*.	Xanadu
Industrial Process Manager	The *Industrial Process Manager* application now has a dependency with the *Operational Technology Service Management* applications, which include *Operational Technology Incident Management* and *Operational Technology Change Management*. To install *Industrial Process Manager* on your instance, one of the following SKUs is required:	Xanadu

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Product	Release notes	Family
	• *Operational Technology* Visibility SKU • *Operational Technology Service Management* SKU • Any custom SKU that entitles *Industrial Process Manager*	
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 11.0.9 and the recommended version is 11.0.16.1. If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted according to executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	Xanadu
Now Assist for Hardware Asset Management (HAM)	Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents: • Hardware asset management sourcing AI agent • Transfer order creation AI agent • Purchase order creation AI agent	Xanadu

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Product	Release notes	Family
Now Assist for Security Operations	For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information for Now Assist for Vulnerability Response. For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information for Now Assist for Security Incident Response. The AI Search application must be enabled so that the Recommended Actions skill works for security incidents. To verify AI Search is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates AI Search is not enabled.	Xanadu
Now Assist	If you customized UI actions or other items that are associated with *Now Assist* skills, confirm that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected. If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for *Now Assist* (Generative AI) Applications and Plugin updates. You may need to log in to view the article.	Xanadu
Order Management	Features introduced in the *Xanadu* release aren't supported in earlier releases of *Order Management*. If you're upgrading from *Order Management for Telecommunications and Media* version 6.0 or earlier: • Starting with the *Washington DC* release, the Monthly Recurring Charges (MRC) and the Non-Recurring Charges (NRC) for product offerings and product attribute characteristics are no longer stored in the product offering data model. Instead, the MRC and NRC are stored in the Pricing data model in price lists and price list lines. If you want to upgrade your pricing information to use price lists after upgrading to *Washington DC*, see the Price Management Plugin (com.sn_csm_pricing) uptake for Telecommunications, Media, and Technology customers upgrading to Washington [KB1585863] article in the *Now Support Knowledge Base*. • After upgrading to the Xanadu release, a fix script runs automatically to deactivate certain telecommunications list records that are no longer needed to resume the capture of an unfinished order. For more information on these records and using the former order capture process, see the Deprecating Telco List for Order Capture [KB1586538] article in the *Now Support Knowledge Base*.	Xanadu

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Product	Release notes	Family
	If you're an upgrade customer who uses the **contract start date** and **contract end date** fields and has records, you can migrate those records to the latest data model by running the *Migrate data from deprecated contract fields to new fields on Order and Order Lines* scheduled job. This scheduled job must be manually executed by navigating to **System Definitions** > **Scheduled Jobs**. For more information on scheduled jobs, see Scheduled jobs.	
Platform Analytics experience	New customers: The *Platform Analytics* experience is automatically available on the *ServiceNow AI Platform*. It offers an intuitive interface to help you better understand and utilize your data. Upgrading customers: If you are currently using *Core UI* responsive dashboards, you will continue to have access without any disruption. Consider transitioning to the *Platform Analytics* experience to take full advantage of the new capabilities.	Xanadu
Playbooks in Workflow Studio	After you upgrade to *Xanadu*, update the *Playbooks* and *Workflow Studio* applications in the *ServiceNow Store*.	Xanadu
Product Catalog Management and Pricing Management	If you're using the extension point *sn_csm_pricing.PricingAdjustmentsExtensionPoint* for pricing adjustments, change the default pricing plan (introduced in the November 2024 release) after upgrading. The pricing plan steps for the Configuration Component Price Adjustment and Standard Price Adjustment matrices are not applicable. As pricing admin or manager, remove the steps for these matrices from the default pricing plan. **1.** Navigate to **All** > **Pricing** > **Pricing Plans**. **2.** Select the published Default Pricing Plan. **3.** Select **Copy**. **4.** In the pricing plan copy, go to the Pricing Plan steps related list. **5.** Select the rows for the Apply configuration component adjustments step (Sequence 50) and the Apply contextual adjustments step (Sequence 60) and select **Delete** in the Actions on selected rows menu. **6.** Select **Update**. **7.** Publish the pricing plan copy.	Xanadu

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Product	Release notes	Family
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the UX List Categories for Customer and Service Organizations. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.	Xanadu
RPA Hub	Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Xanadu*. Based on the number of records in the application file table, you could experience a potential delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Xanadu*. Before upgrading *RPA Hub* to *Xanadu*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to *Xanadu*, the bot process definitions change to the new structure, which is the bot process configuration. Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Xanadu* without updating the system property value, the tables don't extend the Application File table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release article in the *Now Support* knowledge base.	Xanadu

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Product	Release notes	Family
Security Posture Control	For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control.	Xanadu
Service Bridge	• 2.x.x that is being released with the *Xanadu* release does not support migration of the (Legacy) versions. If you are using a Service Bridge (Legacy) version, before you upgrade to the *Xanadu* release, you must follow instructions in the Service Bridge for Providers (Legacy) - Migration Utility (KB1499823) article in the *Now Support* Knowledge Base to migrate your configuration data. • If you are upgrading from version 1.x.x of , follow the steps listed in Upgrade Guide - Service Bridge for Providers and Consumers application (v2.x.x release - KB1700387) to migrate your applications. • Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to the *Xanadu* release. Older active entitlements will continue to work but new ones cannot be activated.	Xanadu
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) **Compatible Service Operations Workspace versions** *Service Operations Workspace* **for** *ITSM* **(sn_sow_itsm_cont)** / *Service Operations Workspace* **for** *ITOM* **(sn_sow_itom_cont)** 1.1.x / 21.0.y 1.2.x / 21.1.y 1.3.x / 21.2.y, 21.5.y, and 21.6.y 2.0.x / 22.0.y 2.1.x / 22.1.y and 22.y.y 3.1.x / 23.y.y	Xanadu

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Product	Release notes	Family
	Service Operations Workspace for *ITSM* (sn_sow_itsm_cont) / *Service Operations Workspace* for *ITOM* (sn_sow_itom_cont) 4.x.x / 24.y.y 5.0.x / 24.2.y 5.1.0 / 25.2.0 6.1.1 / 26.0.12	
ServiceNow SDK	Upgrade to the latest version of the *ServiceNow SDK* with the `now-sdk upgrade` command. For more information, see Upgrade the ServiceNow SDK.	Xanadu
Skills Management	The skills dashboard is automatically migrated to the Next Experience UI in the *Xanadu* release. When you upgrade, you can automatically access the Skills dashboard in the Next Experience UI.	Xanadu
Software Asset Management	After upgrading to the *Microsoft* Entra ID spoke 4.3 version, the *Microsoft Azure AD - Download Group Membership* directory job isn't executed for existing *Microsoft Azure AD* SSO or Directory integrations. This directory job also isn't created for new *Microsoft Azure AD* SSO or Directory integrations. Instead, the *Microsoft Azure AD - Download Groups* directory job downloads all groups and group memberships configured on *Microsoft Azure AD*.	Xanadu
Strategic Planning	After upgrading to *Strategic Planning* v4.3.2, run the **Migrate BreakdownInterval To Checkinfrequency** scheduled job. This scheduled job migrates the existing values in the **Review frequency** and **Breakdown interval** fields to the **Check-in frequency** field in the target records. For more information on how these values are migrated for targets with different values, see Target breakdowns migration.	Xanadu
Subscription Management	*Subscription Management* version 3.2 is active by default on all instances of the *Xanadu* release. Update to *Subscription Management* version 4.0 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin.	Xanadu

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Product	Release notes	Family
Telecommunications Network Inventory	If you are an existing user of previous releases, both legacy and new product models will be available in the Network Inventory Workspace menu after upgrading to *Xanadu*. To rectify this issue, you must migrate your legacy product model data to the new product model tables in your current instance. For more details about the procedure, see KB1695167.	Xanadu
Third-party Risk Management	If you are a *VRM* user upgrading to *TPRM*, when upgrading to *Vancouver* or later from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from *Utah* to *Vancouver*, *Vancouver* to *Washington DC*, and so on. If the scripts do not run in the correct order, it can result in data inconsistencies, broken functionalities, and conflicts. For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information.	Xanadu
Vulnerability Response Integration with Claroty CTD	Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application.	Xanadu
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base. • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.	Xanadu
Workflow Studio	As of *Washington DC* patch 3, updating *Workflow Studio* automatically updates all of its application dependencies such as *ServiceNow® Workflow Studio*, Playbook, and *ServiceNow® Decision Builder*. You can no longer see or update the individual application dependencies of *Workflow Studio* from the *ServiceNow® Store* or the list of plugins.	Xanadu
AI Control Tower	General availability release, no upgrade.	Yokohama

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Product	Release notes	Family
AI Search	When you upgrade to *Yokohama* from an earlier release, make knowledge block content searchable by reindexing all your indexed sources that include knowledge articles. For details on reindexing, see Index or reindex an indexed source or Index or reindex multiple indexed sources.	Yokohama
Accounts Payable Operations	If you're upgrading from a previous release, you must configure the reference field in the Tax Code [sn_fin_tax_code] table. The exception engine validates the invoice using the tax code and raises exceptions if necessary.	Yokohama
App Engine Studio	Due to a new process for assigning groups in *AEMC*, the same version of the Application Intake plugin must be activated on each of your instances. For more information, see App Readiness and Compliance Report.	Yokohama
Application Vulnerability Response	• For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes. • For more information about the released versions of the *Application Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Xanadu* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support Knowledge Base*.	Yokohama
Automated Test Framework	Copy and customize quick start tests provided by the *ServiceNow AI Platform*® to validate that your instance works after you make any configuration changes. For example, if you apply an upgrade or develop an application. The tests can produce a pass result only when you run them on a base system without any customizations and with the default demo data that is provided with the application or feature plugin. To apply a quick start test to your instance-specific data, copy the quick start test and add your custom data. For more information, see Available quick start tests by application or feature.	Yokohama
Configuration Management Database (CMDB)	Three new indexes (parent, type), (child, type), and (child, parent, type, port) are added to the CI Relationship [cmdb_rel_ci] table to improve the performance of Identification and Reconciliation Engine (IRE) querying this table. This change is likely to increase upgrade time. For more information about the impact of this change during upgrade	Yokohama

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Product	Release notes	Family
	and to learn how to minimize that impact, see Increased Yokohama Upgrade Time due to cmdb_rel_ci index additions [KB1703367].	
Data Management	• After upgrading a self-hosted instance to *Yokohama*, the sys_physical_table_stats table doesn't display the latest data for table size, with the sample_period_start column showing dates prior to the upgrade. To see the correct table size, you can set the com.glide.stats.storage_disk_usage.information_schema system property to true, which allows the statsGatherer job to use the information schema to generate the required database statistics. • A data management policy record is automatically created for each table that is configured with an archive rule or a table cleaner rule prior to the upgrade.	Yokohama
Data Privacy	Licensing changes enable you to install *Data Discovery*, *Data Discovery* APIs, Data Anonymization, and *Data Privacy* APIs without an entitlement, but you must have an entitlement to run a job.	Yokohama
DevOps Change Velocity	If you are a new customer or are using a zBoot instance and you want to create type-based workflow change requests in *DevOps Change Velocity*, you must add the *com.snc.change_management.change_model.type_compatibility* property and set it to True. For more information, see Add a system property. If you are an upgrading customer, you must run the **ReConfigure Bitbucket Server Repositories for PullRequest** job to re-configure your existing Bitbucket Server or Bitbucket Data Center repositories so that pull request records can be imported. You can navigate to **All > System Definition > Scheduled Jobs** to search for this job and run it.	Yokohama
Encryption Key Management	• The GlideEncrypter API uses the three-key Triple Data Encryption Standard (3DES) encryption standard which NIST 800-131A Rev 2 has recommended against using after 2023. The following changes are taking place in the *Yokohama* release in preparation for a full deprecation of GlideEncrypter/3DES in the future.	Yokohama

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Product	Release notes	Family
	○ New *Yokohama* instances can't use GlideEncrypter. All base system scripts have been changed to use alternative encryption processes. ○ if you're upgrading your *Yokohama* instances, you can still use 3DES, but you can also disable 3DES usage with a system property. ○ Learn more about 3DES deprecation in KB1704481.	
External Content Connectors	Beginning with version 2 of the External Content Connectors application, external content connectors implement semantic vector indexing for crawled items. When you upgrade to a version that supports semantic vector indexing, your existing connectors will reindex all previously retrieved items the next time they're visited by a crawl, even if those items' content is unchanged. To force semantic vector indexing of your external content items as soon as possible after upgrading, cancel any running crawls, then restart the canceled crawls manually. When you upgrade to version 4 of the External Content Connectors application from an earlier version, searches may not show all previously crawled content until you've completed both a content crawl and a user mapping crawl for each upgraded connector. The first content crawl run after the upgrade will reindex all searchable content from the source system, and the user mapping crawl will reindex all security principals from the source system. All crawled content should be shown in searches after both of these crawls are complete.	Yokohama
Field Service Management	• Upgrading to Yokohama may extend the upgrade maintenance time of a customer due to Appointment Booking. The Appointment Booking configuration tables get extended to the Application File [sys_metadata] table as a part of the upgrade. After upgrading to Yokohama, re-parenting occurs automatically and the duration of the re-parenting depends on the number of records in Application File [sys_metadata] table. • Effective March 1, 2025, Google has designated the Places API, Directions API, and Distance Matrix API as Legacy services. The newer versions of these services are Places API (New) and Routes API. You can't enable or generate new API keys for these legacy services. However, you can continue using these services with the existing API keys. If you need to create a new Google API key after March 1, 2025, you must enable the new APIs from Google Console and upgrade to Yokohama Patch 3 version or higher to ensure compatibility.	Yokohama

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Product	Release notes	Family
Financial Services Card Operations	During the upgrade to *Yokohama*, the *Financial Services Card Operations* plugin reparents the Card Disputes Transaction table [sn_bom_credit_card_disputes_transaction] to the Financial Task table [sn_bom_task] in *Financial Services Operations Core*. Reparenting leverages the benefits and advancements of *ServiceNow® Financial Services Operations Core* while preserving the functionality of existing applications. **Note:** If your instance uses the Card Disputes Transaction table [sn_bom_credit_card_disputes_transaction] and it contains a large amount of data, you may experience increased upgrade times.	Yokohama
Generative AI Controller	*Generative AI Controller* is installed and updated when you install or update any *Now Assist* application. If you have issues installing or updating applications, see this knowledge article for steps that may address your issue. Otherwise, you can make a Support case.	Yokohama
ITOM Visibility	3DES support is planned for permanent removal from the *MID Server* for *MID Servers* with SSH-based Discovery or SSH-based integrations. For more information, see 3DES deprecation in SSH from Xanadu [KB1644950]. After upgrading to Yokohama, a Fix Script named "Add Explicit Public SNMP Credential" might create a public SNMP credential in Production instances. This could lead to unnecessary records via *Discovery*. The Fix Script is present in Yokohama instances, including OOB. Before applying the upgrade of *Discovery* core, Yokohama version, verify the fix script behavior in a sandbox environment. Remove the public SNMP credentials if not required.	Yokohama
Impact	The *Impact Store Application* configuration requires a sequence of tasks. See Configuring the Impact Store Application for details.	Yokohama
Instance Data Replication	Improve the performance and processing efficiency of *Instance Data Replication* (*IDR*) by upgrading your replication sets to V2, which uses *Hermes Messaging Service*. For details, see Upgrading legacy sets. Log rotation is automatically enabled for the Replication Payload Error [idr_replication_payload_error] table after the	Yokohama

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Product	Release notes	Family
	upgrade. By default, the log rotation schedule is comprised of seven shards, with five days for each shard. All log entries in this table created before the upgrade are automatically truncated.	
MID Server	For the latest *MID Server* system requirements, see MID Server system requirements. The minimum JRE version supported is 17.0.10 and the recommended version is 17.0.12. If you have installed your own JRE, the upgrade process takes the following actions to verify that the *MID Server* uses a supported JRE: • If a *MID Server* is using an unsupported version of the JRE when it upgrades, the upgrade process displays a warning message with the minimum and recommended JRE version. • If a supported JRE is running on the *MID Server* host, the upgraded *MID Server* uses that version. All *MID Server* host machines require access to the download site at `install.service-now.com` to enable auto-upgrades. For additional details, read how the system manages *MID Server* upgrades. Only one *Windows MID Server* service is permitted according to the executable path. Upgraded *Windows MID Servers* that have multiple services pointing to the same installation folder can't start. See *MID Server* fails to start for more information. For more information about *MID Server* upgrades, see the following topics: • *MID Server* pre-upgrade check: Describes how the AutoUpgrade monitor tests the ability of the *MID Server* to upgrade on your system before the actual upgrade. • Upgrade the *MID Server* manually: Describes how to upgrade your *MID Servers* manually.	Yokohama
Now Assist Analytics	*Now Assist Analytics* is installed and updated when you install or update any *Now Assist* application. If you have issues installing or updating applications, see this knowledge article for steps that may address your issue. Otherwise, you can make a Support case.	Yokohama
Now Assist Skill Kit	If you customized UI actions or other items that are associated with *Now Assist* skills, ensure that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected.	Yokohama

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Product	Release notes	Family
	If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article.	
Now Assist for Hardware Asset Management (HAM)	Only users with the procurement_user role can access the Help manage hardware asset requests agentic workflow including the following AI agents: • Hardware asset management sourcing AI agent • Transfer order creation AI agent • Purchase order creation AI agent	Yokohama
Now Assist for Security Incident Response and Now Assist for Vulnerability Response	For more information about required applications for *Now Assist for Vulnerability Response*, see Supporting information. For more information about required applications for *Now Assist for Security Incident Response*, see Supporting information. Starting with version 2.0.1, the name of the *Now Assist for Security Operations* application in *ServiceNow® Store* and in your *ServiceNow AI Platform®* instance has changed to *Now Assist for Security Incident Response*. You must upgrade to version 2.0.1 to access the following features: • Generate resolution notes in the *Now Assist* context menu. • Generate correlation insights for a security incident investigation from the *Now Assist* panel. The *AI Search* application must be enabled so that the recommended actions skill works for security incidents. To verify that *AI Search* is enabled on your instance, navigate to **All** > **AI Search** > **AI Search Status**. Contact support if the page indicates that *AI Search* is not enabled.	Yokohama
Now Assist in Contract Management	If you're upgrading to *Now Assist* in *Contract Management* starting with Yokohama Patch 3 from a previous version and you have customized use cases, run a fix script to migrate the existing data to the *Now Assist Admin* console. **1.** Navigate to **All** > **System Definition** > **Fix Scripts**. **2.** In the **Name** field, search for `Upsert DI skill config`. **3.** In the script, add the use case ids that you want to migrate to the *Now Assist Admin* console. **4.** Select **Run Fix Script**.	Yokohama

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Product	Release notes	Family
	For more information, see Post-upgrade steps for Now Assist in Contract Management.	
Now Assist	If you customized UI actions or other items that are associated with *Now Assist* skills, ensure that your customized code is updated with the new skill releases. Otherwise, certain functions may not work as expected. If you run into issues when you're upgrading a *Now Assist* product, see KB1637452: Issues and mitigation for Now Assist (Generative AI) Applications and Plugin updates. You may need to log in to view the article.	Yokohama
Platform Analytics experience	If you had previously migrated your analytics assets to *Platform Analytics*, assets that were in compatibility mode but are newly supported in *Yokohama* are migrated automatically.	Yokohama
Playbooks in Workflow Studio	After you upgrade to *Yokohama*, update the *Workflow Studio* application in the *ServiceNow Store*.	Yokohama
Portfolio Planning	After upgrading to *Portfolio Planning* v8.8.0, the custom view settings previously saved under user preferences will be cleared. You must reapply these changes and create views as needed. For instructions, see Create a portfolio plan view in Portfolio Planning and Create a free-form roadmap view in Portfolio Planning.	Yokohama
Product Catalog Management and Pricing Management	After upgrading to the May 2025 release of *Sales and Order Management* applications, you must run a scheduled job that automatically enables the **Allow multiple configurations** option when your catalog admin creates product offerings with an associated product specification. This job is called **Scheduled job with an upgrade script to set 'allow_multiple_configurations' to true on an Offering**. When multiple product offering configurations are allowed in configurable opportunities, quotes, or orders, agents can create multiple instances of a child product offering and define custom configurations for each offering instance. **Note:** The **Allow multiple configurations** option is always enabled (set to true) for all product offerings that have an associated product specification. However, if the product specification has a child hierarchy, this option is honored only for orders placed through the TMF APIs. For specifications without a hierarchy, the flag is honored across all ordering channels.	Yokohama

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Product	Release notes	Family
	The May 2025 release provides a default pricing plan that includes a new step, Apply Renewal Adjustment. If you've been using a custom pricing plan from an earlier release, review the default pricing plan, which is in a Retired state after upgrading to the May 2025 release. Determine whether you want to publish the default plan or customize the default pricing plan for your needs and then publish the custom plan to be used.	
Public Sector Digital Services	After the upgrade, certain public sector menus and menu items in the *CSM Configurable Workspace* revert to their original *CSM* label names. You can relabel these items for public sector use by updating the labels for the **Customer**, **Accounts**, and **Service Organizations** UX list category records. For more details on relabeling, navigate to **All** > **Constituent Service** > **Administration** > **Guided Setup**, and select **Configurable Workspace for Public Sector Digital Services** > **Customize Workspace Labels Manually**.	Yokohama
RPA Hub	Upgrade any of these currently installed *Microsoft* Software Installers (MSIs) by downloading the RPA applications: • *RPA Desktop Design Studio* • *Attended Robot* • *Unattended Robot* • *Unattended Robot* Login Agent For more information, see Download the RPA applications from RPA Hub. The following upgrade information is applicable only when you're upgrading from *San Diego* or *Tokyo* to *Yokohama*. Based on the number of records in the application file table, you may experience a delay while upgrading the *RPA Hub* applications from *Tokyo* or earlier releases to *Yokohama*. Before upgrading *RPA Hub* to *Yokohama*, you must set the value of the *glide.rollback.blacklist.TableParentChange.change* system property to **false**. If this property doesn't exist in the System Property [sys_properties] table, add the property and set its value to false. For more information on how to add a property, see Add a system property. After you upgrade to *Yokohama*, the bot process definitions change to the new structure, which is the bot process configuration.	Yokohama

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Product	Release notes	Family
	Although the bot process configuration doesn't replace the bot process completely, most fields are moved from the bot process to the bot process configuration. If you upgrade to *Yokohama* without updating the system property value, the tables don't extend the Application File [sys_metadata] table. To update the table changes manually, see the Restructuring RPA Hub tables to sys_metadata in Utah and beyond release [KB1223629] article in the *Now Support Knowledge Base*.	
Security Posture Control	For a complete list of the applications that are required to implement *Security Posture Control*, see Install Security Posture Control.	Yokohama

Service Bridge	• When using for Providers and for Consumers in a single instance, you must upgrade both applications simultaneously to the same version to maintain compatibility.
	• The Global Script Include is automatically installed or updated when you install the application on the following platform versions:
	  ○ *Washington DC* Patch 9
	  ○ *Xanadu* Patch 4
	  ○ *Yokohama*
	• 2.x.x, which was first released with the *Xanadu* release, does not support migration of (Legacy) versions. If you are using a (Legacy) version, before you upgrade to the *Yokohama* release, you must follow instructions in the Service Bridge for Providers (Legacy) - Migration Utility [KB1499823] article in the *Now Support* Knowledge Base to migrate your configuration data.
	• If you are upgrading from version 1.x.x, follow the steps in Upgrade Guide - Service Bridge for Providers and Consumers application (v2.x.x release) [KB1700387] to migrate your applications.
	• Due to the introduction of mismatched version support, new entitlements cannot be activated until both the consumers and providers upgrade to version 2.x.x. Older active entitlements will continue to work but new ones cannot be activated.
	• If you upgrade to version 2.0.55 with *Sales and Order Management* plug-in version 1.0.4 before upgrading the platform to the *Yokohama* release, the new Deny ACLs will not be installed. To ensure the Deny ACLs get installed, after upgrading to *Yokohama*, you must click Repair to reinstall the application.
		Yokohama

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Product	Release notes	Family
Service Operations Workspace for ITSM	Ensure that the following applications have compatible upgraded versions: • *Service Operations Workspace ITSM* Applications application (sn_sow_itsm_cont) • *Service Operations Workspace ITOM* Applications application (sn_sow_itom_cont) For more information on compatible versions, see Version compatibility between Service Operations Workspace for ITSM and Service Operations Workspace ITOM.	Yokohama
ServiceNow IDE	*ServiceNow IDE* version 1.1.4 is active by default on instances on the *Yokohama* release. Update to *ServiceNow IDE* version 2.0 or later to use the latest features. For information about updating *ServiceNow IDE*, see Updating apps.	Yokohama
ServiceNow SDK	Upgrade to the latest version of the *ServiceNow SDK* with the `now-sdk upgrade` command. For more information, see Upgrade the ServiceNow SDK. *ServiceNow SDK* version 3.0 supports integrating with *ServiceNow* instances beginning with the *Washington DC* release. **Note:** For more information about minor releases of the *ServiceNow SDK*, see the ServiceNow IDE, SDK, and Fluent articles in the *ServiceNow Community*.	Yokohama
ServiceNow Studio	*ServiceNow Studio* no longer has to be downloaded from the *ServiceNow Store*. It's available on the *ServiceNow AI Platform* by default.	Yokohama
Software Asset Management	Starting from the *Yokohama* release, all the reconciliation script includes are being moved from the family release to the *Software Asset Management* store application (com.sn_itam_samp). When upgrading to *Yokohama*, if you have made customizations to reconciliation script includes, you must move your customizations to the new script includes. The old script includes will be deprecated. When upgrading to *Yokohama* Patch 1 with the *Software Asset Management* (sn_itam_samp) 2.1.0 store application installed, you must delete the entitlements for the existing *CrowdStrike* integration profiles. Then, create new entitlements for various *CrowdStrike* products, such as *CrowdStrike* Falcon Endpoint Protection and	Yokohama

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Product	Release notes	Family
	CrowdStrike Falcon Discover, based on their license metrics. These metrics include the Reserved Hourly Average Sensor and Sensor Subscription, which are found under the *CrowdStrike* License Metric Group. • If any existing *CrowdStrike* profiles are in the Draft state, create new integration profiles and delete the existing ones. • If any existing *CrowdStrike* profiles are in the Published state, their state changes to Draft.	
Strategic Planning	After upgrading to *Strategic Planning* v4.7.0, the following changes apply to user preferences: • Custom view settings previously saved under user preferences will be cleared. You must reapply these changes and create views as needed. For instructions, see Create a portfolio plan view in Strategic Planning and Create a free-form roadmap view in Strategic Planning. • Customizations made to the Timeline and Kanban views in the **Roadmap** tab, and the Kanban view in the **Prioritization** tab at the portfolio plan level, will be copied to the Default view of the portfolio plan. Similarly, any customizations made to the Timeline and Kanban views in the free-form roadmap will also be copied to the Default view of the free-form roadmap.	Yokohama
Subscription Management	*Subscription Management* version 4.1 is active by default on all instances of the *Yokohama* release. Update to *Subscription Management* version 5.1 or later to use the latest features. For more information about updating *Subscription Management*, see Update an app or plugin.	Yokohama
Telecommunications Network Inventory	The *Yokohama* release needs the *Xanadu* platform version to support the Design and Assign playbook feature.	Yokohama
Telecommunications Service Operations Management (TSOM)	After installing *Telecommunications Service Operations Management* TSOM, any customized IRE identification rules applied to interface cards, slots, sub-slots and network interfaces may be affected. You must review and validate the rules to ensure proper functionality.	Yokohama
Third-party Risk Management	Starting with the *Vancouver* release, if you're a *VRM* user upgrading to *TPRM*, from an earlier release, you must run each upgrade sequentially to ensure that fix scripts run correctly. This means upgrading from one release to the next rather than skipping to the latest release. Not running scripts in the correct order can result in data inconsistencies, broken functionalities, and conflicts.	Yokohama

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(continued)

Product	Release notes	Family
	For more information on upgrading from *VRM* to *TPRM*, see Third-party Risk Management upgrade information. For existing *TPRM* customers, after upgrading to version 20.2.4, data from the Industry column in the Company [core_company] table is automatically migrated to the tprm_industry column. Migration can take several hours depending on the number of records in the Company [core_company] table. After migration, a system log message confirms that the migration is complete. Review the Company [core_company] table content and update any customizations referencing the Industry field to use tprm_industry. After verifying the migration and updating customizations, you can drop the Industry column.	
Vulnerability Response Integration with Claroty CTD	Claroty CTD v5.1 is also supported for the Vulnerability Response Integration with Claroty CTD application.	Yokohama
Vulnerability Response integrations	• For more information about the released versions of the *Vulnerability Response* application as well as the third-party and *ServiceNow* applications that are compatible with the *Yokohama* release, see the Vulnerability Response Compatibility Matrix and Release Schema Changes [KB0856498] article in the *Now Support* Knowledge Base. • For information about the new features of *Vulnerability Response*, see Vulnerability Response release notes.	Yokohama
Workforce Optimization for ITSM	**Enhanced security to access *Workforce Optimization for ITSM*** When you upgrade to the *Yokohama* release, you have the option to turn on enhanced security for the *Workforce Optimization for ITSM* application. To get the enhanced security, you must contact *Now Support* to install the ITSM Enhanced Security Features plugin (com.snc.itsm.enhanced_security). After you install the plugin, you need the roles listed here to access the respective features.	Yokohama

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(continued)

Product	Release notes	Family

Features in *Workforce Optimization for ITSM*	Role required for each user
Skill review	• Skill review manager (sn_wfo_skillreview.manager) • Skill review user (sn_wfo_skillreview.user)
Work scheduler	• Work scheduler admin (sn_wfo_work_sched.admin) • Work scheduler manager (sn_wfo_work_sched.manager)

Upgrade planning checklist

Plan and track the activities related to your ServiceNow instance upgrade. To help ensure that you complete all the tasks for a successful upgrade, follow the step-by-step instructions in the upgrade planning checklist to track and plan the upgrade.

Some optional steps may not be appropriate depending on the number of instances, customizations, and so forth. Mark the ones you do not need in the **N/A** column.

Tip:
To download a PDF version of this checklist, click here.

The process for completing steps for self-hosted customers may vary (for example, requesting an instance clone or upgrades). These differences must be considered during planning.

Customer name:	
Product instance name:	https://[instancename].service-now.com
Other instance names	https://[instancename].service-now.com https://[instancename].service-now.com

	Description	Yes	No	N/A
Phase 1 - Read the release notes and plan your upgrade				

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	Description	Yes	No	N/A
1	Review the Washington DC release notes for the target ServiceNow feature release and patch, in addition to product and release documentation. For Washington DC -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.	❑	❑	❑
Phase 2 - Complete these planning tasks.				
2	Confirm which ServiceNow instances are in-scope for upgrade.			
3	Confirm the instance hosting model. For example, ServiceNow cloud, on-premise, or off-premise.	❑	❑	❑
4	Based on the Washington DC release notes and other release materials, determine new functionality or notable changes that need to be validated after the upgrade.	❑	❑	❑
5	Confirm plans to enable or disable features introduced in the new product release.	❑	❑	❑
6	Review the Browser support to determine browser prerequisites. For example, versions and types supported, and additional requirements for new UI versions. Compare these supported browsers to your corporate standard and identify any gaps.	❑	❑	❑
7	Create a project plan for cloning, upgrading, and testing.	❑	❑	❑
8	Identify the core team of testers, power users, and key stakeholders required to validate functionality in the ServiceNow instances before and after the upgrade.	❑	❑	❑
9	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter.	❑	❑	❑
10	Confirm which of the following situations applies to your ServiceNow non-production instances: **1.** Development and testing can be frozen until the production upgrade is completed. **2.** Continued development (and testing) activities need to continue in a non-production instance			

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	Description	Yes	No	N/A
	while upgrade, remediation, and testing activities are performed in parallel on another instance. **3.** Once the final upgrade to your production instance is complete, the cloning of your final production instance to your non-production instance will wait until after the production upgrade is complete.			
11	Confirm the availability of other systems required for integration testing (key resources and environments).	❑	❑	❑
12	Confirm whether there are any restrictions in which ServiceNow instances can be used for integration testing. For example, an interfacing system is only set up to access a specific ServiceNow test instance.	❑	❑	❑
13	Confirm the testing scope and approach.	❑	❑	❑
14	Create a comprehensive test plan including test cases for all core instance functionality and integrations.	❑	❑	❑
15	Confirm the method for tracking any defects identified during testing.	❑	❑	❑
16	Create a high-level implementation plan that covers: • the sequence and timing to upgrade non-production and production instances • the instances to be cloned • the instance to be used for integration testing.	❑	❑	❑
17	Confirm whether there are any change freeze windows impacting the timing for environment clones or upgrades. For example, end quarter. Responsible: ServiceNow or Customer	❑	❑	❑
18	Determine whether existing internal training materials, Knowledge Base articles in the customer instance, or other supporting documentation must be updated to align with the upgraded version. For example, changes in functionality or user interface.	❑	❑	❑

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	Description	Yes	No	N/A
19	**Optional:** Schedule the ServiceNow Configuration Review, which provides recommendations to align the customer configurations with ServiceNow best practices. **Note:** There may be a service charge and require professional services engagement.	❑	❑	❑
20	On your production instance, create a system clone and select your development instance as the **Target instance**. Notify impacted users and internal stakeholders of the scheduled date/time for cloning (from production) and upgrade of the non-production instance. **Note:** It is important to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data, and ensure that you have deselected the exclude options.	❑	❑	❑
Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support				
21	Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.	❑	❑	❑
22	Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
23	Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.	❑	❑	❑
24	Schedule the upgrade in Now Support.	❑	❑	❑
25	If applicable, request a version entitlement.	❑	❑	❑
Phase 4 - Upgrade and validate the development instance				
26	Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.	❑	❑	❑

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	Description	Yes	No	N/A
27	After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.	❑	❑	❑
28	Identify your update sets.	❑	❑	❑
29	Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.	❑	❑	❑
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance				
30	On your production instance, create a system clone and select your development instance as the **Target instance**.	❑	❑	❑
31	Schedule the non-production upgrade in Now Support and verify your upgrade configurations.	❑	❑	❑
32	Validate that the upgrade to your non-production instance is complete.	❑	❑	❑
33	Install any optional plugins that were installed on your development instance.	❑	❑	❑
34	Install any custom applications and post-upgrade fix scripts that you need.	❑	❑	❑
35	Install update sets.	❑	❑	❑
36	Perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 6 - Prepare to upgrade the production instance				
37	Confirm sign-off from IT and Business stakeholders that all non-production instance defects have been fixed and validated in update sets. Responsible: Customer	❑	❑	❑
38	Confirm the core team of key stakeholders required to validate functionality in the	❑	❑	❑

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	Description	Yes	No	N/A
	ServiceNow instance after the production upgrade. Responsible: Customer			
39	Confirm coverage for Day 1 support post-upgrade. Responsible: Customer	❑	❑	❑
40	Create a Production Upgrade Implementation Plan that includes all upgrade steps, roles and responsibilities, communication plans, key contacts, support coverage for Day 1, and so forth. Responsible: Customer	❑	❑	❑
41	Schedule a walkthrough and sign-off of the Implementation Plan with key stakeholders and the core team. Responsible: Customer	❑	❑	❑
42	Submit and obtain approvals for change records as required by the organization change process. Responsible: Customer	❑	❑	❑
43	Send a communication to key stakeholders and end users with details for the production upgrade outage, new features, and so forth. Responsible: Customer	❑	❑	❑
44	Profile the performance of your instance before upgrading.	❑	❑	❑
45	Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.	❑	❑	❑
46	On your clone, perform functional testing and monitor the performance of your instance.	❑	❑	❑
Phase 7 - Upgrade the production instance				
47	Schedule the upgrade in Now Support.	❑	❑	❑
48	If applicable, request a version entitlement.	❑	❑	❑
49	Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.	❑	❑	❑

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	Description	Yes	No	N/A
50	Apply any update sets and post-upgrade fix scripts that you have.	❑	❑	❑
51	Validate and test your instance by conducting user acceptance testing (UAT). Verify with all key stakeholders that the system is performing properly after production upgrade, and key functionality is available.	❑	❑	❑

Upgrade tools and resources

Learn about ServiceNow products and tools that can improve your upgrade experience.

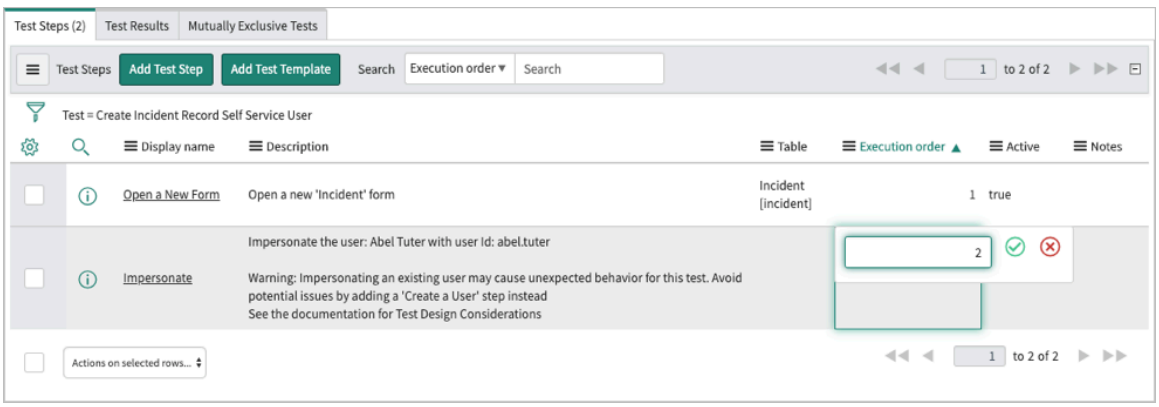
Products

Use these ServiceNow products to automate parts of your upgrade testing and manage your upgrades from one central place.

Automated Test Framework

The Automated Test Framework (ATF) enables you to create and run automated tests to confirm that your instance works after making a change. For example, after an upgrade, during application development, or when deploying instance configurations with update sets. Review failed test results to identify the changes that caused the failure and the changes that you should review.

Note:
By default, the system property to run automated tests is disabled to prevent you from accidentally running them on a production system. Run tests only on development, test, and other non-production instances to avoid data corruption and outage.

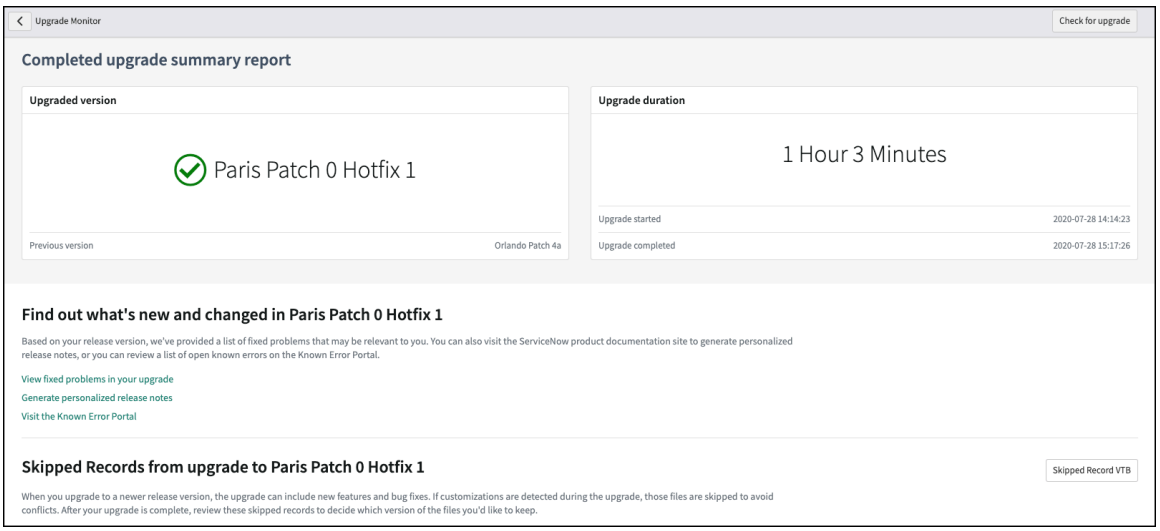


Upgrade Center

Use ServiceNow® Upgrade Center to plan and manage your upgrades. Use the Upgrade Preview module to explore different release versions available to you and gain insights about the experience of an upgrade without actually upgrading your instance. You can also monitor the status of any ongoing upgrade and view the summary of your latest upgrade with the new Upgrade Monitor module. The Upgrade Center also features an Upgrade visual task board (VTB) to manage post-

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upgrade skips. A separate Upgrade History module can be used to view all your past upgrades.



Upgrade tools

In addition to upgrade-related products, you can also use ServiceNow's upgrade tools.

Now Support upgrade assist

Stay current by automating your ServiceNow upgrades. Use an automated service to offload upgrade scheduling tasks.

Known Error portal

Review a list of known issues in selected patch release versions.

Sample upgrade project plans

The Upgrade planning checklist provides a quick look at the steps in an upgrade. If you'd like to track your upgrade progress in Excel, PDF, or Microsoft Project, you can download these sample project plans to get started.

- PDF
- Excel
- MPP

Best practices

Visit the ServiceNow Customer Success Center website for information on upgrade value and best practices.

Upgrade value calculator

Determine the potential business value of staying current with ServiceNow upgrades.

Playbook: Upgrade quickly and maintain platform health

Use upgrade processes and tools to conduct your upgrades, and learn how to make changes to your baseline system when required.

Balance value and risk with platform customizations

Learn when and how to customize your instance to maximize value and minimize upgrade impact.

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Balance value and risk with platform customizations.

Resources

ServiceNow Customer Success Center

Browse prescriptive content and tools such as playbooks, checklists, and quick answers to gain more value from your ServiceNow implementation.

Expert services

Connect with a ServiceNow expert who will help you apply best practices and tools to upgrade to the most recent ServiceNow innovations.

Upgrades and the ServiceNow Store

The ServiceNow Store includes official applications that are developed and released by ServiceNow. Users can download, access, and configure Washington DC apps on their instances. Store application versions can be upgraded when you upgrade your instance to a new release version.

New versions for a ServiceNow® Store app can be defined in patch and family releases. This includes the ability to define a minimum version and/or a hotfix for a version you already have installed. If your instance has an installed app version below the defined minimum version, the app will be upgraded to the minimum required version. Similarly, if your instance has an installed app below the defined hotfix version, your app will be upgraded to the hotfix version.

For example, consider an application that defines these versions in a release: 1.7.0, 2.4.1, and 3.0.1. In this example, version 1.7.0 is the minimum version. Versions 2.4.1 and 3.0.1 are hotfix versions.

When an instance upgrades to the release version, the following behavior occurs:

Minimum version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.0.0	1.7.0 - The version upgrades to the minimum version
1.3.2	1.7.0 - The version upgrades to the minimum version
1.7.0	1.7.0 - The version stays the same, because the instance was already on the minimum version
1.7.2	1.7.2 - The version stays the same, because the instance was already ahead of the minimum version

Hotfix version upgrades

Version installed before the upgrade	Expected version after the upgrade
1.8.0	1.8.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
2.0.0	2.4.1 - The version upgrades to the defined hotfix version

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Hotfix version upgrades (continued)

Version installed before the upgrade	Expected version after the upgrade
2.6.0	2.6.0 - The version stays the same, because the instance was already ahead of the defined hotfix version
3.0.0	3.0.1 - The version upgrades to the defined hotfix version
3.0.5	3.0.5 - The version stays the same, because the instance was already ahead of the defined hotfix version
4.0.0	4.0.0 - The version stays the same, because there are no hotfix versions defined for 4.0.0+.

Upgrade to the Washington DC release

Upgrading and patching your instance requires planning, testing, and validation. To ensure a safe and effective upgrade, read the release notes, create upgrade plans, and test your upgrade on non-production instances before upgrading your production instance.

Important:
These topics contain in-depth explanations about upgrades. For a step-by-step reference of upgrade steps, refer to the Upgrade planning checklist.



Phase 1 - Read the release notes and plan your upgrade

Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.



Phase 2 - Prepare for the development instance upgrade

For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.



Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support

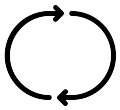
Check the configuration of the *`Check distribution for possible upgrade`* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *`Check distribution for possible upgrade`* scheduled job. Then, schedule your upgrade in Now Support.

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Phase 4 - Upgrade and validate the development instance

Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.



Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.



Phase 6 - Prepare to upgrade the production instance

After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.



Phase 7 - Upgrade the production instance

After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

Phase 1 - Read the release notes and plan your upgrade

Before you begin the upgrade process, it is essential to read the release notes for your target version so you understand the required upgrade and migration tasks. This information helps you plan a safe and effective upgrade.

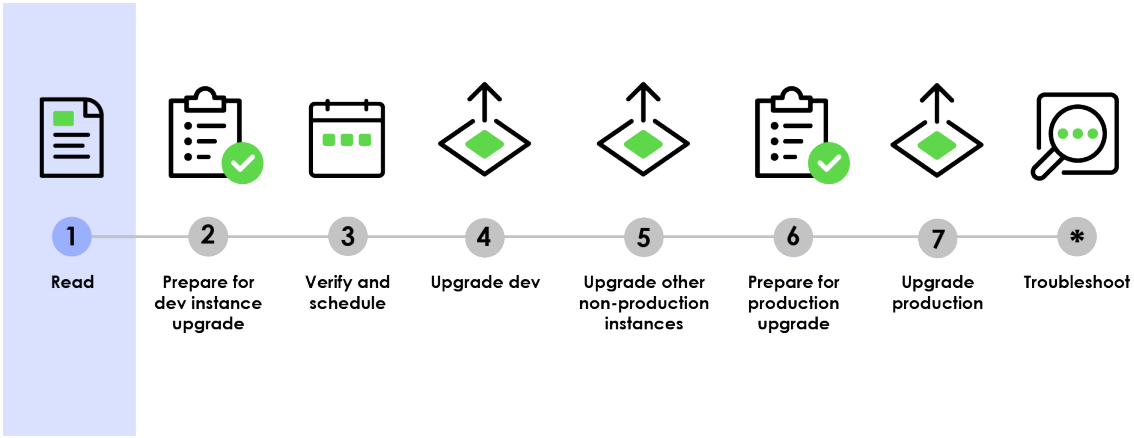
Before you begin

Important:
If multiple software versions are involved in your upgrade, be sure to consult the release notes for each version between your current version and the target version.

Role required: admin.

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About this task



Procedure

1. Read the release notes for your target version.
   Review upgrade and migration tasks that you will need to complete before or after your upgrade.

   - ServiceNow provides release notes for every release. The release notes offer valuable information about new functionality, notable changes, and fixes available in a particular version. Read the Washington DC release notes to determine whether the upgrade contains functionality you need and fixes that resolve any issues affecting your instance. The release notes can also help you determine whether items you previously customized are being upgraded.
   - For Washington DC -specific upgrade considerations, see Pre- and post-upgrade tasks for various products.
   - If you are thinking about upgrading to the Washington DC family, problem (PRB) fixes can be an important factor in your upgrade plans. You can generate a list of . Compare the lists of fixed problems across various Washington DC upgrade scenarios to help you decide which release version to upgrade to.

2. Complete the preparation and planning tasks in Phase 2 of the Upgrade planning checklist.

   The checklist contains a list of planning tasks that guide you through various aspects of upgrade preparation. You are guided through tasks such as scoping, gathering stakeholders, identifying features to disable and enable, and creating test plans to use throughout the upgrade. Follow these steps to ensure that all aspects of your organization are ready for the upgrade.

3. To better prepare for the upgrade, evaluate the level of customizations on your instances.

   For information on customization best practice guidelines, visit the Customer Success Center website.

Complexity score	Customization examples
Low	○ Modification to form layout/design ○ Add fields and/or UI policies to forms ○ Build simple custom integration ○ Extend an existing table (such as incident) in scope with new fields only

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Complexity score	Customization examples
Low-medium	○ Extend an existing table (such as incident) in scope with some scripting ○ Extend an existing table (such as incident) as the basis for a different application, such as HR
Medium	Build a new scoped application
Medium-high	Build a new global application
High	○ Change baseline business rules (such as modifying the SLA process) ○ Build a complex custom integration

4. Create a comprehensive test plan that includes test cases for all core instance functionality and integrations, including any customizations you may have.

   To efficiently test and evaluate system functionality, create a set of detailed test scripts for your testing team to use. You will use this test plan throughout each instance upgrade.

Instance	Type of testing required
Development	Conduct smoke tests.
Test	○ Use the ServiceNow Automated Test Framework to assist you in testing your non-production instances. ○ You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. ○ For extra testing coverage, you can also conduct user acceptance testing (UAT) on your non-production instances.
Production	Conduct UAT. **Note:** The Automated Test Framework is intended for use on non-production instances. On your production instance, conduct UAT only.

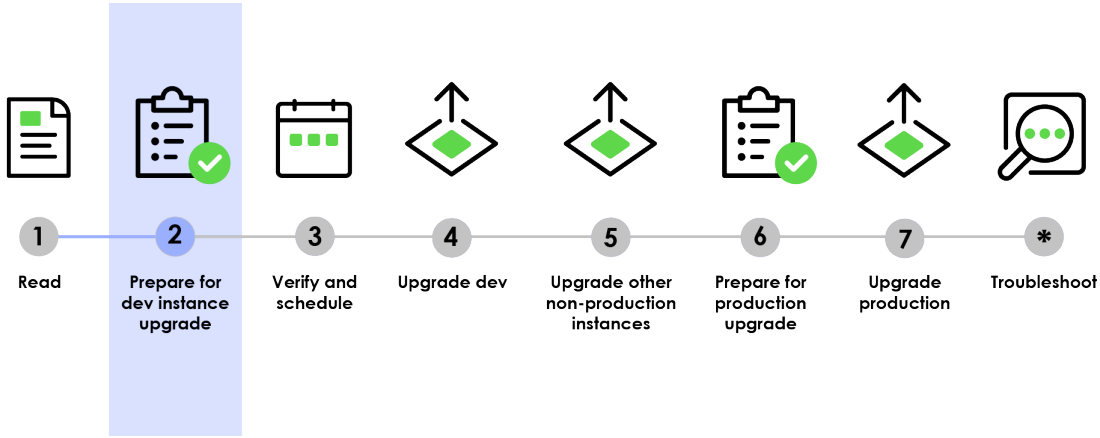
Phase 2 - Prepare for the development instance upgrade

For a better understanding of your production upgrade duration, request a full clone of your production instance (including large tables and attachments) onto a non-production instance. Confirm your current and target release versions, because you will later use this information when scheduling your upgrade in Now Support.

Before you begin
Role required: admin.

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About this task



Procedure

1. On your production instance, create a system clone and select your development instance as the **Target instance**.

   The clone provides you with an exact copy of production. Performing an upgrade on your clone allows you to simulate an upgrade on your production configuration in a non-production environment. Refer to System clone for details.

   Important:

   For effective upgrade testing, use this clone to test on a system that reflects the production instance as closely as possible. If your non-production and production instances are the same size, include the production audit log and the attachment data on your production clone. To ensure that all production data is included with the clone, make sure that you clear all the **Exclude** check boxes on the Request Clone form. On your non-production instance, replicate typical user behaviors that occur on your production instance to enhance an estimate of your upgrade duration.

2. Set expectations for performance during upgrades.

   During an upgrade, your performance may be impacted because your nodes initiate the distribution upgrade. All nodes are restarted during an upgrade, but your multi-node instances are available during an upgrade because ServiceNow instances operate on a multi-node system. This multi-node system staggers node distribution upgrades, ensuring that there is at least one active pair of nodes for multi-node instances during an upgrade.

   To help you set accurate expectations for performance during upgrades, be aware of the differences between the nodes on your non-production and production instances. Instances with one node experience a short period of downtime during the upgrade, but multi-node instances do not have UI downtime. For details on your nodes and their status, see the Upgrade Progress screen.

Phase 3 - Verify your upgrade configurations and schedule the development instance upgrade in Now Support

Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs. Review information about timing your upgrade in coordination with the *Check distribution for possible upgrade* scheduled job. Then, schedule your upgrade in Now Support.

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Before you begin

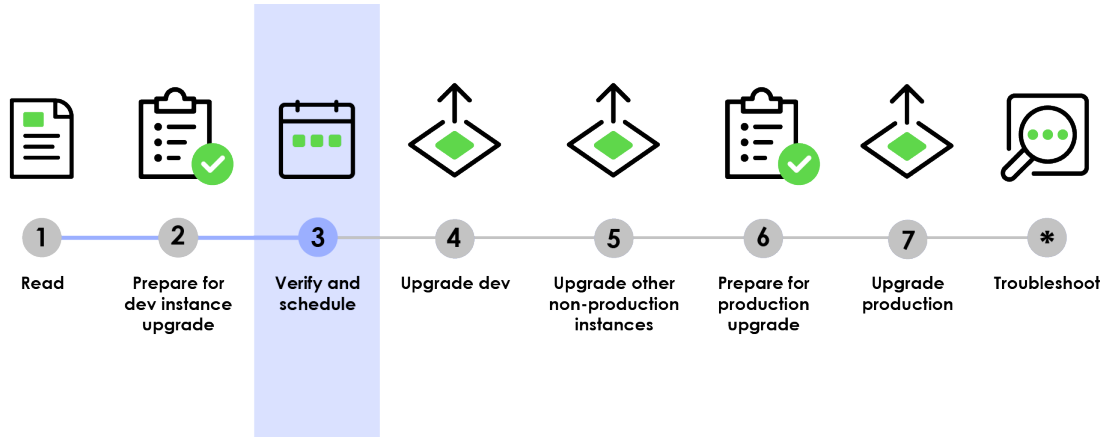
Role required: admin.

You must check the configuration of the **Check distribution for possible upgrade** and **Check database for possible upgrade** sys_triggers, which are essential to making sure your instance upgrades to the correct target version.

Note:
Starting in the Paris release, 'Upgrade' job has been renamed to 'Check distribution for possible upgrade'. In addition, the 'Check Upgrade Script' job has been renamed to 'Check database for possible upgrade'.

sys_trigger	Function
Check distribution for possible upgrade	• Queries Now Support to ask whether an upgrade is going to happen in a given time interval, which is determined by the configuration for the *Check distribution for possible upgrade* scheduled job. • Asks whether the instance should be running a different version. If so, the distribution for that version is downloaded, and your instance upgrades to the target version.
Check database for possible upgrade	• Runs after the distribution has been upgraded. • Performs the database upgrade.

About this task



Important:
Your upgrades are orchestrated out of your instance, not Now Support.

Now Support keeps records of what version you should be running, and your instance periodically queries Now Support to check its assigned version. When you designate a time for your upgrade, your instance begins the upgrade at that time. For example:

Action	Result
You schedule an upgrade to Washington DC Patch 8 to take place on June 10 at 3:00pm.	Now Support changes its records to reflect that you should be on Washington DC Patch 8 on June 10 at 3:00pm.

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Action	Result
Now Support waits to get pinged by your instance after the scheduled time on June 10.	Your instance continues to operate on its current release version, and it periodically pings Now Support.
After the scheduled time on June 10, Now Support receives a ping from your instance.	Now Support tells your instance that it should be on Washington DC Patch 8.
Your instance receives a Now Support notification that it should be running a different version.	Your instance starts the upgrade.

How to schedule and manage instance upgrades on Now Support

You can browse the Now Support service catalog to request and self-service tasks such as scheduling an upgrade.

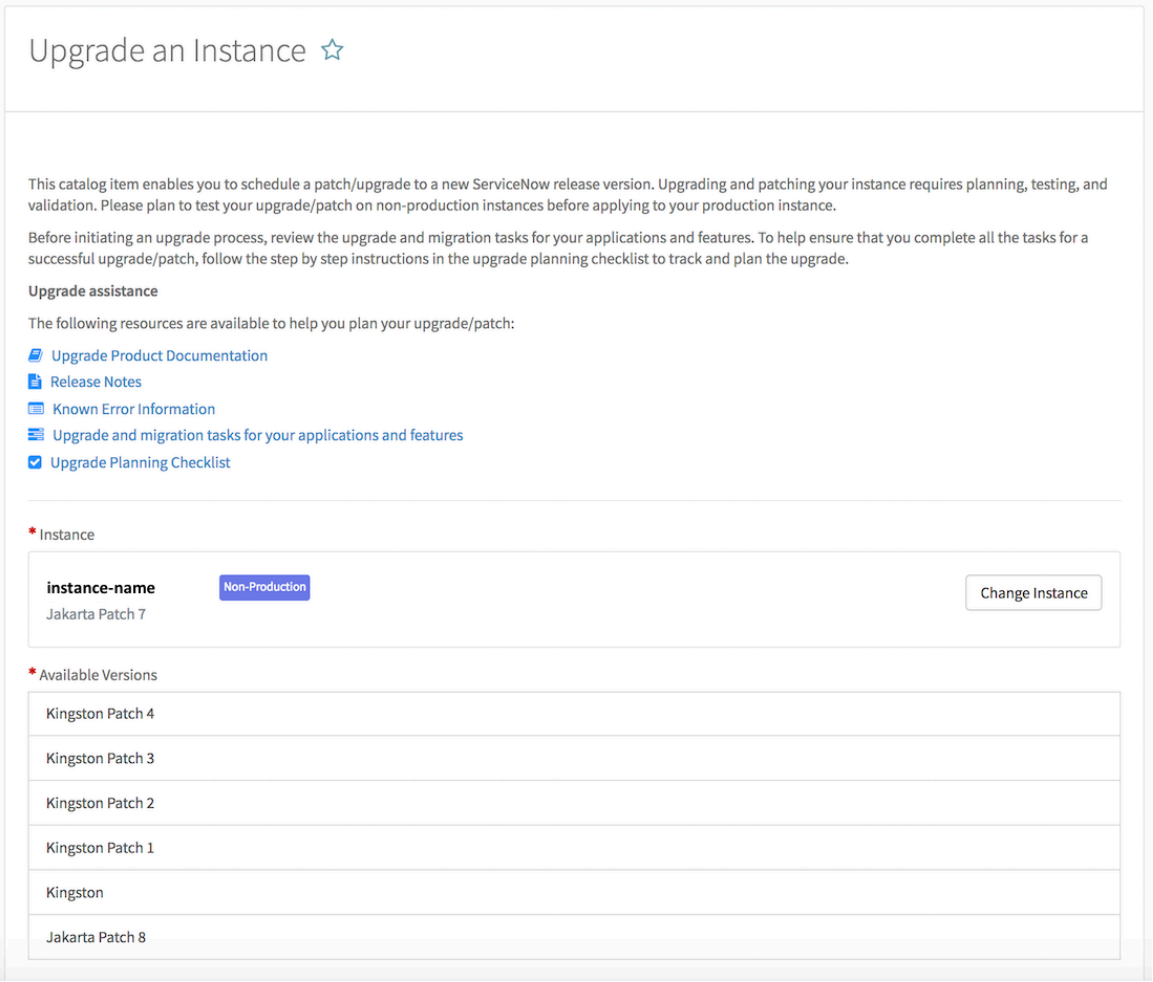
Request plugins and self-service tasks using service catalog on Now Support

Procedure

1. Check the configuration of the *Check distribution for possible upgrade* scheduled job to view how often and when it runs.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. In the list, find the *Check distribution for possible upgrade* scheduled job.
   c. View the **Next action** column to determine when the job next runs.
2. Verify that the **Check distribution for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check distribution for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Interval**.
   d. Make sure that the **System ID** is set to **None**.
3. Verify that the **Check database for possible upgrade** sys_trigger is set properly for upgrading.
   a. Navigate to **System Scheduler** > **Scheduled Jobs** > **Scheduled Jobs**.
   b. Find and click the *Check database for possible upgrade* scheduled job.
   c. Make sure that the **Trigger type** is set to **Run at System Startup**.
4. Schedule the upgrade in Now Support.
   a. Log in to Now Support.
   b. Click **Instances** in the left navigation menu.
   c. Select **Manage Instances**.
   d. Partners only: From the user menu, use the **Switch Company** feature to select a company.
   e. Select the instance that you want to upgrade or patch.
   f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

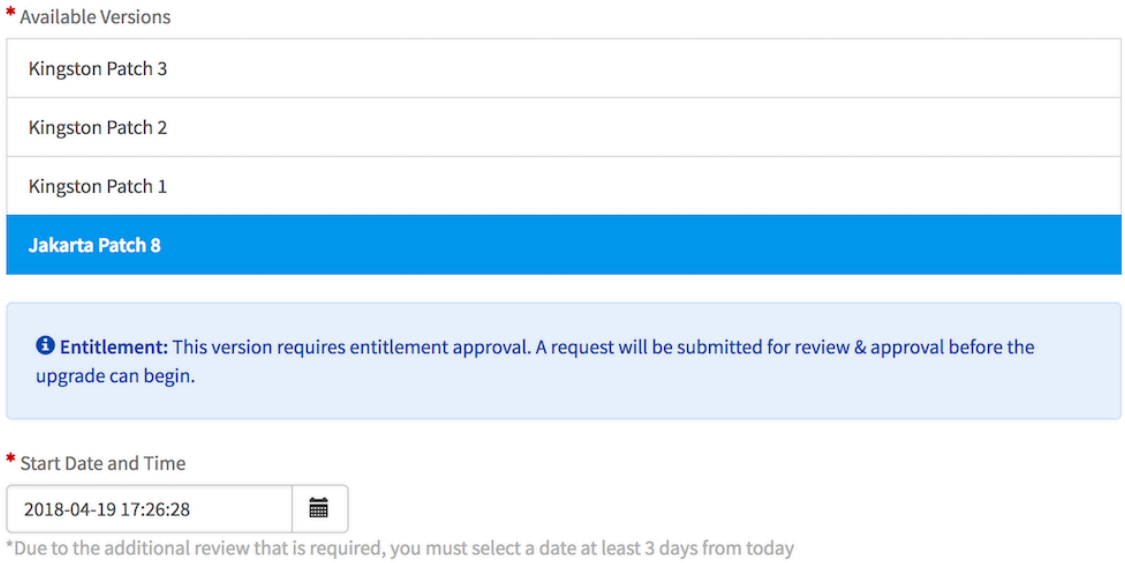
> **Note:**
> Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

5. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:**
> Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

Phase 4 - Upgrade and validate the development instance

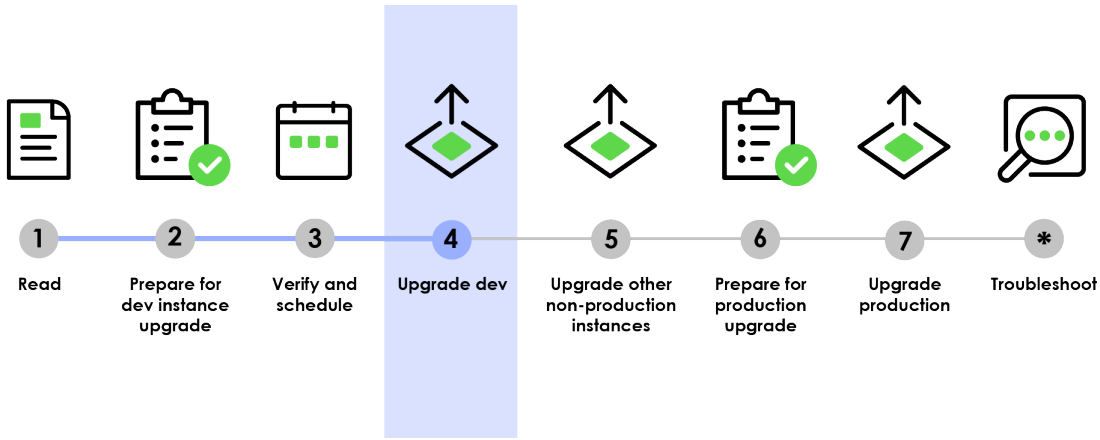
Track the progress of your upgrades with the Upgrade Monitor. For your first non-production instance upgrade (your development instance), use the Upgrade Monitor to process the skipped list of records that were not addressed in the upgrade. Then identify your update sets and perform functional testing.

Before you begin

Role required: admin.

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About this task



The Upgrade Monitor helps you upgrade an individual instance. You can monitor the progress of an upgrade and resolve conflicts between the upgrade and customizations.

Procedure

1. Using the Upgrade Monitor, monitor the upgrade to your instance and validate that the upgrade to your development instance is complete.
2. After the upgrade for your development instance is complete, process the skipped records list in the Upgrade Monitor.

   As you are processing the skipped list, you may merge and revert records, resolve conflicts for an individual record, and make additional customizations. These changes go into the latest version, which goes into your current update set.

3. Identify your update sets.

   You need these update sets for your subsequent non-production instances. If there are issues that must be addressed after the upgrade, make the appropriate changes and they will go into your current update set. Collect the update sets that:

   - Were created while reviewing the skipped updates list.
   - Were created while changing customizations to work with the latest release.
   - Must go live immediately after your next upgrade.

   Gathering these update sets before your upgrade expedites the process of exporting, importing, and committing them onto your other instances. After the correct update sets are identified, follow the standard process for moving and applying those update sets. Refer to System update sets for details.

4. Before and after upgrading, conduct smoke tests on your development instance. Use your comprehensive test plan to perform functional testing.

   After upgrading, track any defects or deviations from the pre-upgrade testing results. Defect tracking can help identify root causes and create fixes. When a fix is identified, capture the fix in a single update set. The resulting update sets hold the cumulative fixes that should be applied to the production instance.

   To help automate your testing and validation on non-production instances, use the Automated Test Framework. You can use Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests.

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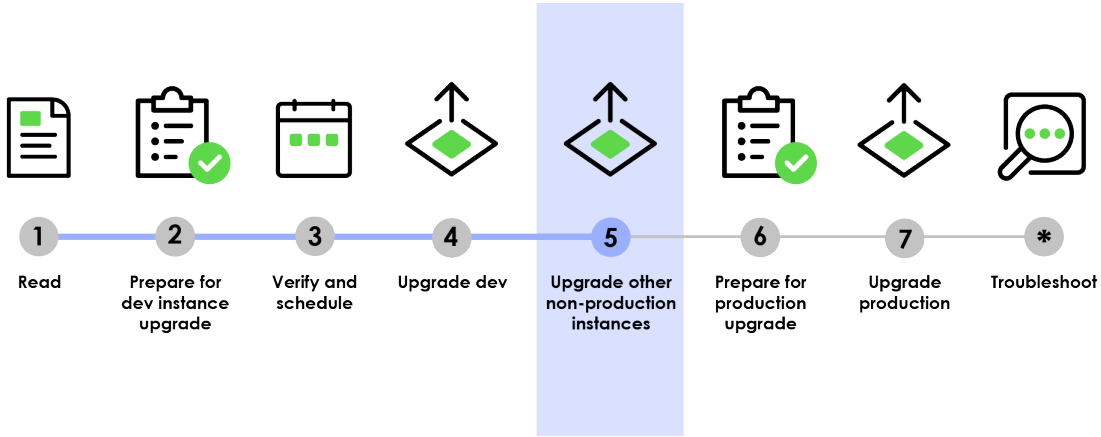
Phase 5 - If applicable: Upgrade and validate your other non-production instances, such as your test instance

After you've configured and refined your development instance, request to upgrade any other non-production instances you have, such as a test instance. Immediately after the upgrade is complete, apply the post-upgrade changes made to your development instance, including activating optional plugins, installing and upgrading applications, and applying update sets.

Before you begin

Role required: admin.

About this task



This instance naming convention assumes that you have three ServiceNow instances. If you have three instances, upgrade your instances in this order:

1. Development
2. Test
3. Production

If you have more or less than three instances, or if you are using Team Development, these instance labels will be different. In general, upgrade your instances furthest from production towards your production instance.

After you have applied your development update sets to your test instance, perform the following tasks on your test instance (and other non-production instances, if applicable).

Procedure

1. Create a system clone down from your production instance.
2. Schedule the non-production upgrade in Now Support and verify your upgrade configurations.
3. Validate that the upgrade to your non-production instance is complete.
4. Install any optional plugins that were installed on your development instance.
5. Install any custom applications and post-upgrade fix scripts that you need.
6. Install update sets.
   Use these update sets to move your initial changes into your subsequent non-production instances.
7. Perform functional testing and monitor the performance of your instance.
   Reproduce the typical user activities that occur on your production instance. The Automated Test Framework can greatly assist you in testing your non-production instances. You can use

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Automated Test Framework quick start tests and product testing suites to help you jump start your testing before and after upgrades. For a list of available tests and activation information, see Quick start tests. For extra testing coverage, you can also conduct user acceptance testing (UAT).

Phase 6 - Prepare to upgrade the production instance

After you have configured and refined your test environment to be a good representation of your production environment, prepare to upgrade your production instance.

Before you begin

Role required: admin.

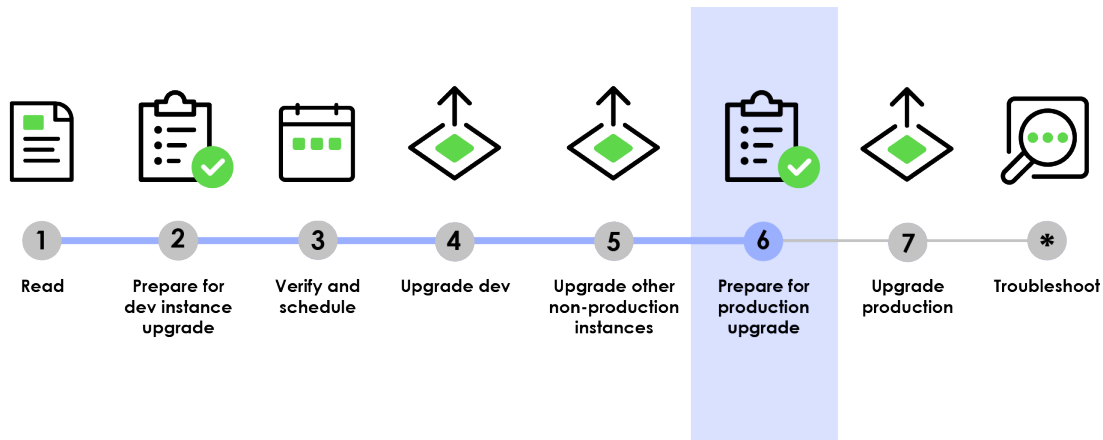
To ensure that all stakeholders in your company are prepared for the final production upgrade, complete the administrative planning tasks in Phase 6 of the Upgrade planning checklist. When upgrading a production instance:

- Obtain confirmation from IT and management that all non-production instance defects have been fixed, validated, and included in an update set.
- Use the change management process established by your organization to track the upgrade.
- Communicate effectively with your user community regarding changes, new features, and process updates resulting from the upgrade.
- Negotiate a suitable upgrade time for all users of the ServiceNow system.

  For example, schedule the upgrade after hours, to minimize impact to your users. Remember to schedule the upgrade to occur 15–20 minutes before the *Upgrade* scheduled job interval.

- Allow time in your change window to run all test cases and validate that all integrations, key business functionality, and system performance are acceptable. Add a time buffer for responding to errors without breaching the change window.

About this task



Procedure

1. Profile the performance of your instance before upgrading.

   Pre-upgrade instance validation can provide a reliable benchmark of the current operating environment and alert you to any issues that may appear after the upgrade. For example, it sometimes appears that specific functionality is broken by an upgrade. Analysis might show that the functionality did not work properly in the production instance, even before the upgrade.

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Before performing the upgrade, analyze the current operating environment. Specifically, review:

- Key functionality
- Integrations
- Instance performance

2. Use the ServiceNow Performance homepage to document the performance of your instance before the upgrade.

   You will later compare and contrast this information during your post-upgrade validation and testing. Benchmarks will be different for each of your instances.

   To access the ServiceNow Performance homepage:

   a. Log in to your instance.

   b. From the list in the top left of the instance homepage, select **ServiceNow Performance**.



3. On your clone, perform functional testing and monitor the performance of your instance. Replicate typical user behaviors that occur on your production instance. Assign a consistent core team of power users and key stakeholders to validate important functionality in the ServiceNow instance before and after upgrades.

Phase 7 - Upgrade the production instance

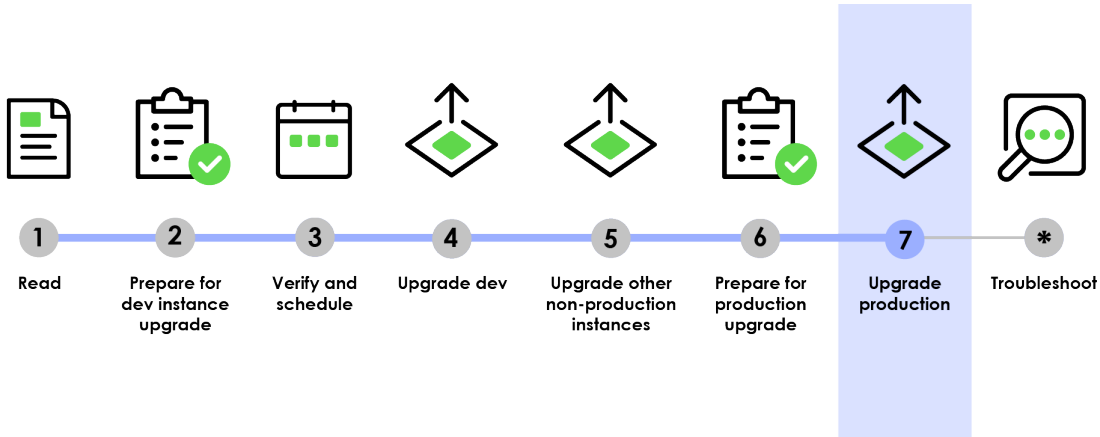
After you have upgraded your development, non-production, and test instances, upgrade your production instance last. Then validate that the upgrade was complete, apply update sets and fix scripts, and perform post-upgrade user acceptance testing (UAT).

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Before you begin

Role required: admin.

About this task



Procedure

1. Schedule the upgrade in Now Support.

a. Log in to Now Support.

b. Click **Instances** in the left navigation menu.

c. Select **Manage Instances**.

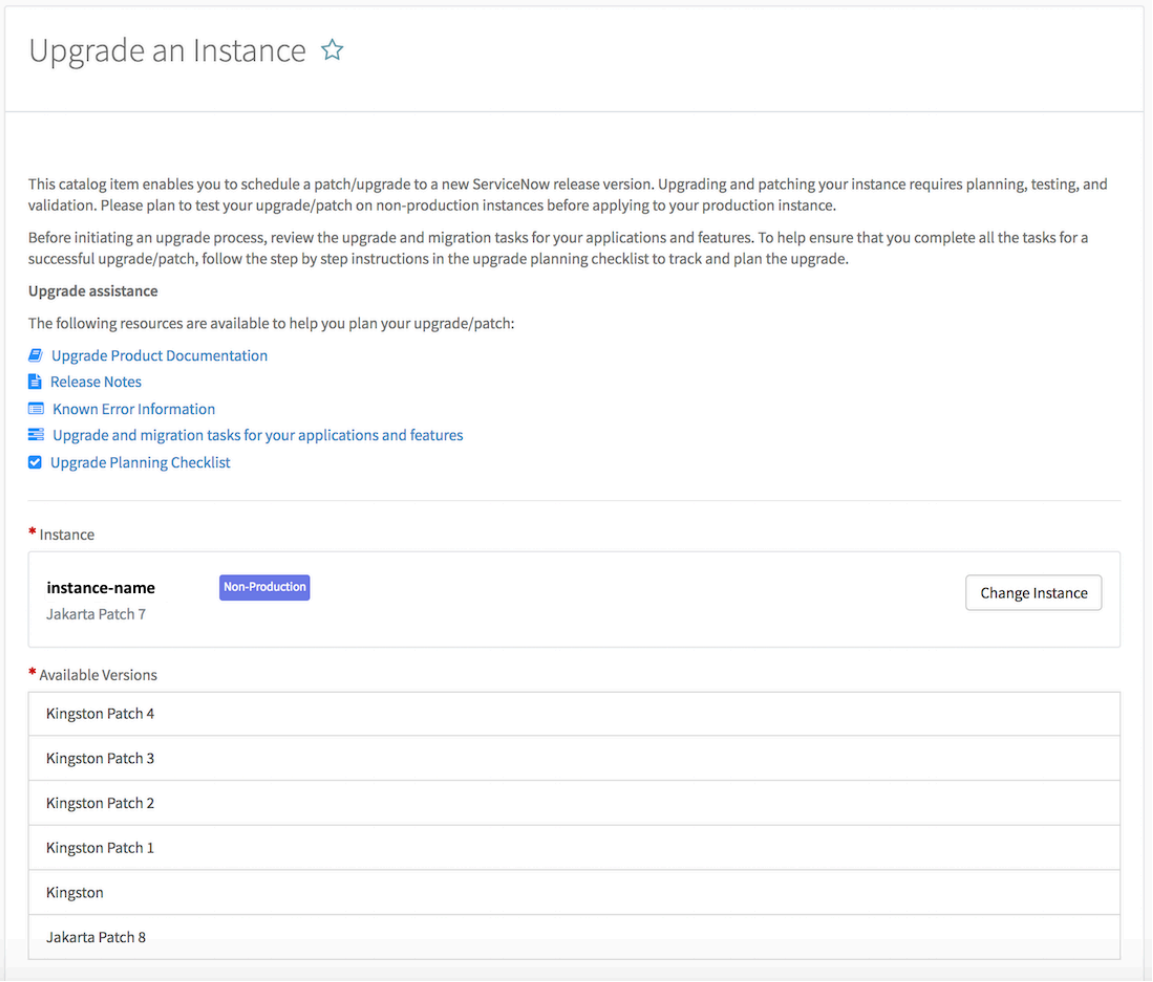
d. Partners only: From the user menu, use the **Switch Company** feature to select a company.

e. Select the instance that you want to upgrade or patch.

f. In the **Actions** menu, click **Upgrade Instance**.

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The **Upgrade an Instance** Service Catalog item opens up. It is prepopulated with the instance name and available versions to which you can upgrade or patch the instance.



g. To specify a date and time for the upgrade or patch, click the calendar icon next to the **Start Date and Time** field.

h. Click the clock icon to select the time for the upgrade or patch.

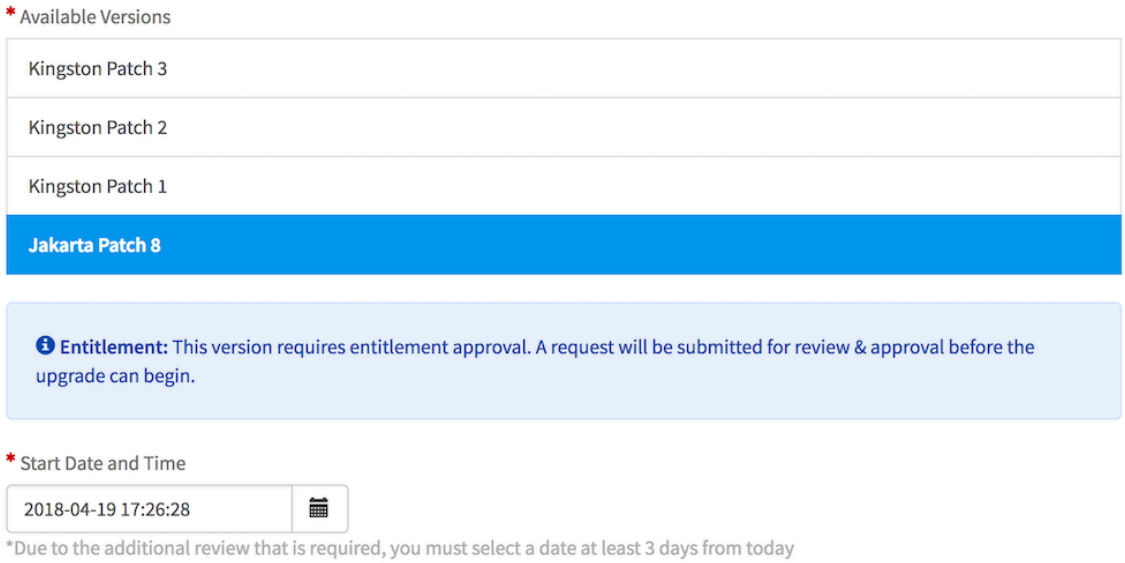
> **Note:**
> Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

i. Click **Submit**.
A confirmation message appears. If you do not need an entitlement, a change request is created.

2. If applicable, request a version entitlement.

a. In the **Actions** column, click **Schedule**.
If the version does require an entitlement, this screen appears:

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b. Click the calendar icon and specify a date and time at least three days in the future.

ServiceNow entitlement managers respond to your entitlement request within three days.

> **Note:**
> Setting the time for an upgrade or patch is important. Set the upgrade or patch to start 10–15 minutes before the *`Check distribution for possible upgrade`* scheduled job runs. This setting allows enough time for the upgrade or patch request to update Now Support 's records about which release version your instance should be on before the *`Check distribution for possible upgrade`* scheduled job runs.

c. Click **Schedule**.
A confirmation message appears. If you need an entitlement, the entitlement request number is included. Click the entitlement request number to view the request.

d. If you have any questions about your entitlement, comment on your entitlement request after you have submitted it.

3. Monitor the upgrade to your instance and validate that the upgrade to your production instance is complete.
There are several methods of verifying that your upgrade is complete:
   - Navigate to the **System Diagnostics** > **Upgrade Monitor**.
   - Navigate to **System Diagnostics** > **Upgrade Log** and locate the `Notifying HI that upgrade has been completed` message.
   - Navigate to **System Definition** > **System Upgrades**. Information about all system upgrades is listed.
   - Navigate to **System Diagnostics** > **Upgrade History** and search for the most recent upgrade.
4. Apply any update sets and post-upgrade fix scripts that you have.
5. Validate and test your instance by conducting user acceptance testing (UAT).
Performance and operating information is available in the system logs, which offer an excellent source of information for evaluating the inner workings of a ServiceNow instance. Use this

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information to help resolve as many errors as possible. To access the log data, navigate to **System Logs** > **System Log** > **Errors**.

Note:
Not all errors in the error log are results of your upgrade. Error messages are often present in pre-upgrade instances, and many of these messages do not affect users or performance.

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