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Neurons for ITSM-Release Notes

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1. Introduction

Welcome to Ivanti Enterprise Service Management Release Notes. This document provides information about the new features, enhancements, changes, and bug fixes introduced in the latest version of ITSM, ITAM, Neurons iPaaS, and Enterprise Workflow Management.

Announcements

What's New

Fixed Issues

Known Issues

2. Beta Access Process

To access the Beta features within your staging environment, activate these features using one of these two methods:

1. **Global Constant:** Change the required Global Constant value to True to activate the feature. Refresh the application once this change has been saved to ensure the feature is active and visible in the UI. In some cases there is specific configuration exposed which enables the functionality. Refer to the documentation for the steps to enable the configuration.
2. **Configuration or Feature Flag Change**: This requires a service request to be raised for your staging environment to activate the feature.

   a. Create a service request to add the feature to your staging environment.

   b. Provide the name of the feature to be activated in the support request for your staging environment.

> Beta features are only available within the Staging and UAT environments.

3. Announcements

Critical updates including deprecated features and end-of-life notices for each release is listed here.

Release 2026.3

Ticket Classification is now Auto Triage

The Ticket Classification feature has been renamed to Auto Triage and enhanced with new capabilities. As part of this enhancement, you must retrain your models. Models previously trained for Ticket Classification are not compatible with Auto Triage and will no longer function after the upgrade. This release also introduces changes to the Auto Triage configuration interface. For more information, refer to **Auto Triage**.

Release 2026.2

Azure AD Employee Connector replaced by Entra ID Employee Import Connector

The Azure AD Employee Connector using ITSM Webscript-based import, is now deprecated and no longer works in the current release. To ensure continued operation, migrate your existing integration to the Entra ID Import connector available in **Configuration console** > **LDAP Integration** > **Entra ID**.

Desktop and Server Management Integration

Starting with this release, Desktop and Server Management integration with ITSM has reached end of life and the support for this integration is no longer provided.

SAP and ITSM integration

SAP and ITSM integration will reach end of life on December, 31 2026.

SAP Customers who require incident management are recommended to use Ivanti Neurons iPaaS, which provides a library of connectors and prebuilt recipes.

Release 2026.1

Azure AD Employee Connector using ITSM Webscript-based import

The Azure AD Employee Connector using ITSM Webscript-based import is now deprecated. After the 2026.2 release, it is no longer supported. To ensure continuous operation, you are required to migrate your existing integration to the new Entra ID import connector in the ITSM Configuration console > **LDAP Integration** > **Entra ID**.

Data Import Connections

As announced in 2025.4 release, the following capabilities in the **Setting Up a Data Import Connection** feature are disabled:

- File on Shared Folder
- FTP Connection Type

Release 2025.4

Unified app-based registration

The integration between ITSM/ITAM Cloud and the Neurons Platform will be upgraded to support OAuth 2.0 authentication.

With this, the existing authentication method will be deprecated from 2025.4, with extended support available until the 2026.1 ITSM Cloud release. To maintain your integration, a one-time app registration is required in the Neurons Platform Integration configuration in the ITSM Configuration console. For more information on how to perform app registration, refer to the **Neurons Platform Integration**.

Data Import Connections

Starting from ITSM 2026.1 release, the following capabilities in the **Setting Up a Data Import Connection** feature will be disabled:

- File on Shared Folder
- FTP Connection Type

Release 2025.3

Ivanti Heat Discovery - end of life

Ivanti HEAT Discovery reached end of life on June 30, 2024. Starting with the 2026.1 release, all references to Ivanti HEAT Discovery will be removed from the Configuration console.

Release 2025.2

Deprecation of Neurons UEM-based Implementation of Incident Classification

With the introduction of the new, streamlined backend implementation for Incident Classification, Ivanti plans to deprecate the existing approach (leveraging Neurons UEM AI workbench) within the next 12 months. Customers currently using the Incident Classification capability should update their configuration to use the new algorithm.

Deprecated Quick Actions

The following Quick Actions are now deprecated:

- License Manager
- Send Mobile Notification
- Unlink Software Product
- Unlink Software Inventory
- Recognition Rule

If any of your action(s) includes the above noted deprecated action(s), you will either be warned about limited editing functionality (Classic Action Designer), or these actions will not be visible (Graphical Action Designer).

4. What's New

- Release 2026
- Release 2025

4.1. Whats New - 2026

Click on a version to view the new features, enhancements, and other updates in that release.

Version 2026.3

Version 2026.2

Version 2026.1

4.1.1. What's New Enterprise Service Management - 2026.3

This topic details all the new features and enhancements of products - ITSM, Line of Business (LoB), and ITAM, in release version 2026.3.

Legend: 💡 - Feature or enhancement that is a delivered idea. To view the idea, click the idea number.

What’s New in Ivanti Neurons for ITSM 2026.3 (SaaS and On-Prem)

AI Features

Agent Analytics

Platform: Cloud

Agentic AI now provides analytics for individual agents, allowing administrators to monitor agent-specific interactions, completion rates, live agent transfers, and other performance metrics.

For more information, refer to **Knowledge base agent**, **Incident creation agent**, **Service request agent**, and **Q&A agent**.

Language Translation

Platform: Cloud

Agentic AI now supports the following languages and responds in the same language as the user's query. For the best translation experience, we recommend using a single language consistently during a conversation because the detected language is cached by the system. Switching between languages might result in incomplete translations.

- Arabic
- Chinese (Simplified)
- Dutch
- English
- French
- German
- Italian
- Japanese
- Polish
- Portuguese
- Spanish

> To clear the cache, administrators can go to **Settings** > **Cache Management** and click **Reset Teamsbot Objects**.

Ticket Classification is now Auto Triage

Platform: Cloud

The Ticket Classification feature has been renamed to **Auto Triage** and enhanced with new capabilities, including multilingual predictions, configurable confidence thresholds, improved model training and deployment, and support for automatic population of Category, Subcategory, Service, and Owner Team fields.

Refer **Announcements** for more information.

For more information, refer to **Auto Triage**.

SharePoint support for the Knowledge Base Agent

Platform: Cloud

The Knowledge base agent now supports SharePoint as an external knowledge source, allowing administrators to connect SharePoint sites and use their content for knowledge searches and AI-generated responses.

For more information, refer to **Add SharePoint sources**.

AI Search enhancements

Platform: Cloud

AI Search now supports additional natural language query patterns, including advanced field and value recognition, implicit filters, enhanced date-based filtering, and support for more incident query scenarios, enabling more intuitive and accurate record searches.

For more information, refer to **AI Search**.

Self Service portal V3 enhancements

Select Multiple Values in Request Offering Dropdown Fields 💡 Idea - 866

Request Offering dropdown fields now support multi-selection. Users can select one, multiple, or all values using checkboxes within a single dropdown, simplifying form design and reducing the need for multiple related fields.

For more information, refer to **To Create a Request Offering**.

Redesigned Navigation and Header in Self Service UI V3

Self Service UI V3 introduces a persistent side navigation panel and a redesigned header. The logo remains visible at all times, with alignment managed automatically for a consistent layout. The role selector is now right-aligned, improving role visibility and accessibility.

For more information, refer to **Workspace**.

Run Neurons Bot Quick Actions Against Device, Person, or Universal Target

Platform: Cloud and On-premises

In earlier releases, a Neurons Bot could be run only against a device, and only from a business object that had a relationship to a CI record. You can now run a Neurons Bot Quick Action against a device, a person, or no specific target.

When you configure a Neurons Bot Quick Action in the Graphical Action Designer, you select a target type Device, Person, or Universal on the Neurons Bot block. The target type determines what the bot runs against, and the list of available bots is filtered to match. A Universal Quick Action has no requirements and can be run from any business object.

This release also adds the Employee business object to the list of objects supported out of the box and lets you add the Neurons Bot Invocations panel to any business object.

Neurons Bot Invocations workspace: A new workspace provides a single place to see every Neurons Bot invocation for the tenant. It lists invocations from every business object and every target type and shows the target type and the source business object of each invocation. To open it, select MORE, and then, under My Workspace, select Neurons Bot Invocations.

For more information, see **Neurons Bot Quick Action**, **Invoking a Neurons Bot** and **Neurons Bots Integration for ITSM**.

Apply Global Filters Across All Widgets in Dashboard V2 💡 Idea - 3069

Platform: Cloud and On-premises

Global Filters now apply to Tiles, Tree Parts, and Special Parts within Dashboard V2. Please note that Widgets that rely on URL, template, or web service data sources are excluded from Global Filter functionality and do not respond to filter selections.

For more information, refer to **Dashboard V2**.

Calendar V2 Enabled by Default with Responsive Design

Platform: Cloud and On-premises

Calendar V2 is enabled by default and automatically assigned to all roles for new customers. The Calendar V2 workspace provides the same core functionality as the legacy Calendar workspace while introducing a responsive design that delivers an optimized experience across desktop, tablet, and mobile devices.
Administrators can continue to configure Calendar V2 for specific roles by selecting the calendar, saved search, and default view (Day, Week, or Month) displayed in the workspace.

For more information, refer to **Creating a Calendar**, **Configuring Calendars for Roles** and **Using the Change Calendar**.

Create and Edit Saved Searches from Dashboard Widgets 💡 Idea - 2688

Platform: Cloud and On-premises

Users can create and edit saved searches directly from dashboard widgets when the Enable Nova global constant is enabled. This enhancement makes UI V3 saved filters available within the dashboard experience, allowing users to manage search criteria without leaving the current context.
Users can edit an existing saved search by modifying its filter conditions or create a new saved search based on the configured dashboard criteria.

For more information, refer to **Dashboard V2**.

Create and Manage Assessments for Controls, Risks, and Audits

Platform: Cloud and On-premises

Users can create and manage assessments for Controls, Risks, and Audits records within the GRC line of business. This enhancement helps organizations evaluate governance, risk, and compliance activities more effectively by associating assessments with key GRC records.

Audit Findings Workspace - The new Audit Findings workspace provides a centralized view of audit findings and their related evidence records. Access to the workspace is governed by GRC role-based permissions, helping organizations enforce appropriate segregation of duties while maintaining the integrity of audit data. GRC Managers can manage audit findings throughout their lifecycle, while GRC Analysts have read-only access for review and analysis.

For more information, refer to **Create or Edit a Vendor**, **Create or Edit an Assessment**, **Create or Edit a Control**, **Ivanti Neurons for GRC Dashboards**, **Create or Edit a Risk**, **How Ivanti Neurons for GRC Works**, **Create or Edit an Audit**, **View an Audit Finding**.

Configure a Risk Score Matrix in the GRC Score Matrix Config Workspace

Platform: Cloud and On-premises

Administrators can use the GRC Score Matrix Config workspace to create a Risk Score Matrix that reflects their organization's risk assessment approach. The workspace allows administrators to define impact and likelihood scales, assign risk score values, and customize matrix colors and visual indicators. After the configuration is activated, the generated Risk Score Matrix is displayed in GRC Risk records, providing a visual reference for assessing and interpreting risk scores according to organizational risk management requirements.

For more information, refer to **Configure the Risk Score Matrix**, **Create or Edit a Risk**.

Microsoft Entra ID Authentication for Surveys Embedded in Outlook

Platform: Cloud and On-premises

The Embed Survey in an Email feature for Outlook now supports Microsoft Entra ID (Azure AD) token-based authentication. This update aligns with Microsoft's requirements for Actionable Messages and replaces the legacy authentication mechanism previously used for embedded surveys.
With this enhancement, surveys embedded in Outlook emails continue to function with Microsoft's modern authentication model, helping ensure a seamless survey experience and ongoing compatibility with Outlook Actionable Messages.

For more information, refer to **Embedding Survey in an Email**.

Increased Maximum Web Script Statement Limit 💡 Idea - 2653

Platform: On-premises

The maximum configurable web script statement limit has been increased to **250,000** in on-premises environments.

Note: The default limit remains **100,000** as does the maximum limit in the cloud.

For more information, refer to **Working with Web Service Script Integration**, **Working with Incoming Web Service Connections**.

Email-Based Record Updates Restricted to Conversation Participants

Platform: Cloud and On-premises

Users added to an existing conversation in the **To** or **CC** field are automatically recognized as participants, allowing their subsequent email responses to be processed by ITSM.

For more information, refer to **Using Email**.

Global Constants for Hiding Integration and Data Import Options

Platform: Cloud and On-premises

Added the following global constants to help administrators control the visibility of integration and data import options in the user interface:

- **HideRemoteHostConnection**: Hides the **Remote Host Connection** navigation item (**Run Program > Remote Host**) under **Integration Setup** when set to **True**.
- **HideDataImport**: Hides specified data import methods from the user interface and prevents users from viewing or selecting them. Supported values include **Email**, **Upload**, **SCCM**, **FTP**, **SFTP**, **EPM**, and **Discovery**.

  For more information, refer to **List of Global Constants**.

FRS Message Queue Journal Log Table Now Purged Automatically

Platform: Cloud and On-premises

The non-transactional **FRS_MessageQueueJournal** log table is automatically purged after a **7-day retention period.**

For more information, refert to **About Purge-Only**.

Read-Only Summary Forms for GRC Records

Platform: Cloud and On-premises

The system displays a new **read-only Summary Form** when you select a **Citation**, **Control**, **Mitigation**, or **Evidence** record. The Summary Form provides a consolidated view of key record information. To modify a record, open the record itself, as the Summary Form does not support editing.

For more information, refer to **Create Citations and Link to Controls**, **Create or Edit a Control**, **Create or Edit a Mitigation Plan** and **Create or Edit an Evidence Request**.

Facilities Work Order Layouts and Views in UI V3

Platform: Cloud and On-premises

Now UI V3 includes modernized layouts and list views for the **Facilities Work Order** business object. These updates deliver a more consistent and streamlined experience when managing Facilities Work Orders. To configure and assign the UI V3 layouts and views.

For more information, refer to **Configure and Assign Views and Layouts Using the Modern Page Designer**

HR case Layouts and Views in UI V3

Platform: Cloud and On-premises

UI V3 includes modernized layouts and list views for the **HR case** business object. These updates provide a more consistent and streamlined experience for managing HR cases. To configure and assign the UI V3 layouts and views.

For more information, refer to**Configure and Assign Views and Layouts Using the Modern Page Designer**.

Project Layouts and Views in UI V3

Platform: Cloud and On-premises

UI V3 includes modernized layouts and list views for **Project** business object. These updates provide a more consistent and streamlined experience for managing projects, portfolios, and related records. To configure and assign the UI V3 layouts and views.

For more information, refer to **Configure and Assign Views and Layouts Using the Modern Page Designer**.

Enhancing Mobile Access and Authentication

Platform: Cloud and On-premises

- The ITSM mobile apps for Android and iOS support App Links and Universal Links.

  For more details, refer to **Logging in or Accessing Records Using URLs**.

- Users can remain signed in after closing and reopening the ITSM mobile application, regardless of whether biometric authentication is enabled. This feature reduces repeated authentication and improves efficiency for users who access the app frequently.

  For more details, refer to **Enabling Biometric Authentication Login**.

- The Mobile Analyst window now displays all workspaces by default for quicker access. The workspace expand/collapse icon has been removed, and standardized UI icons provide a more consistent mobile experience.

  For more information, refer to **Working with Mobile Analyst**.

Set Conditional Rules on Multiple Objects

Platform: Cloud and On-premises

You can now apply a conditional (row-level) rule to multiple roles and business objects at once from the new Bulk Update Rules page, instead of configuring each object individually in the single role editor. Select the roles and business objects, enter the rule, and use the color-coded preview to confirm which objects accept it before you apply. The system adds each rule to the existing conditions as a new row joined by OR. If you need to reverse a change, you can roll back selected roles to their previous state.

> The Bulk Update Conditional Rule page currently supports the Expression and Group condition types only. A rollback reverts a role to the state immediately before the most recent bulk rule and removes any expressions added after it.
>
> For more information, refer to **Set Conditional Rules on Multiple Objects**.

What's New in Ivanti Neurons for ITAM 2026.3

Support for App Links and Universal Links

The ITAM mobile apps for Android and iOS support App Links and Universal Links.

For more information, refer to **Persistent Authentication and Universal Link Integration**.

Enhancing Mobile Authentication

Users can remain signed in after closing and reopening the ITAM mobile application, regardless of whether biometric authentication is enabled. This feature reduces repeated authentication and improves efficiency for users who access the app frequently.

For more information, refer to **Persistent Authentication and Universal Link Integration**.

Managing Consumable Item Records

Consumable records can now be created to track inventory quantities, storage locations, financial ownership, inventory transactions, and assignments for non-returnable items.

For more information, see **Hardware assets**.

4.1.2. What's New Enterprise Service Management - 2026.2

This topic details all the new features and enhancements of products - ITSM, Line of Business (LoB), and ITAM, in release version 2026.2.

Legend: 💡 - Feature or enhancement that is a delivered idea. To view the idea, click the idea number.

What’s New in Ivanti Neurons for ITSM 2026.2 (SaaS and On-Prem)

Support for Migrating Classic Layouts to the Modern Page Designer

Platform: Cloud and On-premises

Administrators can now migrate existing classic business object layouts to the Modern Page Designer. This process allows you to select a classic layout in the designer and convert it to a modern layout while preserving the existing configuration.

For more information, refer to **Configure and Assign Views and Layouts Using the Modern Page Designer**.

AI Features

Agentic AI introduces the Summarization agent

Platform: Cloud

Agentic AI now includes a new capability called a Summarization agent. This agent generates concise summaries of key information from any business objects, helping users quickly understand context without reviewing full records.

For more information, refer to **Agentic AI**.

AI Search for List View and Advanced Filter Dialog

Platform: Cloud

AI Search is now available in the List View and Advanced Filter dialog, allowing you to retrieve records using natural language queries. The system automatically generates filter criteria that you can review, apply, and save.

For more information, refer to **Ivanti Service Management Portfolio UI V3 Incident Workspace**.

Expression Assist

Platform: Cloud

The Expression Assist feature helps you enter queries in the Expression Editor using natural language and converts them into valid expressions.

For more information, refer to **AI Configuration Hub**.

Enhanced Incident Correlation Capabilities

Platform: Cloud

- The Boundary field now supports additional field options for creating more flexible and accurate clusters.
- A new Filter by option has been added to the Incident Correlation dashboard to help quickly narrow down clusters.
- The Avg Impact column in the Incident Correlation dashboard has been replaced with Avg Priority for improved relevance. For more information, refer to **Configure Incident Correlation**.
- New Add Incident and Remove from Cluster actions allow more effective cluster management.

For more information, refer **AI Configuration Hub**.

Rollback Imported Packages 💡 Idea - 2803

Platform: Cloud and On-premises

The Rollback Package feature lets you revert imported packages.

> This feature is available as a Preview feature in 2026.2 release and is not supported for production workloads.

Copy Workflows Between Request Offerings 💡 Idea - 757

Platform: Cloud and On-premises

Administrators can copy workflows between Request Offerings. When creating or updating a Request Offering, administrators can reuse a workflow from another offering. The system creates an independent copy of the workflow, so changes do not affect the original.

For more information, refer to **Plan Request Fulfillment**.

Simplified Survey URL Structure

Now you can use a new Survey URL structure to simplify survey link generation and ensure consistent survey URLs.

For more information, refer to **Configuring the Survey Frequency and Sending the Survey**.

Self Service portal V3 enhancements

Platform: Cloud and On-premises

- A new modern, grid based layout is introduced, to improve usability while preserving workflow integrity. This update replaces legacy views with streamlined, consistent design options and limits unsupported customizations. For more information, refer to - **Configuring Self Service Modern Layouts and Views for the Workspace** 💡 **Idea - 2705** and 💡 **2961.**

  > This feature is available as a Preview feature in 2026.2 release.

- For Request Offering, Form Offering, and External Offering components, administrator can now add and render supported HTML tags. This enhancement improves how service information is displayed to users. For more information, refer to **About Request Offerings**.
- Service request forms can now be configured to display in single column, or two column, or three column layouts, providing greater flexibility in form design. For more information, refer to **Creating a Request Offering** - 💡 **Idea - 2996.**
- Alerts can be configured to notify users when requests are updated or to display relevant knowledge articles. For more information, refer to **Configuring Global Settings** 💡 **Idea - 2969** , **2476** and **2489**.
- Administrators can configure custom request statuses, control their display order, and maintain localized labels in the Self Service portal by using the My Items Status Mapping workspace. For more information, refer to **Configuring Workspace**.

Active Incident Filter for CI Map 💡 Idea - 207

Platform: Cloud and On-premises

When viewing a CI map, you can configure indicators to display only incidents with an Active status, helping you focus on current issues.

For more information, refer to **Viewing a CI map**

Software Data Sync API

Platform: Cloud and On-premises

A new API synchronizes installed software data between Ivanti Neurons and Neurons for ITSM, ensuring consistent software records and accurate software counts across both systems.

For more information, refer to **Import Discovery Data from Ivanti Neurons**.

Filter Search Configuration in Modern Page Designer

Platform: Cloud and On-premises

Filter search configuration that was previously available in the Configuration console is now available in the Modern Page Designer for business object table views. Administrators can configure filter categories and criteria directly in the layout designer, control filter visibility, and add or edit filters for specific roles or teams.

For more information, refer to**Configure and Assign Views and Layouts Using the Modern Page Designer**.

Display dependencies for Quick Actions 💡 Idea - 822

Platform: Cloud and On-premises

You can now view dependency details for a Quick Action before deleting it, helping you identify where it is used and avoid breaking existing configurations. The system blocks deletion when references exist and displays the related dependencies. An optional Delete anyway override can be enabled to allow deletion when needed, providing controlled flexibility for administrators.

For more information, refer to **Using the Graphical Action Designer** and **Using the Classic Action Designer**.

Customize Chart Axis and Legend Labels 💡 Idea - 2753

Platform: Cloud and On-premises

Administrators can now customize X-axis and Y-axis labels for all chart widgets that display axes, including bar and line charts. Labels are automatically generated from the selected Group By and Aggregate By fields and can be updated to better reflect the displayed data. Changes take effect immediately.

To support multilingual dashboards, axis labels can be translated into any language supported by Neurons for ITSM, ensuring consistent interpretation across regions. For pie charts, which do not use axes, administrators can customize the legend title to clearly describe the data shown. Updates are reflected instantly in the widget.

For more information, refer to **Dashboard V2**.

Copy Dashboard URL 💡 Idea - 1392

Platform: Cloud and On-premises

Users can now quickly copy a dashboard URL to share through collaboration tools such as Microsoft Teams or email. From the Dashboard page, users can copy the URL of the current dashboard with a single action, or copy URLs for other dashboards directly from the All Dashboards list. A confirmation message is displayed when the link is copied to the clipboard.

For more information, refer to **Dashboard V2**.

Improved Email Linking in Advanced Email Monitoring

Platform: Cloud and On-premises

The Advanced Email Monitoring feature now provides greater control over how incoming emails are handled when they reference a closed record. You can add the email response to the Journal of the closed record, or create a new record and reference the reply to it instead.

For more information, refer to **Using the Monitor Items**.

REST API v2 Nested Filter Support

Platform: Cloud and On-premises

REST API v2 now supports nested filters using brackets, enabling more complex and precise query construction. This enhancement improves logical grouping and filter mapping for advanced query conditions.

For more information, refer to **Rest API**.

Warning on Audit History Deletion 💡 Idea - 416

When you clear the Audited checkbox, the system now displays a warning message before proceeding. The warning informs you that disabling auditing will permanently delete all existing audit history for the field and gives you the option to continue or cancel the action.

> Ivanti recommends backing up audit history if the data needs to be archived or retained.

For more information, refer to **Using Business Objects** ,**Viewing Fields** and **Creating a Field**.

Governance, Risk, and Compliance Enhancements

Platform: Cloud and On-premises

The Risk business object has been enhanced with the following updates:

- The Overview tab now includes new Mitigation Strength options, improved Residual and Inherent Risk calculations, and enhanced usability through the One Navigation UI.
- The Details tab introduces new fields such as Root Cause Analysis, Confidential, and Data Privacy Risk. The Vulnerability field has been removed, and the Threat Category field has been updated.
- In the Risk Assessments tab, GRC Managers can now create risk assessment records using the New GRC Risk Assessment button.
- A new Vulnerability relationship tab enables GRC Managers and Administrators to link vulnerability records with read-only access.
- Additional enhancements have been made to the Vulnerability business object.
- The Risk List View has been improved with UI enhancements, including a Trend icon, customizable columns, and column reordering for better usability.

For more information, refer **Create or Edit a Risk**.

- Date Format Update for Risk Business Object - Date fields in the Risk business object now follow the user's local or regional date settings to ensure clarity and consistency across geographic locations (for example, MM/DD/YYYY for the United States, DD/MM/YYYY for Europe, and YYYY-MM-DD for ISO standards). This update applies to labels only.

Project and Portfolio Management Enhancements

Platform: Cloud and On-premises

The following enhancements have been introduced to the Project and Portfolio Management (PPM) line of business:

- **Project Notification Workflows** - Project notification workflows have been extended to support Schedule Health and Budget Health metrics. When a project's health status changes to At Risk or Off Track, email notifications are automatically sent to the relevant project stakeholders.

  For more information, refer to **Adding Information in the Details Tab**.

- **New Portfolio Budget Plan** - A new Planned Amount field has been added to the New Budget creation form in Portfolio Workspace > Budgets. This field enables users to enter an estimated budget at creation time, helping improve early planning, tracking, and reporting of portfolio spending.
- **Project Task Completion Improvements** - When completing a task in the Project Task workspace, the Number of hours spent on the task field now defaults to the value from Task > Planned Effort (Hrs.). Users can review and modify this value before closing the task. Any updates made are automatically reflected in the Planned Effort (Hrs.) field.
- **Calculate Remaining Resource Capacity** - Project Managers, Portfolio Managers, and Demand Managers can now calculate the remaining capacity of a resource across the Project, Project Phase, and Resource Plan business objects.

  For more information, refer to **Calculate**.

ECMAScript 6 support

Platform: Cloud and On-premises

The web service script integration now supports ECMAScript 6 (ECMAScript 2017 and later), providing enhanced performance, stability, and access to modern scripting capabilities. Script authors should follow these migration tips:

- Always declare variables with let or const.
- Avoid using undeclared or implicit globals.
- Replace older constructs such as with, arguments.callee, or octal numbers.
- Review loops and closures that rely on var hoisting.
- You can now use ES6+ features such as arrow functions, template strings, and async/await.
- If your script fails to run, check for errors like "ReferenceError: variable is not defined"—this usually indicates a missing let or const declaration.

For a complete list of supported features, refer to the features given in **Jint 4.4.1** for ECMAScript 2017 and later.

What's New in Ivanti Neurons for ITAM 2026.2

Access to ITAM Help

You can now access ITAM Help documentation by clicking the Help icon on the dashboard. Access to the help content is limited to users with authorized asset and asset management roles.

For more information, refer to **Dashboards**.

Enhanced Consumable Handling and Tracking

You can now group similar consumables, receive partial quantities from purchase orders, and transfer consumables in any quantity. The system also provides detailed history tracking for all consumable movements.

For more information, refer to **Handling Consumable Deliveries and Storage**.

Other Updates

Backward Compatibility for Self Service V3 URLs

Starting with release 2026.2, Self Service UI V3 supports direct link URLs for the My Items workspace.

To improve visibility and troubleshooting, logging URLs now clearly show both direct and redirect URLs across Self Service UI V2 and UI V3. For more information, refer to **Accessing Self Service URLs in UI V2 and UI V3**.

What's New in Ivanti Neurons for ITSM 2026.2 Patch #3

Release Update - June 29 - Patch #3

Enable Delta Sync for Entra ID Import

Entra ID Import supports delta sync to import only new, modified, or deleted user records. It is recommended to enable the Delta sync checkbox for existing connections on the Entra ID Import configuration tab to improve performance by importing only changes since the last successful import.

For more information, refer to **Microsoft Entra Integration**.

Agentic AI Performance Analytics and Session Controls

Platform: Cloud

Agentic AI now includes two new Escalation Handling settings in Global Settings—**User Interaction Warning Timeout** and **User Interaction Reset Timeout**—to help manage idle sessions. It also introduces an **Analytics** tab that provides performance metrics and usage statistics for Agentic AI.

For more information, refer to **Agentic AI Configuration** and **Analytics**.

What's New in Ivanti Neurons for ITSM 2026.2.5

Release Update - August 21 - Patch #5

Expanded Access Control and Service Request Experience for Agentic AI

Platform: Cloud

Agentic AI includes the following enhancements:

- Administrators can now grant Agentic AI access to users with any role by using the **DefaultAgenticAIUserRole** global constant. For more information, refer to *Prerequisites* section in **Agentic AI**.
- Service request forms now open in a web browser. For more information, refer to **Service request agent**.

Release Update - July 17

Self Service enhancements

Platform: Cloud and On-premises

- **Map control for requests** 💡 **Idea - 3136** - The Self Service portal now includes a map control for entering location details in requests. Users can pin a location on the map or enter an address manually, and both inputs remain synchronized. This feature reduces errors and ensures complete, consistent address entries through a guided, interactive experience. For more information, refer to **About Request Offerings**.
- **Modern views for form offerings** - Form offerings now support modern detail views that replace the legacy form interface. These views provide a consistent, streamlined user experience across the portal. For more information, refer to **Configuring Modern Layouts for Form Offerings**.
- **Modern layouts for workspaces is now Generally Available** - Modern layouts for the Knowledge and Announcements workspaces are now generally available (GA). These layouts provide a structured grid and gallery design that improve usability while preserving existing workflows. For more information, see **Configuring Self Service Modern Layouts and Views for the Workspace**.

Ivanti Service Management Portfolio UI V3

Platform: Cloud and On-premises

- **Group tabs by workspace** - Tabs are now grouped under their workspace name, showing the number of open tabs. In desktop mode, tab names shorten automatically, and overflow tabs move to a list with keyboard navigation. In mobile view, an opened tabs dropdown displays all current tabs for easier access. For more information, refer to **Ivanti Service Management Portfolio UI V3 Incident Workspace**.
- **Configure child business object mappings** - You can configure child business object to their own form views, when the parent business object is a Group BO. After publishing, each child record opens in the form you configured, so users see the correct fields and layout. This ensures consistent data entry, supports migrated Classic layouts, and gives flexibility to tailor child object behavior. For more information, see **Configure and Assign Views and Layouts Using the Modern Page Designer**.
- **Form Views in the Modern Page Designer** - Form view allows you to create customizable detail pages for business objects. With Link Field Controls, Command and Cancel Buttons, and Configurable Toolbar, you can streamline look-ups, tailor layouts, and gives users flexible actions all in one streamlined form experience. For more information, refer to **Configure Form Views Using the Modern Page Designer**.

4.1.3. What's New Enterprise Service Management - 2026.1

This topic details all the new features and enhancements of products - ITSM, Line of Business (LoB), and ITAM, in release version 2026.1.

Legend: 💡 - Feature or enhancement that is a delivered idea. To view the idea, click the idea number.

What's New in Ivanti Neurons for ITSM 2026.1 (SaaS)

Agentic AI

Platform: SaaS only.

Agentic AI is a multi-agent system designed to enhance Ivanti Neurons for ITSM and related workflows to achieve goals with minimal human oversight. You can use textual prompts and natural language prompts to interact with them. For self-service users, Agentic AI actively plans, reasons, and executes complex, multi-step tasks. The feature offers deeper integration with ITSM, including direct chat-based actions and context awareness. This AI solution transforms ITSM by automating complex workflows, providing intelligent assistance, and integrating deeply with Ivanti's platform, maintaining strict security and compliance standards.

The key capabilities of the feature are:

- Knowledge Search and Incident Deflection: Agentic AI can search across vast, configurable knowledge bases and return well-formatted, contextually relevant answers using Retrieval-Augmented Generation (RAG). This helps to reduce ticket volume.
- Incident Agent: Enables fully automated incident creation using natural language.
- Service Request Agent: Dynamically selects the appropriate request template based on the user's prompt and submits the request automatically.
- Q&A Service: Allows to ask queries such as checking active incidents, incidents created last week, their status, the status of a specific incident ID, and more.
- Live Agent Handoff: Configurable options to transfer conversations to human agents when necessary.

For more information, refer to **Agentic AI**.

Modern Layout and Designer Experience for Ivanti Service Management 💡 Idea - 1604

Platform: SaaS and On-premises

We're excited to announce the General Availability of our new modern Layout and Designer experience in Ivanti Service Management, designed to streamline and personalize user experience. With this release, Administrators can now have an ability to create new Layouts where they get to choose between three dynamic views - Grid View, Kanban View, and Gallery View (Card View) for flexible ticket management. These new views integrate seamlessly with your existing detail screens and are fully opt-in, letting you tailor your interface to fit your needs. Additionally, administrators will benefit from a brand-new designer experience, empowering even greater customization and control over how information is presented to their teams.

For more information, refer to **About Ivanti service management portfolio UI V3**.

> Modern Detail Views (Form Views) are not yet Generally Available and will be added in future releases.

Support for Microsoft Graph API for Exchange Calendar Configuration 💡 Idea - 323

Platform: SaaS and On-premises

Administrators can now use the Microsoft Graph API for Exchange calendar configuration to sync with Office 365 calendars.

For more information, refer to **Exchange Calendar Configuration**.

Governance, Risk and Compliance Enhancements

Platform: SaaS and On-premises

The following enhancements are made to the line of business for GRC (Governance, Risk and Compliance):

- Introduced a new Risk Category hierarchy, aligning with common and leading Risk Management Frameworks such as NIST RMF, NIST CSF (2.0), ISO 31000, and COSO ERM.
- Enabled reporting on executive-level risk types and operational risk management based on risk categories and sub-categories.

For more information, refer to **Create or Edit a Risk**.

Project and Portfolio Management Enhancements

Platform: SaaS and On-premises

The following enhancements are made to the line of business for PPM (Project and Portfolio Management):

- Improved the Employee workspace by adding the Primary Project Role field in the Overview section. This ensures clarity and consistency across views, and improves transparency for project and resource managers when viewing resources. The field displays a resource's default project role when they are added to Project, Project Phase, or Resource Plan workspaces.
  For more information, refer to **Using Resource Capacity**.
- Enhanced the Portfolio workspace by updating the Available Budget and Allocated Budget calculations and field labels under the Finances tab. Demand Planning field names have been changed and Demand Budget estimation improved, making it easier for Portfolio Managers to estimate and forecast demand budget costs.
  For more information, refer to **Working with Portfolio Management**.
- Added a Closed status to the Resource Plan business object.
  For more information, refer to **Adding Information in the Overview Section** and **Adding or Editing a Phase**.
- Introduced project notification workflows in the Project business object. This automated workflow triggers and sends an email notification to the Project Owner or Project Sponsor when a project is at risk or off track.
  For more information, refer to **Adding Information in the Details Tab**.
- Updated the Demand Manager role to use the same Resource Plan form view available to Project Managers and Portfolio Managers.

Improved Incident Correlation Feature

Platform: SaaS

The following enhancements are made to the Incident Correlation feature:

- Boundary option to define the criteria for grouping incoming incidents into clusters.
- Whitelist Filtering to exclude incidents containing specific keywords from forming clusters. This is useful for skipping less important incidents.
- The Incident Correlation dashboard now shows a flag icon with the count of newly reported incidents since your last visit.

For more information, refer to **Incident Correlation**.

AI Summarization feature supported for all Business Objects

Platform: SaaS

The AI summarization feature has been extended to support all Business Objects including custom objects. As a result, the name of the card in the AI Configuration Hub has changed from **Incident Summarization** to **Business Object Summarization**.

For more information, refer to **AI Configuration Hub**.

Self Service portal V3 enhancements

Platform: SaaS and On-premises

- Customers can now create and upload custom language files to add or update translations in Neurons for ITSM and Self Service Mobile, eliminating the need to raise a service ticket. Admins can navigate to the Localization Workbench and select the dropdown for Application Strings to get started.
  For more information, refer to **Localizing Live Data**.
- You can configure Service Requests to allow users to edit, cancel, reopen, request again, or escalate them after submission. This flexibility helps accommodate changes or corrections while maintaining full control over the request lifecycle 💡 - **Idea 2888** and **777.**
  For more information, refer to **About Request Offerings**.
- The Options window displays all available filters, including Favorites, Most Popular, and Pending Approval, with a searchable Rec ID dropdown and automatic filter application when selecting URLs 💡 **Idea - 2999**.
  For more information, refer to **Working with Page Settings - Home Page**.

User Experience Improvements

Platform: SaaS and On-premises

The following enhancements have been made to improve the user experience:

- In the Neurons Platform Integration window, synchronization can be monitored in the Device Sync Status section, which shows the number of devices and software items imported.
  For more information, refer to **Neurons Platform Integration**.
- The Project section of the iPaaS integration now includes a link to the iPaaS documentation.

Neurons Software Inventory Integration APIs - Upgrade to V2 APIs

Platform: SaaS and On-premises

Asset Administrators can verify asset data by viewing the list and count of licensable software imported from Neurons in the Licensable Software tab, with software updates reflected in ITSM after device synchronization.

For more information, refer to **Import Discovery Data from Ivanti Neurons**.

Improved Search Functionality 💡 Idea - 812

Platform: SaaS

Search experience is enhanced ensuring faster and easier access to relevant information. You can now type any part of a word, for example "bene", to find items containing “benefits” without using an asterisk. Searches will also return related terms, so typing “PC” will display results for “computer,” “laptop,” and “desktop.” You no longer need to use special symbols or exact phrases; just type naturally.

> - This functionality depends on AI and is only available when an AI package has been purchased and enabled.
> - Semantic search is a Preview feature in this release. To enable this feature and submit feedback, contact your Account Manager.

Clone Business Object 💡 Idea - 2169

Platform: SaaS and On-premises

Clone Business Object feature allows you to quickly create a new business object using an existing one as a template, retaining key configurations such as fields, layouts, grids, forms, and rules. This capability significantly reduces setup time for similar objects, like new CI or Employee types. While relationships up to one level can be cloned, roles, workflows, and named relationships must be configured manually.

For more information, refer to **Cloning a Business Object**.

> - To ensure system integrity, this feature is only available in non-production environments in cloud environments. For on-premise, this feature requires enabling the **EnableCloneBO** feature flag.
> - When cloning a Business Object with metadata-locked properties, the clone is treated as a custom object and will not retain the locked permissions of the original. This enables configuration flexibility while preserving upgradability.

Composite Actions – Internal Chaining of Results

Platform: SaaS and On-premises

Composite actions now execute in a deterministic order, ensuring each step runs in sequence. With this enhancement, composite actions support internal chaining of results, allowing data from one action to be used by subsequent actions within the same workflow, the use of ephemeral variables. This eliminates the requirement to write variable values/results to a database field during execution. This capability enables administrators to build more powerful, multi-step processes without manual intervention, improving automation and flexibility for complex workflows.

Workflow Variables Idea - 💡 Idea - 2865

Platform: SaaS and On-premises

Workflows now support workflow variables, allowing quick action blocks within the same workflow instance to share data at runtime. Variables persist until the workflow completes and are not stored in business object fields. Use the Update Stored Values and Variables block to create workflow variables and the `GetWorkflowVariable()` function to read them. Currently, only the Text data type is supported; for numeric or date-time values, store as text and cast as needed.

For more information, refer to **Workfow Variables**.

Refresh Action for Quick Actions 💡 Idea - 1559

Platform: SaaS and On-premises

UI actions now support an integrated Refresh Record option, eliminating the need for users to click the toolbar refresh button manually. You can configure this action with optional confirmation messages and parameters such as delay and custom text, ensuring that updates made by quick actions or workflows are immediately visible.

For more information, refer to **UI Action Quick Action**.

Customize Knowledge Base collection visibility 💡 Idea - 2579

Platform: SaaS and On-premises

Customers can now control which Knowledge Base (KB) collections are available in Microsoft Teams. Administrators use object permissions to apply filters that allow or restrict specific KB content for Self Service users. For example, you can hide articles about company policies and procedures while keeping other collections visible. This update helps administrators tailor KB collections to align with organizational policies and compliance requirements.

For more information, refer to **Integrating Microsoft Teams with Ivanti Neurons for ITSM**.

Customize Feedback Card 💡 Idea - 3080

Platform: SaaS and On-premises

Administrators now have the ability to enable or disable the MS Teams Bot Feedback Card. By default, the Feedback Card is disabled.

For more information, refer to **Integrating Microsoft Teams with Ivanti Neurons for ITSM**.

Dashboard Enhancements 💡 Idea - 1387

Platform: SaaS and On-premises

- Option to switch to dark mode in Dashboard is available.
  For more information, refer to **Ivanti Service Management Portfolio UI V3**.
- Dashboard Chart Colors are now configurable. For values defined in a pick list, those values can now be individually defined per row or a palette can be chosen for the entire pick list. For non-pick list values, for example dates, only a palette can be chosen.
  For more information, refer to **Dashboard V2**.

Localization Supported extended 💡 Idea - 2973

Platform: SaaS and On-premises

Bahasa Melayu/Malay language is now supported in the application. ms-MY is the character code.

For more information, refer to **Setting Up Languages**.

> Support is for unpopulated culture only and not Ivanti provided L10N.

LDAP Import 💡 Idea - 499

Platform: SaaS and On-premises

For LDAP import in ITSM, the Import Groups checkbox allows you to import both users and groups, ensuring that all groups from the selected sample entry are synchronized.

For more information, refer to **Configuring LDAP Settings**.

> Support is for unpopulated culture only and not Ivanti provided L10N.

Other Updates

Data Import Connections - Deprecated features

Platform: SaaS and On-premises

The File on Shared Folder and FTP Connection Type features are deprecated as communicated earlier in **Release 2025.4 - Announcements**

> Customers who prefer to use FTP, we recommend switching to Secure FTP (SSH). For more information, refer to **Secure FTP (SSH)**.

4.2. Whats New - 2025

Click on a version to view the new features, enhancements, and other updates in that release.

- Version 2025.4
- Version 2025.3
- Version 2025.2

4.2.1. What's New - Enterprise Service Management - 2025.4

This topic details all the new features and enhancements of products - ITSM and ITAM, in release version 2025.4.

Announcements! Click here to learn about critical updates including deprecated features and end-of-life notices in this release.

Legend: 💡 - Feature or enhancement that is a delivered idea. To view the idea, click the idea number.

What's New in Ivanti Neurons for ITSM 2025.4 (SaaS)

AITSM - Auto-Translation

Platform: Cloud

- Field-Level Translation is an auto-translation feature which uses AI to automatically detect the user's logged in language and translate the content of field type HTML. This helps users to access content in their preferred language by selecting the language from the dropdown, making the experience personalized and inclusive.
- Localization Workbench Auto-Translation support allows administrators to use translation using AI for the selected strings in the localization workbench. The default translation is generated by OpenAI model. Custom models such as Google translate, DeepL, and Azure translate are supported which can be configured by the administrator.

Write Assist

Platform: Cloud

- Field-Level Write Assist feature provides assistance to enhance content in HTML-based text fields like description, resolution and others in different workspaces like Incident, Problem, Knowledge etc. When enabled, it adds the AI Text Suggestion button to the HTML field's control properties. Users can click this button to improve the content they have entered in the text field.
- Email Assist is an AI-powered tool designed to help users quickly generate email drafts. When the feature is enabled, it adds the Email Assist button to the email form and users can click this button to generate an email draft automatically.

Teams Bot - Improvements

Platform: Cloud and on-premises

- Localization support - Option to interact with the Teams Bot in your preferred language is supported. The chatbot displays localized content for the selected language, and if the selected language is not supported, then it defaults to English.
- Knowledge Base and FAQ pagination - Teams bot suggests relevant knowledge base (KB) articles and FAQs before you proceed with creating a support ticket. This feature helps users to access the right content which in-turn helps reduce support volume and improve self-service efficiency.
- Microsoft Teams Task Module - Option to render a custom web page within Microsoft Teams is supported. For this, the tenant ID must now be added as a valid domain in the app manifest through Microsoft Teams Developer Portal.

> Task Module is not optional, it's mandatory from 2025.4 release for all the customers (both OOTB and upgrade).

Improved Chat user interface

Platform: Cloud and on-premises

The Chat user interface is enhanced for a better experience.

- Administrators can configure the Chat interface to provide a seamless and consistent user experience across the product.
- Analysts can toggle a switch to enable or disable the chat functionality.
- Three new Quick Actions - Create Work Order, HR Case, and Security Incident is introduced.

Microsoft Teams Bot - Improved cache management Idea - 2258

Platform: Cloud and on-premises

The caching strategy used for Microsoft Teams Bot is enhanced to support both VM-based and containerized environments effectively.

Configuring Teams Bot Messages

Platform: Cloud and on-premises

To address performance and scalability limitations caused by row-level constraints in the existing Microsoft Teams integration workspace table, the table has been split into three logically segregated tables. One-line definitions have been provided for each item within these new tables.

Project and Portfolio Management Enhancements

Platform: Cloud and on-premises

The following enhancements are made to the line of business for PPM (Project and Portfolio Management):

- Project Phase tab is read-only - The Project Phase tab in the Resource Plan workspace is now read-only and available for reference only. Any updates to a Project Phase must be made through Project Phase workspace.
- New field in Demand workspace - A new field named Resource Estimated Effort is added to the Demand workspace to help improve the resourcing estimation and calculation.
- Tab display names updated - In the Resource Plan workspace, the Link Phase on Selected Resources and Link Project on Selected Resources options are moved to Action menu > Resource Linking.
- Add new Resource Plans status - You can now set the status of a Resource Plan to Completed. Once set, the fields in the Resource Plan can no longer be edited.
- Enhanced Employee business object - A new tab called Projects is added to all Employee business objects.
- Roll-up functionality - If you link resources to the Project Phase or Resource Plan business objects, those resources will roll-up to the parent Project workspace.
- Additional options in the Create Task form - New fields are added to the Create Task form in both the Project workspace and Project Phase workspace.

Soft Lock

Platform: Cloud and on-premises

The Soft Lock feature restricts editing of certain metadata components within a Business Object, while still allowing limited modifications. Some properties are locked to support future enhancements, whereas others remain editable to avoid disrupting your ongoing work. Any changes you make to the editable properties will be preserved and not overwritten by future updates.

Extended languages Idea - 2836

The following languages are supported at platform level as a culture but do not include OOTB translations:

- Hebrew (Self Service UI V3 only)
- Catalan

The following language is supported at platform level as a culture and includes OOTB translations:

- Canadian-French

Self Service portal V3 enhancements

Platform: Cloud and on-premises

The following enhancements have been made to improve the user experience:

- The Exit button in Page Designer now navigates directly to the Configuration Console.
- In the Service Catalog, truncated descriptions now include a More link to display the full content.
- The Self Service search bar now supports customization of font color and text background for improved visual consistency 💡 Idea - 2707.
- The Ivanti Branded Loader is removed from the Self Service workspace.
- Border, Border Radius, and Padding is removed from Service Catalog icons.

Anonymous User Access Control Idea - 2835

Platform: Cloud and on-premises

You can control anonymous users' access to request offerings and Knowledge Base articles by creating custom landing pages in the Self Service Mobile UI V3 interface.

Clear Cache

Platform: Cloud and On-premises

You can clear server cache using a PowerShell script shared in the document. You can use this PowerShell script on macOS and Linux supported enviornments.

Memory Support for Android: Devices

Platform: Cloud

The Android ITSM and ITAM app now supports devices with a 16 KB memory page size, expanding compatibility to a broader range of Android devices.

Data Purging

Platform: Cloud

This Ivanti controlled service automatically removes records older than the default retention period from the Workflow History and Logs tables for Cloud customers.

Unified app-based registration

Platform: Cloud and On-premises

Starting with the 2025.4 release, the integration between ITSM/ITAM Cloud and the Neurons Platform will be upgraded to support OAuth 2.0 authentication. This change enhances security by establishing a more robust trust relationship for API integrations.

The existing authentication method will be deprecated from 2025.4, with extended support available until the 2026.1 ITSM Cloud release. To maintain your integration, a one-time app registration is required in the Neurons Platform Integration configuration in the ITSM Configuration console. For more information on how to perform app registration, refer to the **online help**.

Azure AD Employee Connector

Platform: Cloud and on-premises

The Azure AD Employee Connector using ITSM Webscript-based import is now deprecated. The extended support for this feature will be available only until 2026.1 release. To ensure continuous operation, you are required to migrate your existing integration to the new Entra ID import connector in the ITSM Configuration console > **LDAP Integration** > **Entra ID Import**.

Microsoft Entra Integration Idea - 2872

Platform: Cloud and on-premises

Filtering groups: Filtering users by groups is supported for Azure Entra ID, allowing administrators to select one or more groups and apply additional filters to easily view and manage associated users.

Change Password Restriction

Platform: Cloud and on-premises

Administrators can disable the Change Password feature for external Single Sign On (SSO) users.

Advanced Filtering Capabilities

Platform: Cloud and on-premises

With the OData API you can apply advanced filtering capabilities with Nested expressions using parentheses `()`, and chained logical operations with `AND` and `OR` operators.

HTML tags no longer explicitly blacklisted Idea - 2946

Platform: Cloud and on-premises

HTML tags that were blacklisted in earlier versions are now supported and can be whitelisted for use. This update activates the global constant to enable sanitization of HTML support by default.

Enable Workflow Definition Idea - 582

Platform: Cloud and on-premises

You can enable the Workflow Definition business object for specific administrator roles, enhancing the Logs workspace with workflow-related navigation and metadata actions.

SQL Server Always On High Availability Group Idea - 785

Platform: On-premises

ITSM now supports the SQL Server Always On High Availability Group feature.

4.2.2. What's New - Enterprise Service Management - 2025.3

This topic details all the new features and enhancements of products - ITSM and ITAM, in release version 2025.3.

Click here to learn about the critical updates including deprecated features and end-of-life notices in this release.

What's New in Ivanti Neurons for ITSM 2025.3

AITSM

Localization support is extended to AITSM features based on the locale selected by the user.

This enables users to experience the application interface in the language of their choice.

The elements that can be localized are:

Static UI elements including button labels, hyperlink labels, hover-over text (tooltip, info icons), pop-up messages, field labels, messages in conversation with co-pilot, dates, numbers, and user entered content based on the selected locale.

You can translate your content based on your selected locale. Turn on the **Translation Service (Beta)** in the **AI Configuration Hub**, it currently translate the content with the help of **Open AI** model.

Ticket Classification

Ticket Classification feature leverages ITSM's AI services to predict and categorize service tickets eliminating the dependency on Neurons.

Neurons Platform Integration

A centralized OOTB experience is provided by consolidating the integration features into a single space where you can configure settings directly in the Configuration console, minimizing the dependency on Operations team.

Key updates include:

- URL-based connections are set up using the Client-Based Connection option.
- Features are managed through the Options menu.
- Integrations are configured via Manage Connections.

Simplified Expression Editor

Simplified Expression Editor is available in Business Rules and Stored Expressions.

With this, users can leverage the low-code interface and easily define business rules without the need for understanding complex syntax and expressions.

GDPR policy

Option to anonymize data such as ex-employee or ex-customer personal information is available. This feature enables an organization to comply to the General Data Protection Regulation (GDPR) guideline of anonymizing employee or customer data that is no longed needed.

This is in Beta phase in ITSM 2025.3 release.

> This feature is non-reversible. Once anonymized, it cannot be undone. Proceed with caution.

REST API Metadata Response

The GetBusinessObjectMetadata API is designed to return the response payload in JSON format. It returns the metadata of Business Object with more specific information that helps developers make educated design decisions and efficiently utilize the API.

Import Discovery Data

Support to import macOS devices when using importing data using Ivanti Neurons Discovery is provided, ensuring complete and accurate device information.

Microsoft Entra Integration - Custom Domain

Option to customize URL when importing users through Entra ID Integration is provided. This gives you the flexibility to setup the Graph API endpoint as per the region/nation cloud your business operates.

HTML Field Sanitization

Support for specific HTML tags and attributes, such as <object> in HTML type fields across business objects is provided. Common use cases include Incident, Knowledge, and Problem. This feature allows users to embed custom HTML content safely.

Log Data Archival

Log data archival capability is expanded to automatically clean-up audit and transaction queue tables in the database. This improves system performance by reducing storage usage.

RBVM-ITSM Integration

The RBVM-ITSM integration is improved by providing the following additional filter settings:

- Pre-populated filter settings - helps in auto-populating data based on existing configuration.
- Extended list of filter-specific operators - gives users more flexibility and control when importing data.

Microsoft Teams Bot

The following enhancements have been made to improve the user experience:

- Improving the button usage.
- Minimizing redundant command messages simplifying service request processes.
- Providing quick access to detailed ticket information.

Service GuardRail

During the runtime, if a workflow is leading to an infinite loop, option to suppress the workflow by deleting the respective event and logging the information is provided.

Data Retrieval

The following enhancement has been made to improve attachment accessibility:

- View Attachment Details – Once the system loads the results, you can view attachment details for each record directly.
- Parent and Child Record Support – Attachments are displayed for both parent records and their corresponding child records, ensuring comprehensive visibility across related data.

Workflow Stability

The following enhancements have been made to Workflow Priority:

- Workflows initiated by Quick Actions and Triggers support the High Priority setting. Scheduled Entries continue to work as a regular priority.
- All Service Request submissions with associated workflows are queued as a high priority. Once queued, the workflow uses the priority defined in the Request Offering.

Exclude Data Archival

The following capabilities have been added to support data archival management:

- Exclude Records from Archival – you can manually exclude specific records from being archived.
- Reset Exclusion Status – you can include previously excluded records back into the archival process.
- View Records by Archival Status – you can view records basis the archival status

Wait Workflow Block

Negative values are not allowed in the workflow task input fields.

Importing Large Packages

The following updates are made to improve the package import experience:

- Dedicated Workspace for Large or Time-Intensive Imports – The workspace is now available for importing packages that are expected to take more time or are large in size.
- Supports Smaller Packages – This can be used to import packages smaller than 30 MB.

Global Dashboard Filters

The following enhancements have been made to Dashboard V2:

- Global Filter Selector – A new filter selector is added which allows you to filter data across all widgets simultaneously.
- Unified Filtering – Global filters provide a consistent and streamlined view of the data.

Resource Plans

Resource Plans which was limited to the Project workspace is now available in the Demand workspace. It allows you to create resource plan and add resources directly within the Demand workspace, if the demand is in the evaluating phase.

What's New in Ivanti Neurons for ITAM 2025.3

Scanning Assets

Support to scan assets without an existing purchase order.

Data Matrix

Support for Data Metric scan codes is provided for both ITSM and ITAM.

With this, asset information can be scanned and captured more accurately and also maintain compatibility with all bar code types currently supported.

4.2.3. What's New - Enterprise Service Management - 2025.2

This topic details all the new features and enhancements of products - ITSM, ITAM, and Enterprise Workflow Management in release version 2025.2.

Click here to learn about the critical updates including deprecated features and end-of-life notices in this release.

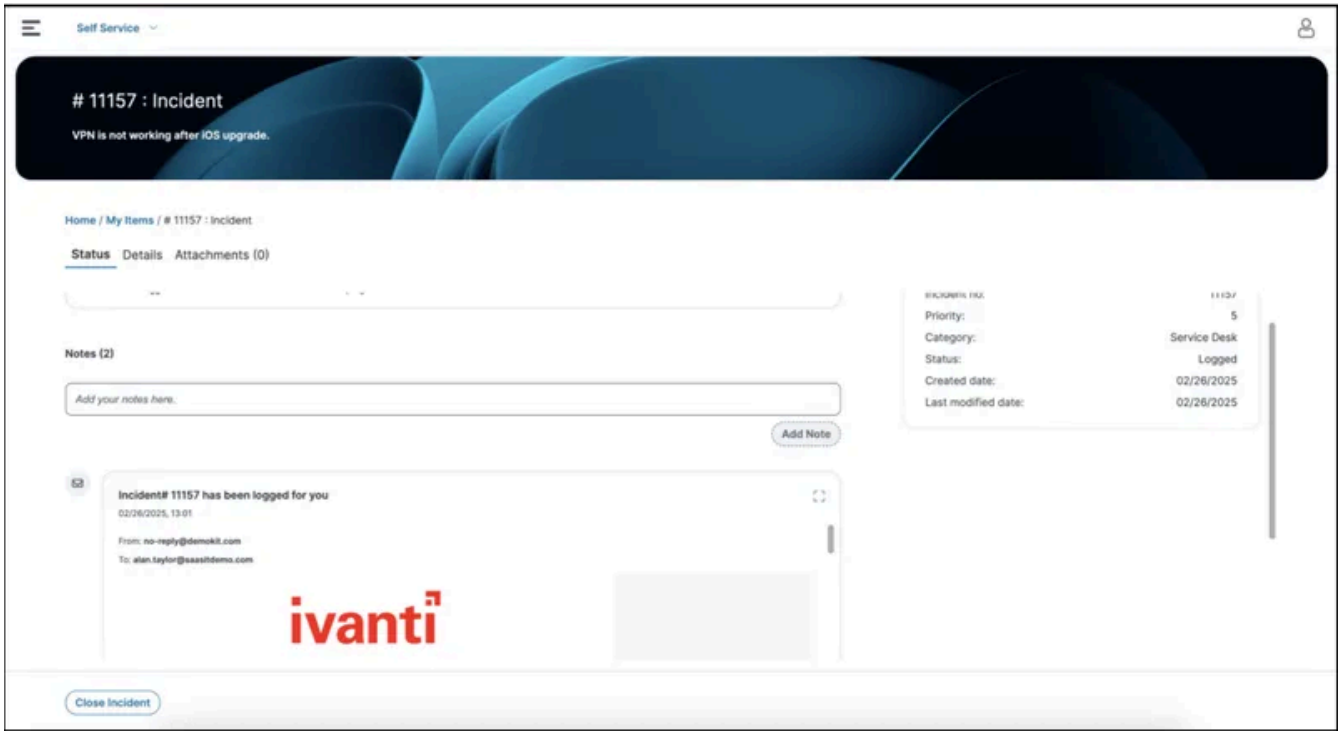
What’s New in Ivanti Neurons for ITSM 2025.2

User Experience

Self Service Portal V3 Enhancements

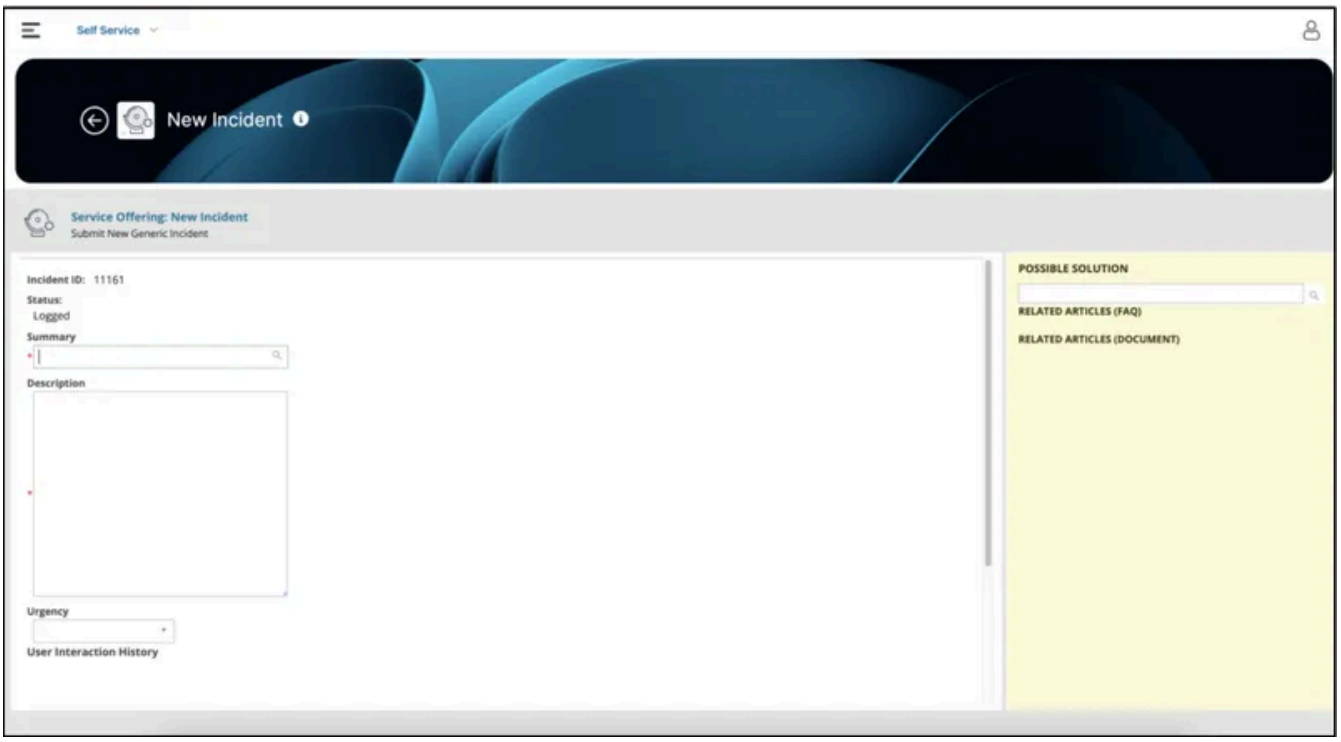
The following enhancements were made to Self-Service Portal UI v3 functionality:

- Support for inbound and outbound emails exposed to the Public (end users) now appears on Self-Service Portal Details page within the Notes section.

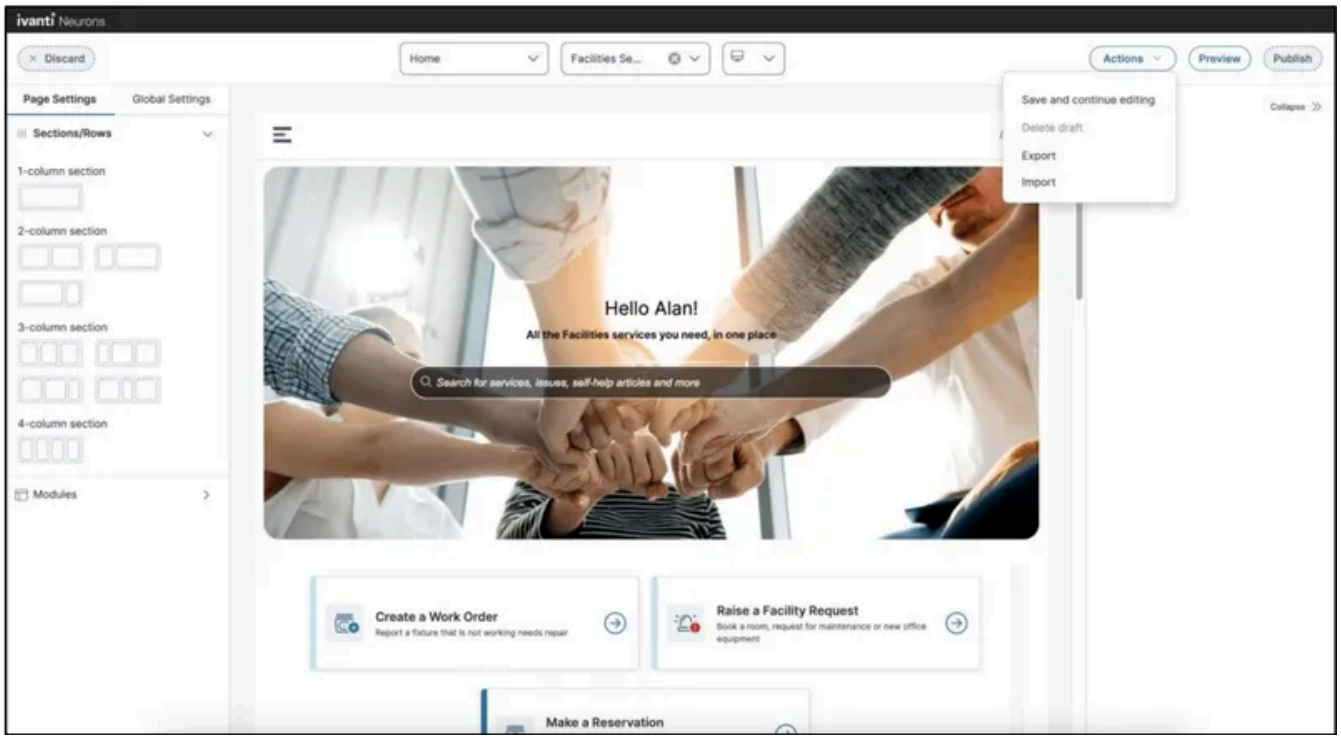


- **Fallback support to classic form offerings** - Admin can do that by enabling a new Global Constant named -"useClassicFormsForSSMV3". This is a temporary solution until we build Modern Layouts using modern Layout Designer, with all the complex capabilities available in existing Layouts. Some examples of these complex capabilities include Supporting Tabs, Expression based visibility rules to show/hide certain set of fields on UI, UI components such as Journals.

> Classic form offering UI may not work as desired with smaller screen sizes, such as Mobiles devices.



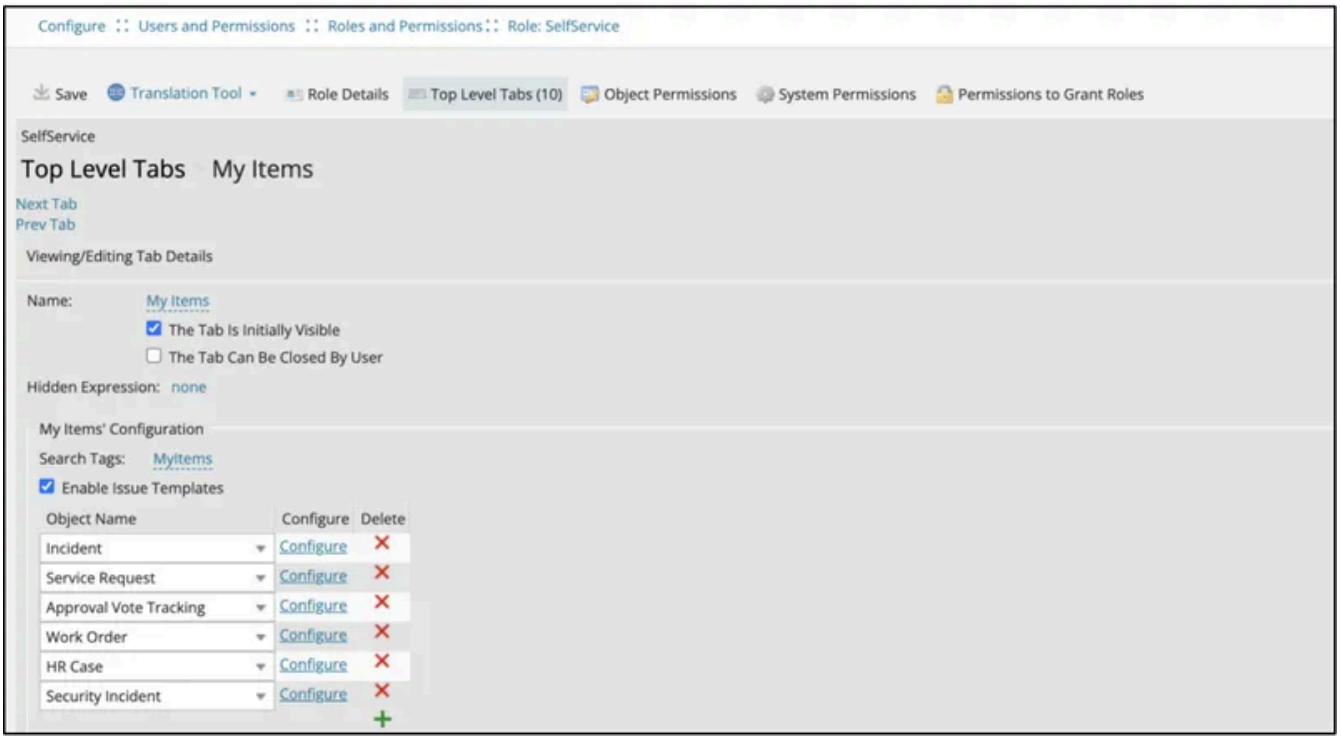
- **Packaging Updates** - We now support the export and import of Self-Service Metadata including banner images, Icons and other related assets. This enhancement helps package and deploy Metadata between different tenants.



- **Support for Custom BO in My Items** - We now support custom BOs defined in My Items. Although we support the custom BOs, and their configured layouts, we use the layouts only as a reference for fields metadata to fetch the fields displayed in the details section.

> In UI v3, customization of My Items details page is not supported. However, if an admin has configured a custom BO that has a relationship with Notes, Emails and Attachments, the system will honor the Metadata and show the results.

Additionally, this functionality requires configuring Object Types and Business Rules to populate the data in My Items BO.

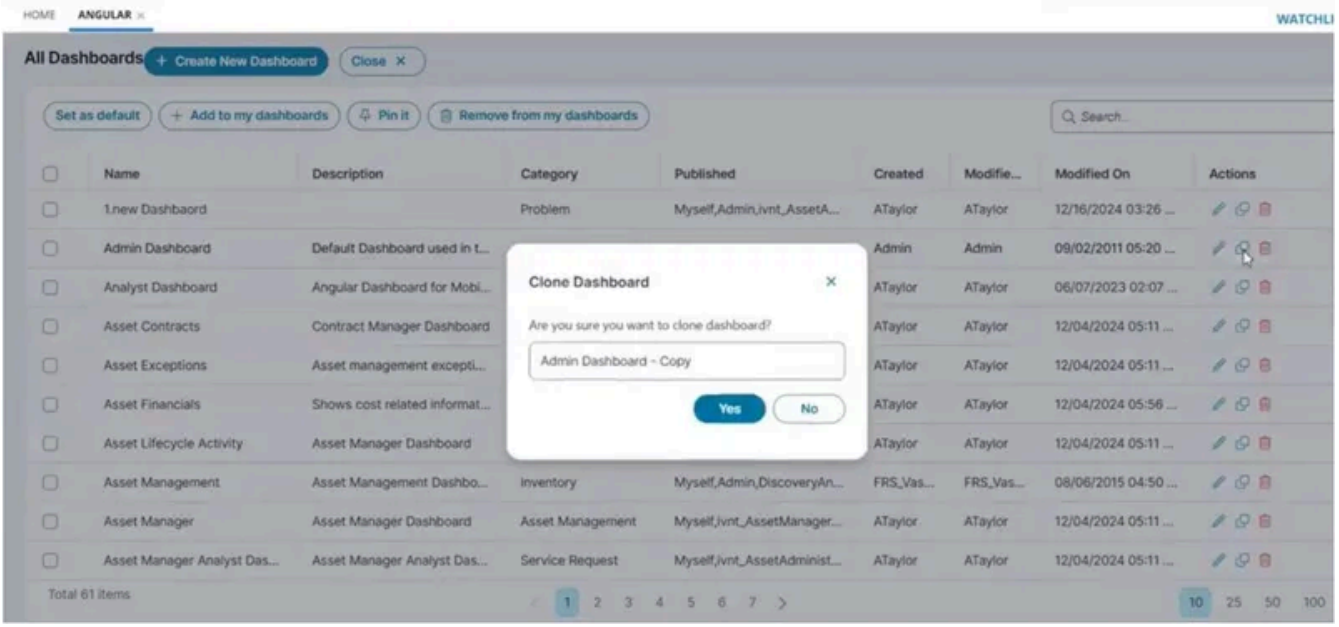


Other Updates

- Support for HTML enabled Description fields in List Component of request offerings.
- URL redirection from Service Catalog deep links.
- Ability to hide the “Close Incident” button from form offering using visibility rules.
- “tostring()” vs “toString” function support for backward compatibility.
- Localization Support for the HTML module.

Dashboard V2 Update

From the All Dashboards screen, you can now clone dashboards, edit, delete or create new ones. Cloned dashboards must have a unique name.



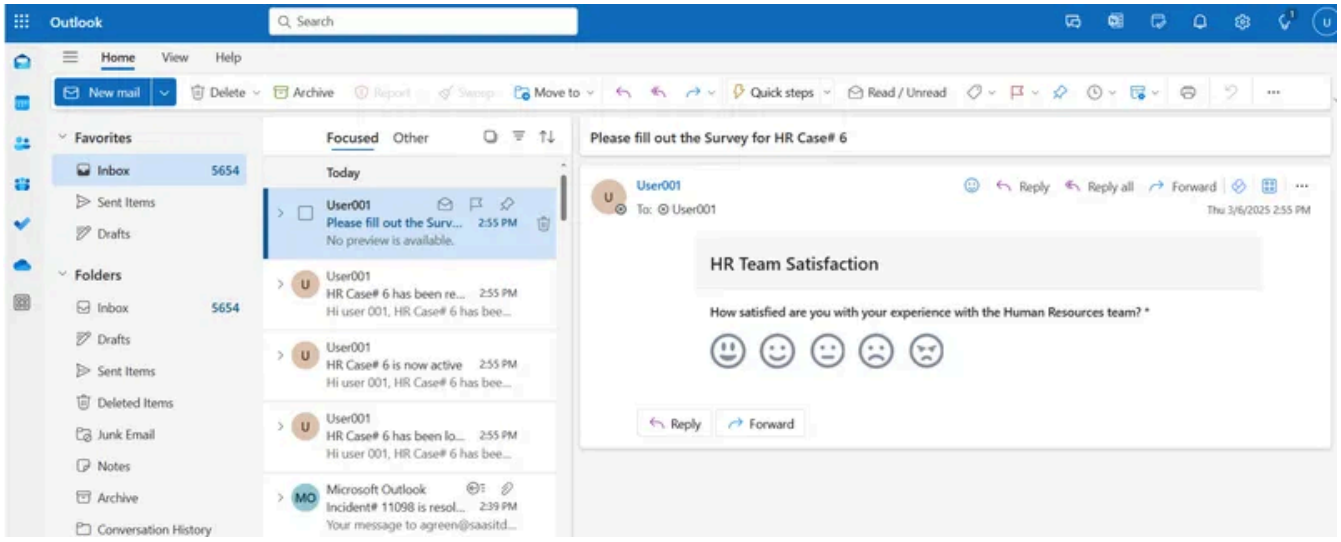
Modern Survey Enhancements

Modern Survey capabilities have been enhanced to support email-embedded surveys, enabling recipients to complete survey questions directly within the email.

- A new 'Configure Embed Survey' option is available in the Modern Survey menu within the Admin UI.
  - Supports Outlook and Outlook on the web
- Supported for any Business Object that has Survey configured - e.g., Incident, Change, HR Case

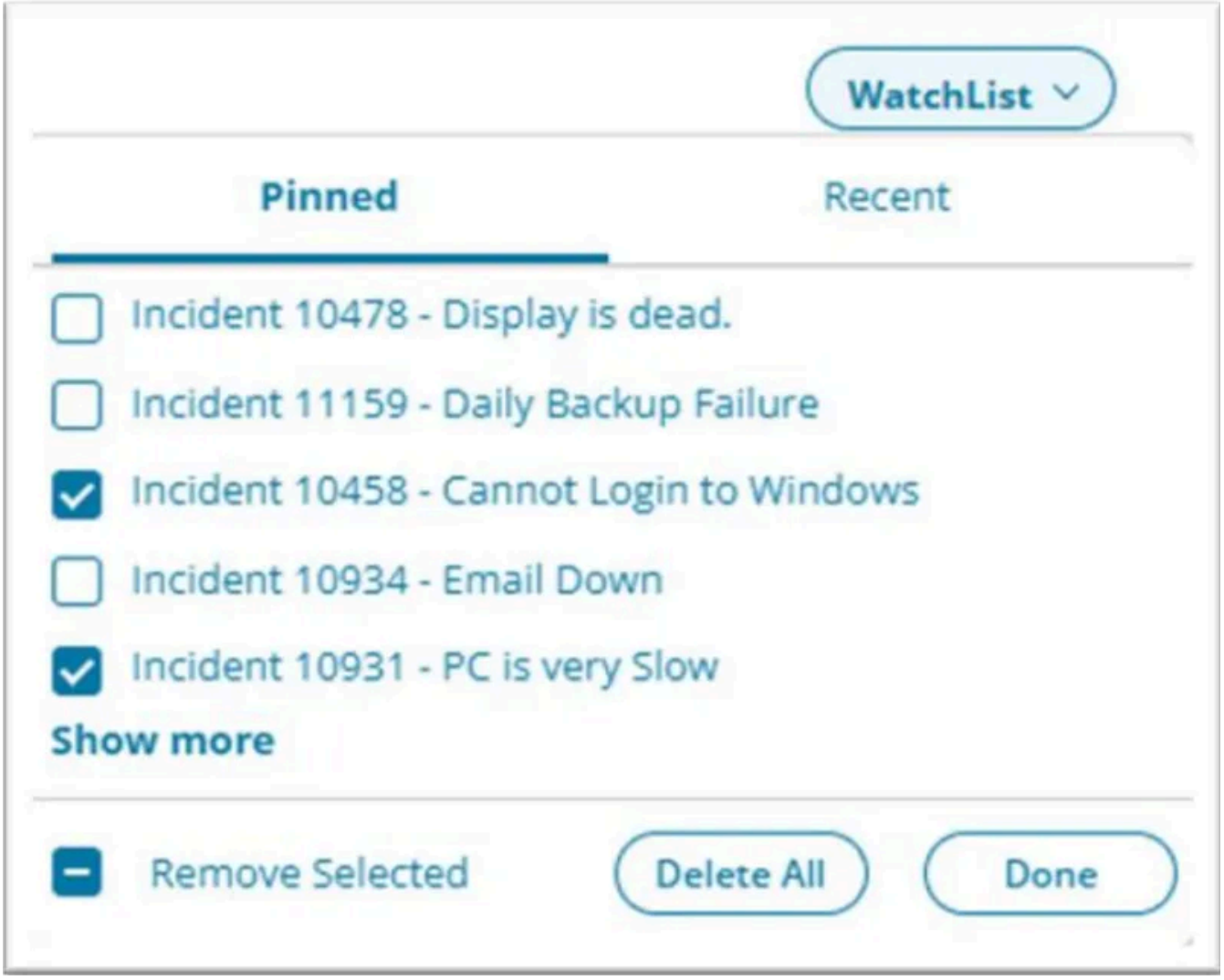
> A survey can be configured on any BO.

- Email-embedded surveys can be sent via Triggers, Workflows, and Actions.
- Supported survey types that can be embedded in an email include:
  - Standard Surveys (Single-Line Text, Multi-line Text, Radio Buttons, Checkboxes), Star Rating, and Smiley Rating.



UX Updates

Multiple items in the Watchlist can now be deleted by selecting the checkbox next to the items and then choosing the Remove Selected Link. All items in the Watchlist can also be deleted at once by selecting the Delete All button. This capability can be enabled using Global Constant: “LoadNewWatchListFeature”.



Security updates

As part of Ivanti's Secure by Design commitment, Neurons for ITSM will adhere to a stricter security profile by default. The following configuration settings will be implemented for new installations:

- The ability to request a forgotten password change will be disabled by default.
  - To enable this feature, from the Configuration console, select **Security Controls** > **Security** and **Session** to open the Security and Session workspace and display a list of options. Click **Allow Forgot Password Request** checkbox to activate the capability.
- Roles no longer utilized in the product will not be available. The following roles will not be created by default:
  - Discovery Manager
  - Discovery Analyst
  - License Manager
- To minimize undesirable access to Personally Identifiable Information (PII), permissions for Guest users have been significantly reduced by default. Guest users will only be able to access personal and ticket information associated with their own account.
  - To broaden this access, from the Configuration console, select **Configure** > **Users** and **Permissions** > **Roles** and **Permissions** to open the Roles and Permissions workspace and display a list of roles.
    - Open the role for which you want to edit the object permissions. The system displays the Role Details page.
    - Select the Object Permissions tab.
    - Modify access to the desired objects.
  - For more information, visit **Using Enhanced Object Permissions**.

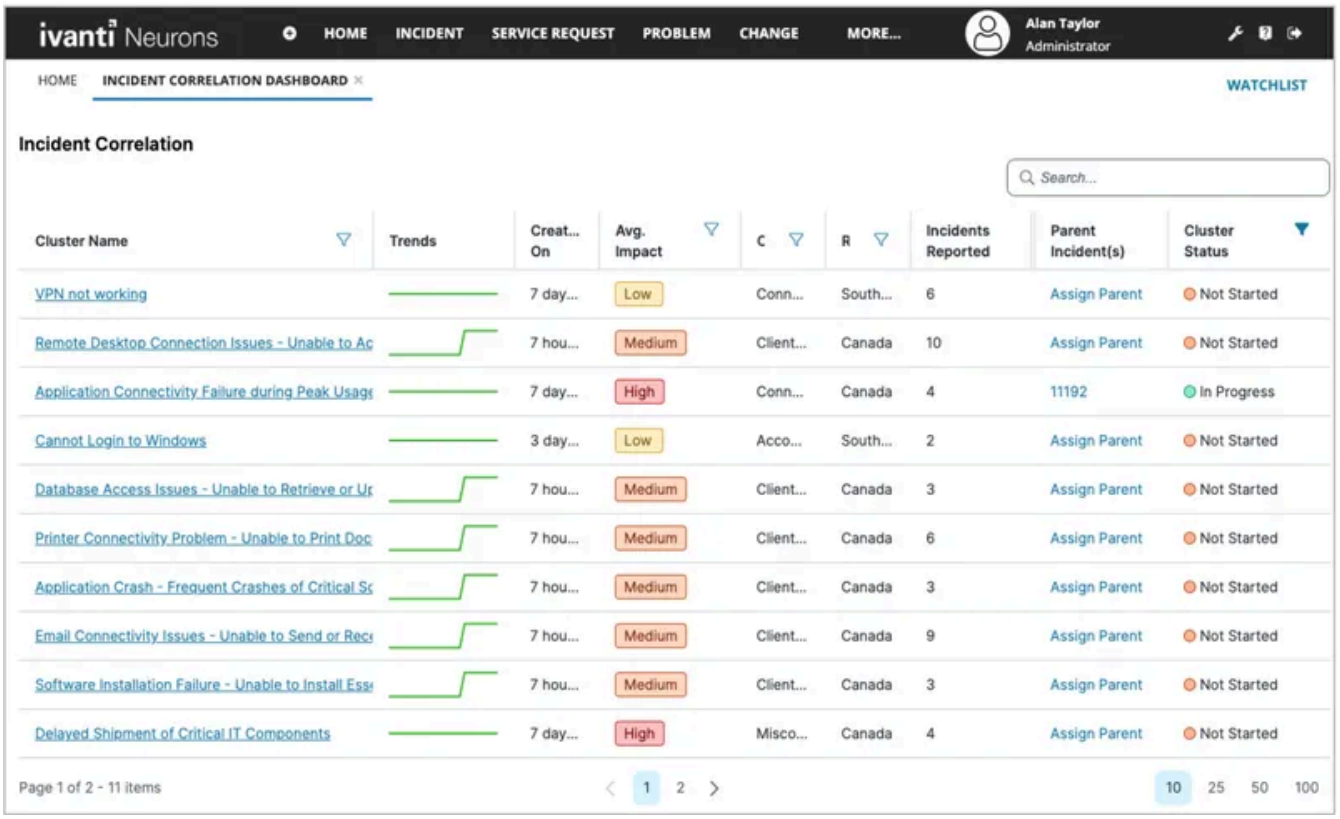
> These changes will only apply by default for new installations. Existing (i.e. upgraded) installations will not be affected.

- In previous releases, users were sometimes shown a request offering in the Service Catalog that they could not open due to insufficient permissions. Request Offerings now only appear in a Self Service search if the user belongs to the organization or role for which the offering is configured.

AITSM

Incident Correlation

This release introduces a new workspace that allows authorized analyst users (e.g., Service Desk Managers) to see how new, incoming incidents are correlated into clusters, based on the likelihood that they originate from the same cause (e.g., an issue with a common service). It also allows users to efficiently manage the cluster.

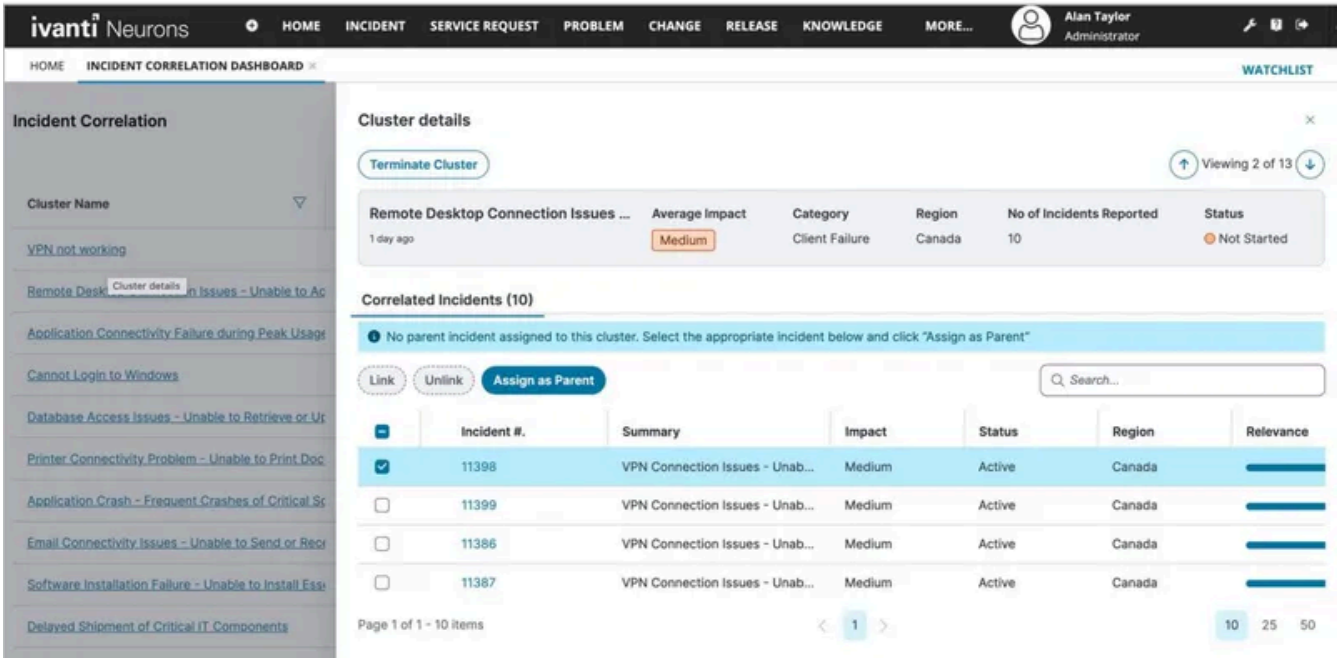


- The benefits of this capability for your ITSM practice are:
  - You can accelerate the identification of significant situations (potentially a major incident) in your IT environment.
  - You can decrease the length of service disruptions and enhance employee communication through faster identification, which will positively influence employee satisfaction and productivity.
  - You can increase IT staff productivity and reduce IT costs by:
    - Shortening service disruptions
    - Enabling the effective bulk creation of relationships
    - Concentrating on a single incident
  - You can reduce risk through more effective detection of clusters that may indicate security issues.

The AI clustering algorithm recognizes similarities among new incoming incidents based on the incident Summary and Descriptions field. Even if incidents are differently worded, the AI algorithm can determine that they are similar and thus associate them with the same cluster.

The clusters are then visualized in a new purpose-built UI - the “Incident Correlation” workspace - which can be assigned to roles. The UI provides a grid-like overview of all clusters, including cluster name, trend information (via sparkline graphic), status, average priority, and other relevant details. Analyst users can drill into clusters to perform several activities:

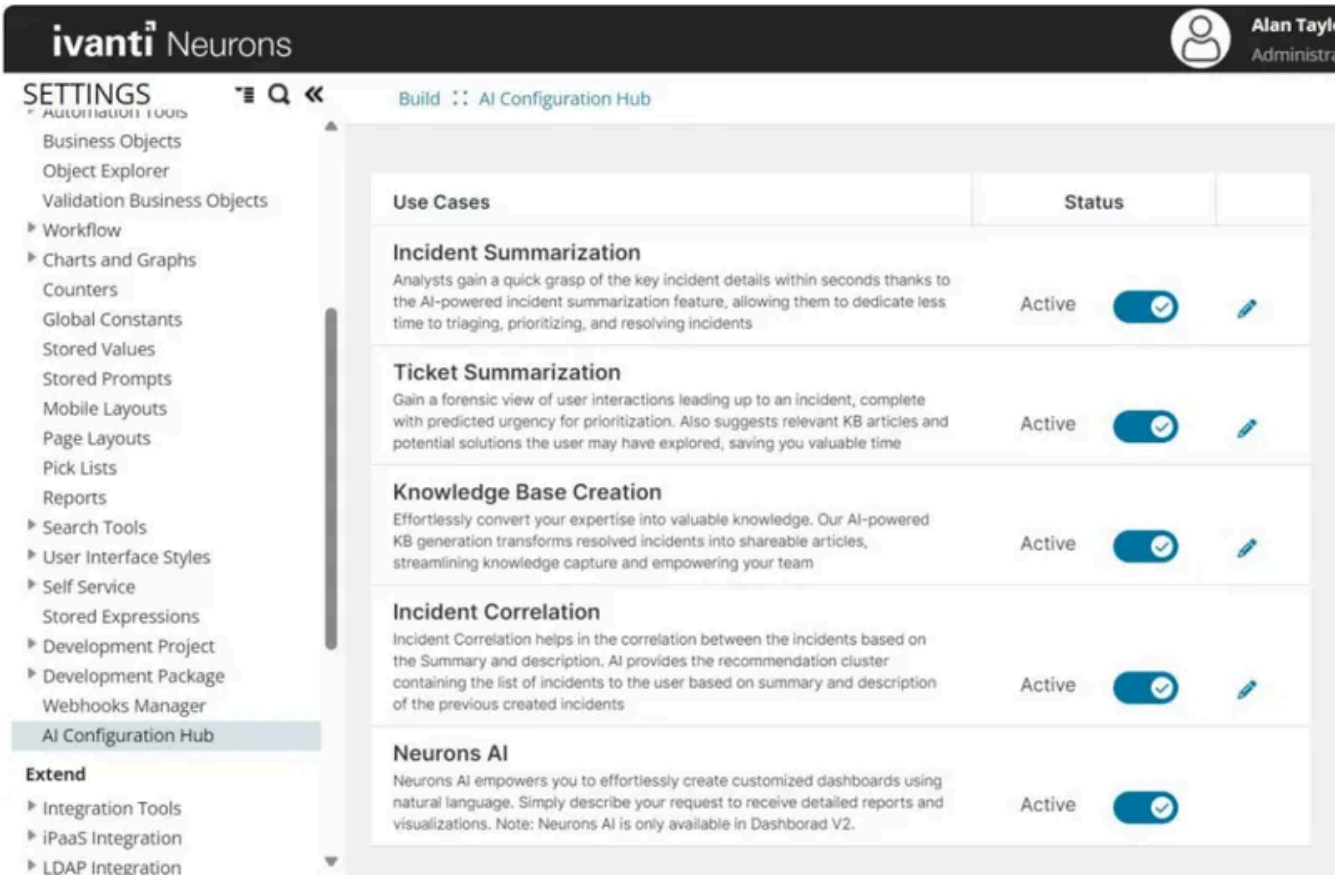
- Review the incidents associated with the cluster and determine whether they reflect one (or potentially multiple) common root cause(s).
- Establish one (or multiple) incidents as parent(s) of the cluster.
- Manage the status of the cluster (e.g., terminate the cluster if it is not relevant).
- Efficiently bulk-related incidents of a cluster to a primary parent incident and then manage a single incident.



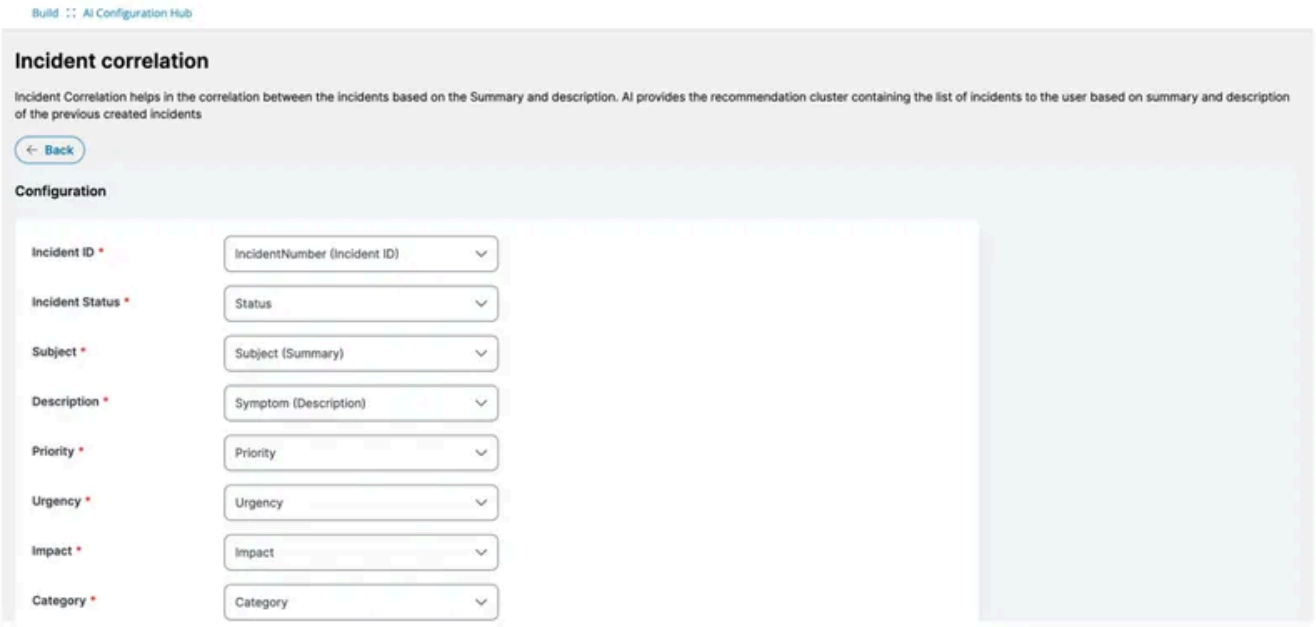
The Incident Capability is only supported for English locale.

Additional Configuration Options in AI Configuration Hub

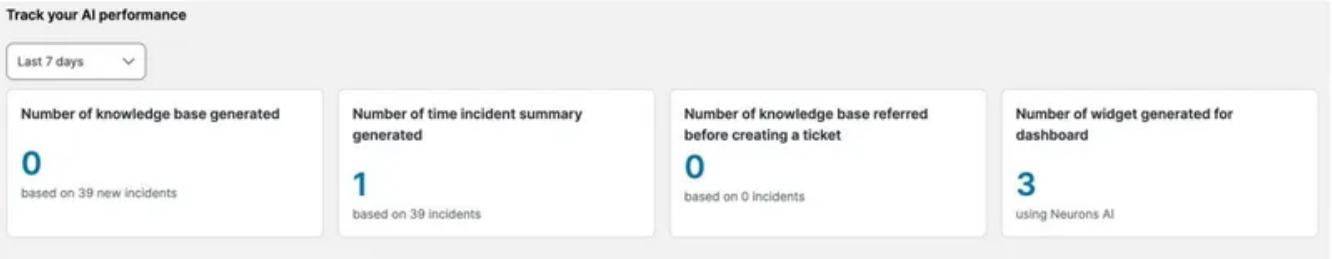
The AI Configuration Hub is the workspace where all the settings related to the Neurons for ITSM AI capabilities are available. To enable any capability, set the feature to Active using the Active/Inactive toggle button.



Use the Edit icon to make changes to the configuration for the capability. Below is a snippet showing the Incident Correlation workspace while being edited.



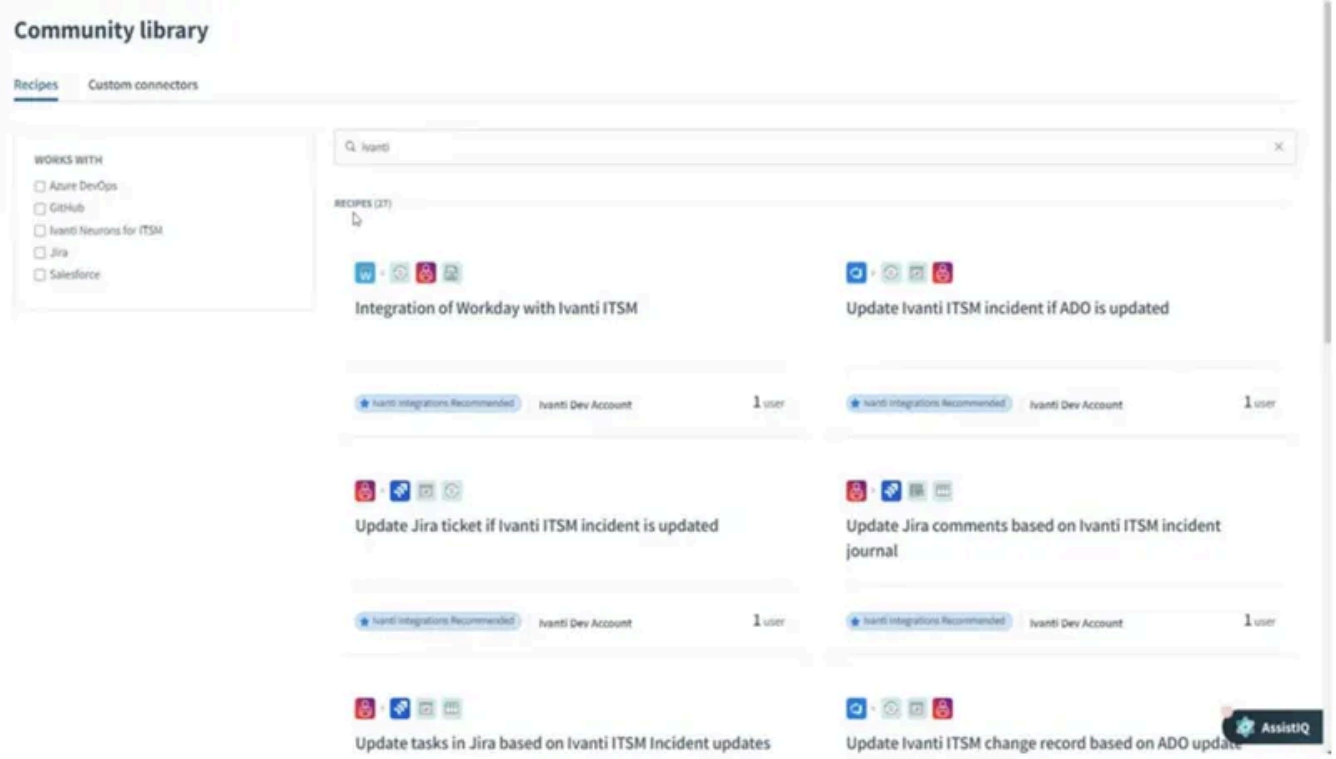
AI performance indicators are also present on the AI Configuration Hub to see how many articles are generated using AI and track performance over the past seven days, one month and over a year.



Integration

iPaaS Integration Updates

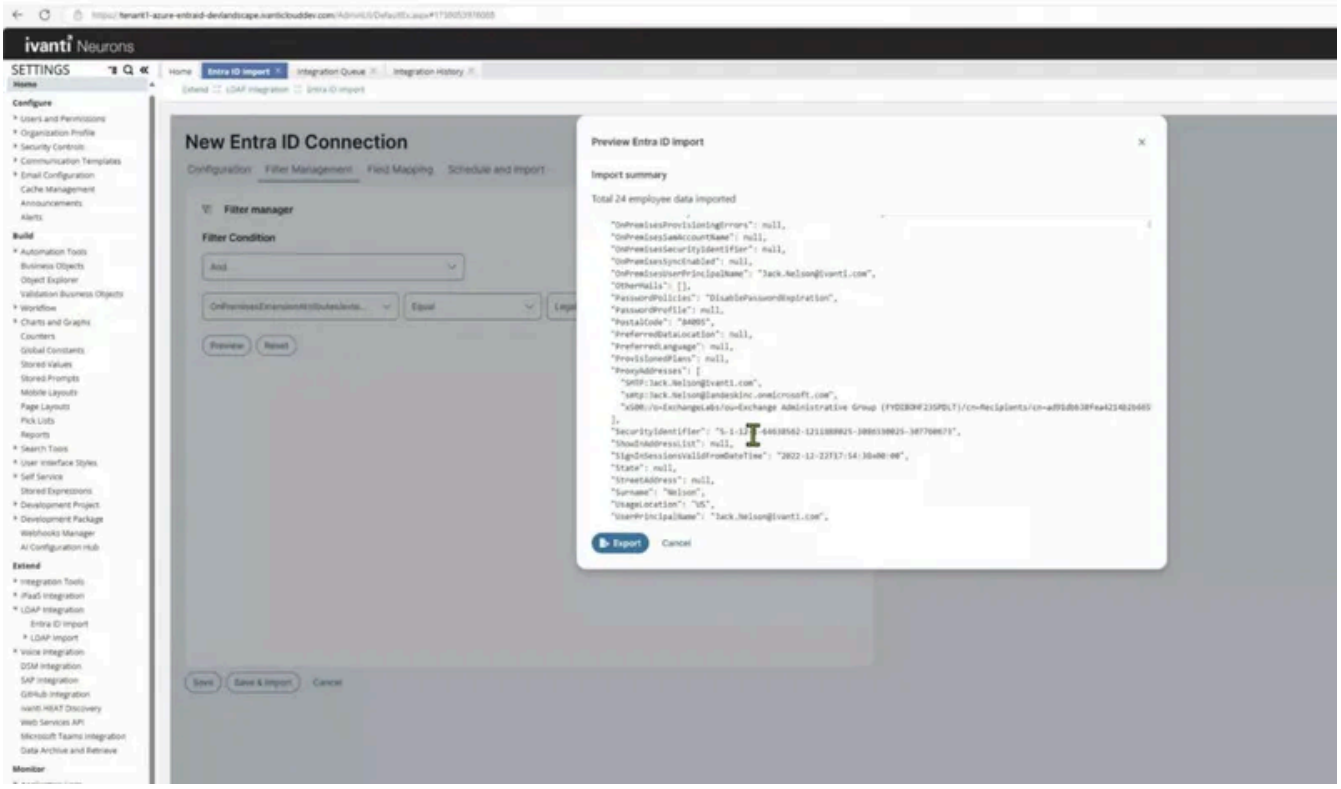
The latest release of Ivanti Neurons iPaaS introduces the "Ivanti" label in the Workato Community Library, allowing users to filter and view all pre-built recipes for Ivanti Neurons for ITSM and ITAM.



All Ivanti-related recipes, including integrations with GitHub, JIRA, Salesforce, Jenkins, and future connectors, are properly tagged under the Ivanti label for easy discovery.

Entra ID Improvements

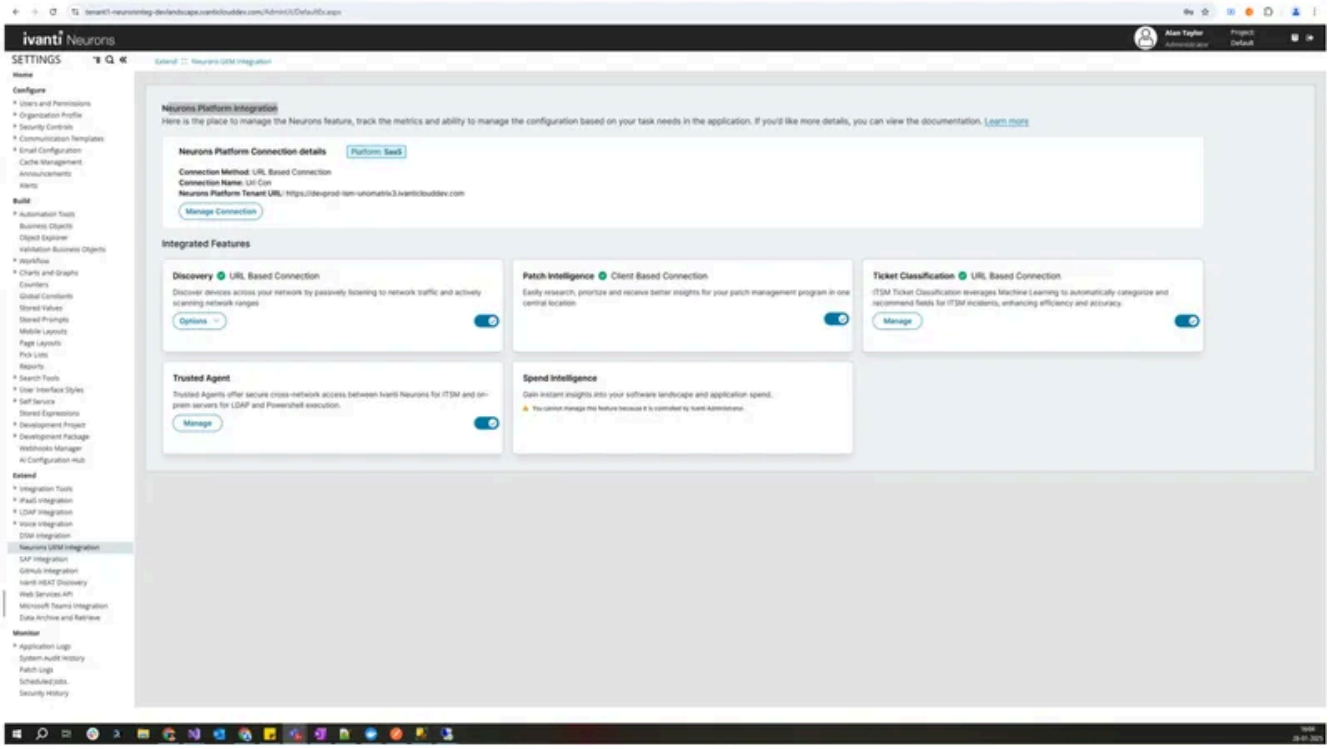
The Native Azure AD Connector, originally released in version 24.4, has now been re-branded as the Entra ID Connector, bringing several key enhancements to ITSM practices. This update introduces support for importing Organizational Units, ensuring more efficient and structured data synchronization. Additionally, the improved import filter conditions offer greater flexibility and granularity, allowing admins to refine the data being imported with precision. The connector now also supports On-Premises Extension Attributes, expanding its compatibility and integration capabilities. Lastly, critical bug fixes have been implemented to enhance overall reliability and stability, ensuring a smoother and more robust experience.



> The webscript-based Azure AD Employee Connector from the Analyst page will be deprecated by 2025.3 release.

Simplified ITSM and Neurons Integration

The new capability allows Admins to integrate Ivanti ITSM and Neurons tenants without the involvement of the Ops teams. This brings several key benefits to ITSM practices as Administrators can now manage integrations directly from the Admin Console, ensuring a streamlined and user-friendly experience. The ability to test connections instantly provides immediate confirmation of connectivity, reducing delays and uncertainty. Additionally, this feature simplifies troubleshooting by allowing quick identification of common integration issues.

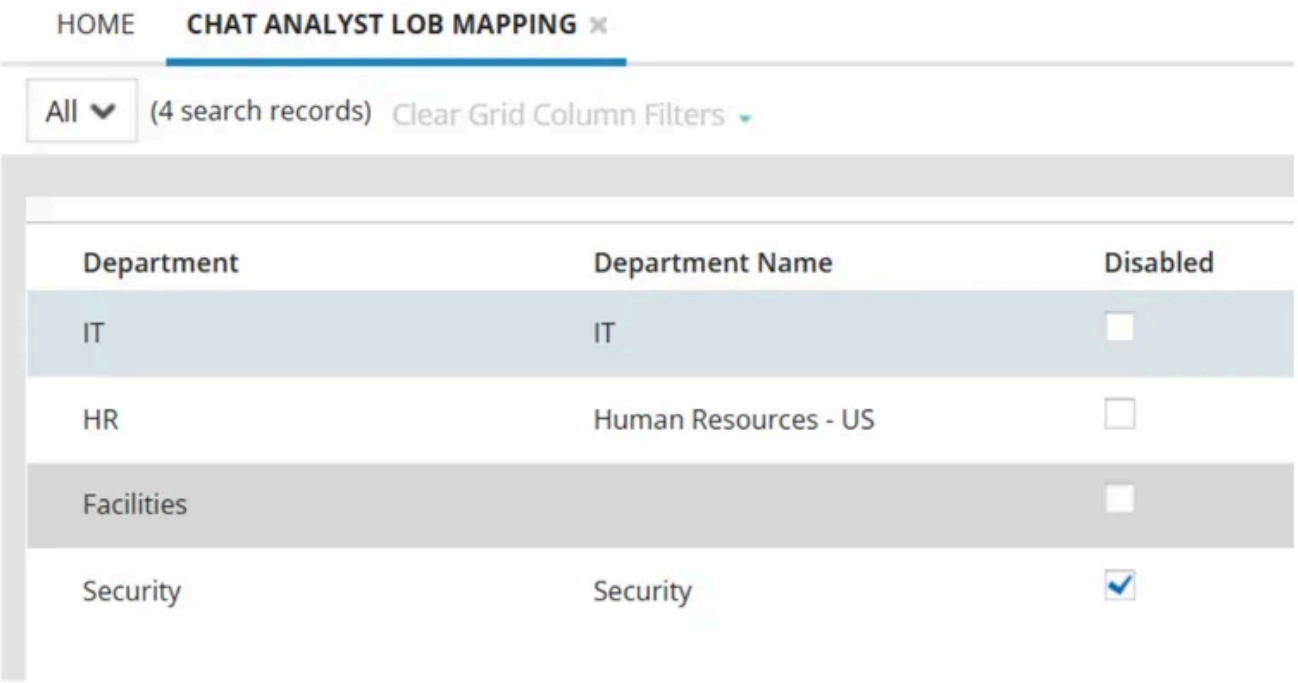


To enhance usability, all integration features are displayed as tiles, offering a clear and organized view for better navigation and management.

Live Chat

LOB Chat Routing Updates

Within the existing LOB Chat Analyst Mapping workspace, users now have the ability to rename the LOB Chat Departments to better fit the terminology of the organization and align chat routes with the lines of business that may exist within the organization. The Department Name field is customizable and can be translated based on locale.



What's New in Ivanti Neurons for Enterprise Workflow

2025.2 release of Ivanti Neurons for Enterprise Workflow Management consists of the introduction of a Facilities Portal leveraging Self Service v3 modern UI, improvements to Confidential HR Case Management, and fully localized Neurons for HR.

Neurons for HR Updates

Confidential Case Update

Improvements made to managing confidential HR Cases. Confidential participants are now managed through the Confidential HR Group. The key changes include:

- Removing a user from the 'Confidential HR Group' removes them from all Active HR Cases.
- Administrators no longer have default Confidential Case visibility.

Localization

- Fully localized HR workspaces for Analyst.
- Content translations for ITSM-supported languages.
- Updated translations and localization strings.

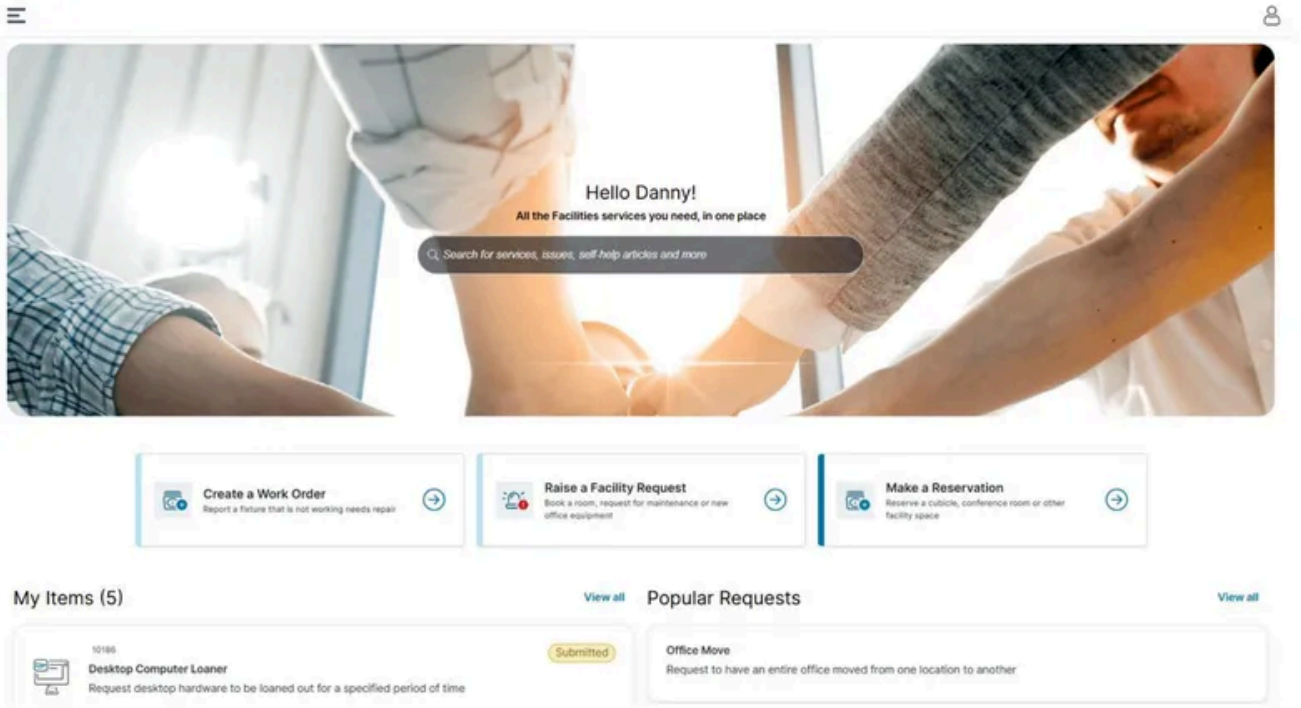
Enterprise Landing Page

Facilities Enterprise Landing Page (Self-Service v3)

With the addition of v3 Enterprise Self-Service Landing Pages Extended to Additional Roles, a new HR Employee Portal is introduced with the updated modern design. Roles can be set as Self-Service Role enabling the ability to design custom landing pages for various departments or use cases.

Facilities Portal components:

- Default Banner and Search Bar
- Button Group: Create a Work Order, Raise a Facility Request, Make a (Room) Reservation
- My Items (across IT, HR, Facilities, etc.)
- Popular Requests
- News and Announcements
- Knowledge Articles for Common Issues



> Note: Banners, Tiles, Button Groups, Sections, Color Schemes, etc. can be customized.

5. Fixed Issues

Release 2026

Release 2025

5.1. Fixed Issues - 2026

Version 2026.3

The following issues have been fixed in the 2026.3 release:

Problem ID	Title
98922	Get Approval block creates approval and vote records and appears to immediately exit the "No Approvers" block.
99444	Dashboard V2 > Pivot Table > Filter > "Is in list" operator does not allow selecting multiple items.
99782	Unable to ungroup or expand grouped fields in Dashboard V2.
100120	In the newer Graphical Action Designer, creating an Open Window for URL using the online help example command returns an invalid JSON format error.
100468	Exceeding object permission limits in Form Control Search.
100816	Delete record via Workflow Quick Action fails: Attachment configuration is required to delete an attachment.
101007	Images do not auto-scale or save when resizing the layout in Dashboard V2 edit mode.

Problem ID	Title
102177	"Create incident on error" does not work on email listeners using Advanced Monitoring.
102219	Error "Cannot read properties of null (reading 'DisplayName')" when selecting a Request Offering in Service Catalog.
102275	"HTML format has been changed" in audit history for Agreement Line when a number field is updated via Web API.
102877	Custom relationships disappear from the Saved Search drop-down list.
103143	The Cancel button on a My Item record in Self Service does not function.
103172	Update to Export QA in Graphical Action Designer is not saved.
103234	Post-upgrade (2023.4 and 2024.2) issues with Ops Console: A connection was successfully established with the server, but an error occurred during the login process.
103292	Records for 0 of X when opened from Dashboard.
103294	Any Business Object > Quick Actions > Graphical Designer: Changing from one QA to another always prompts "Save Changes" even when nothing has modified.
103701	Unable to search for Owner is empty in Dashboard List V2.
104061	Export Data quick action removes headings from CSV files.
104099	Unhandled system exception when selecting Show CI Map.
104159	Quick links do not slide or display results in Arabic language - Self Service Mobile UI V3.
104177	Knowledge articles show English titles and descriptions instead of localized content in the search bar.
104419	The DiffWorkingSeconds function does not work correctly with Business Hours calculations.
104427	Report list in Dashboard V2 cannot be opened. After clicking, a new window should open the report as in Dashboard V1.
104688	Cancel button control does not function in Self Service layouts.
104759	UnhandledSystemException in Web Services API.

Problem ID	Title
105569	Validation lists that display values based on another validation list do not work with locales other than English (US).
105918	ExportEmailAsXML intermittently fails due to timeout errors on EmailService / IntegrationService.
106672	When changing the order of exceptions under Business Hours Weekly HOP, the end time changes.
107191	DiffWorkingSeconds function does not work with time zones UTC+2 and above.
107235	Stored prompt associated with an extended business object results in an error.
107385	The Cancel button on a My Item record in Self Service does not function.
107387	Graphical Action Designer Clone Change with Popup results in an object reference error.
107437	Cannot create Self Service V3 presets.
107540	UI V2 does not correctly enforce required rules for date/time controls in Request Offering forms.
107748	REST Metadata method provides access to metadata that the associated user role cannot access.
107788	Production ITSM tenant does not have the content required for Neurons integration.
107833	Dashboards unable to sum currency fields.
108109	Japanese localization: Cannot select the owner of a task created by a template action.
108150	"Save As Draft" button displays in German instead of Polish when using the Polish locale for Knowledge Article generation.
108227	Product Catalog shows duplicate items when the search term contains more than one word and sorting is used. Clicking a duplicate item opens a different item.
108266	Delete record via Workflow Quick Action fails if an attachment is linked to the record.
108469	Package import issues with stored expressions.

Problem ID	Title
108500	Filtering the CI business object on a localized field fails to return results if the column contains null values or translated strings.
108789	Check box defined with IF/THEN/ELSE based on an auto-filled value does not populate correctly when EnableSelfServiceMobilePerformanceImprovements is set to True.
109116	Error during the login process in On-Premises.
109170	Inbound emails fail with "The sender is from an untrusted domain" error when TenantEmailTrustedSenderDomains cannot be read.
109359	Unable to change the delimiter for Secure FTP (SSH) data import connections.
109457	Pivot chart dashboard displays incorrectly.
109477	Images added to Image Manager disappear and later generate an error.
109659	Pivot table operators display incorrectly in all English languages except UK English.
109671	Instead of indicating that no clusters are available for Correlated Incidents, an error appears: "Cannot read properties of undefined (reading 'length')".
109782	HTML Renderer fields in list views do not respect word wrap settings.
109842	Template executes an update action on the next selected record.
109880	OData API $select does not function for the Logs business object and returns 204 No Content.
109889	Related Object List form control does not work as expected for custom objects.
110141	Response SLA is calculated incorrectly.
110205	Radio buttons on forms do not save in translated locales.
110211	Incorrect display of dates and times in Business Hours calendars, which may affect SLAs.
110220	Audit history does not register changes when the language is set to a different locale.
110259	Hidden field value exposed in Service Request when "Preserve Space When Hidden" is enabled.
110379	ISM wants to discover and connect to devices on the local network.

Problem ID	Title
110403	Dashboard UI V2 date-only values display in US format regardless of the selected locale.
110433	Dashboard widget filters do not function as expected.
110502	List paging in the portal is not editable.
110575	Regression: Custom URI (for example, "content manager://") is stripped from the HTML field on save.
110589	The "Paste attachment" function does not work for non-image files in Firefox.
110603	Graphical Action Designer freezes after choosing the "Create New" option and moving Quick Action blocks.
110640	In User Interface V3 Service Catalog, a request offering that displays Pick List values does not show any value until the drop-down is clicked multiple times.
110674	Self Service V3: On-demand form Strategic Objective control is undefined because Category ID 34 is not supported.
110803	User Interface V3: Cost fields in drop-down do not show pricing.
110867	"Day One of Each Month" scheduled entry workflows are not triggering reliably.
110883	Incoming emails are missing attachments and/or important PDF attachments.
110885	User Interface V3: Total price on request offerings is not visible while scrolling.
110892	Constraint on Pick List is not translated in list filters.
110899	HTML jump links (anchor tags) work in Self Service but not in the main application. A new tab opens with an error.
110934	Audit History does not display records for custom objects. The count is correct in the tab.
114700	Request Offerings Lists do not display any items.
111029	401 Unauthorized error when clicking the "Info" button in System Status for ConfigServiceUrl.
111035	Unable to disable or remove the "Most Popular" filter in Service Catalog for the Self Service role in V3.
111081	Conditional expressions are cleared when editing and saving an existing triggered action rule.
111097	Deleting a conditional expression from a triggered action business rule using the Enhanced Expression Editor displays the error: "Syntax Error: Value must be true or false. Cannot be converted to true or false".
111156	Dashboard V2 pivot table fails to display data in the French locale when number field precision is greater than 0.

Problem ID	Title
111201	Custom favicon upload results in a broken icon placeholder in User Interface V3 Self Service.
111207	Widgets using the "Last [Something]" filter display only the first one or two letters of the filter label in Dashboard V2.
111208	List view becomes misaligned when certain HTML is added to the Summary field.
111244	Self Service V3 direct links to request offerings do not check Publish Action access.
111311	User Interface V3 portal load performance issues.
111328	Invalid Session page in Admin UI > Configure > Communication Templates > Surveys.
111331	Advanced Monitoring intermittently does not link emails or create incidents.
111336	"Send E-Mail" Graphical Action Designer quick action randomly replaces values in address and subject fields with numbers.
111361	Data imported into FRS_CIComponent#Hotfix is synced, but old records are not removed to stay in sync with Neurons data.
111377	Workflow completion issues on request offerings.
111384	Spanish translation error in the prompt title when linking a Request Offering to a Service Level Package.
111450	Issues when resending an email list with a specific format in ITSM.
111455	Escalation clock does not update the Breach Passed flag to True when the clock exceeds the target duration.
111467	Attachments do not display on service requests created via Teams Bot.
111482	Unhandled system exception when selecting Show CI Map: "An item with the same key has already been added."
111484	AITSM Business Object Summary switches month and day values for some months.
111491	Changing the label of a button in matching panel settings prevents it from working in Self Service V3.
111493	In Dashboard V2, some Login IDs are converted to dates.
111533	Entra ID import takes more than 24 hours to run instead of the expected 1 to 3 hours.
111601	Improper handling of DateDiffSQL expressions using time zones in the Request Offering Rule Editor.
111619	Remove the Approval/Denial Reason box (and requirement) from My Items Approvals configuration does not work in Self Service V3.
111705	Accessing the Risk Level or Change Scheduled child tabs on Change records in the Self Service V3 portal causes an unhandled system exception.
111725	Request Offering hyperlink does not work with a left click.
111735	Attachments with spaces cause errors in V3.

Problem ID	Title
111766	API calls fail after datacenter migration from VMs to containers.
111795	Removing Journal#Email from any Journal form is not possible. Changes are not saved.
111808	HTML code used in the Knowledge business object does not display correctly in User Interface V3.
111842	Date picker starts on the current day in the standard user interface request offering but starts on the first lower-bound date in User Interface V3.
111843	Self Service V3 via custom or vanity URLs fails to create and load records.
111848	Datetime field prevents form submission in User Interface V2 Self Service.
111850	Object reference error when using a pop-up in Quick Action with a Search and Link block.
111851	Attempting to grant permissions to a role results in an incorrect warning message.
111984	Labels do not display in My Items in Self Service V3.
112007	Graphical Action Designer freezes when opening quick actions imported from another tenant while using SSO external authentication.
112035	Triggered Action and Audit History are not created when a field is updated with the same value.
112049	Constraints in Pick List configuration do not support Unicode values.
112061	REST API authorization header format is non-compliant with RFC 9110, causing integration and security issues.
112076	Teams Bot: Request Offering templates from other tenants are intermittently visible on the current UAT tenant.
112101	Renaming a cloned web service connection deletes the script.
112158	SFTP Connector: XML file import fails with a 30-second connection timeout after containerization.
112271	The "Back" and "Next" buttons can no longer be selected in some Integration Tools submenu options in the Admin Console.
112279	Clearing field values does not work in Self Service User Interface V2.
112332	Buttons do not respond in maximized windows for Service Desk Analysts in User Interface V3.
112339	Self Service V2 does not return to the Enterprise Landing Page and instead displays the default Home page.
112340	Creating an audit record in the Deleted Asset Audit workspace upon CI deletion fails when the user's Login ID exceeds 32 characters.
112400	Access to draft request offerings through direct links by another user.
112441	Entra ID import: New HTTP string filters are lost during Test Connection.

Problem ID	Title
112452	Cannot filter more than once with the TimeOnlyTimeZone field type.
112523	Expression fails when the locale is set to a non-English language.
112543	The "Label Pos" option on a form does not work for Boolean fields or tick boxes.
112557	Regression: "Resend Email" button behaves differently in non-English languages.
112651	Kanban column configuration changes are not saved.
112735	Charts display no data when using the runtime filter.
112765	Service Catalog categories do not filter correctly when requests are created from Quick Actions.
112803	Localized teams do not appear in the Pick List with $([ValidationList]OwnerTeam).
112818	Copy Dashboard function in Dashboard V2 generates a broken URL when the dashboard name contains spaces.
112856	Business object cloning refinements do not work.
112859	Issue with panel visibility when child panel placement is set to Panel.
112907	Hours of Operation are not transferred correctly when a request offering is exported.
112916	Green filter mark disappears when resizing a grid column.
112932	Mobile browser landscape mode is not usable in Self Service.
112949	Regression: RelatedObject fields display "Undefined" or blank after upgrade to 2025.4.
112984	Cannot export the Import Summary list in the Entra ID connector.
112998	Modern Survey issues in production tenant.
112999	Dashboard displays the unexpected character "每" in the Chinese (Simplified, PRC) locale.
113000	Pop-up dialog boxes do not appear after submitting a catalog item in User Interface V1.
113102	Approval workflows fail with the error: "The given key was not present in the dictionary."
113186	Unable to validate Incident Insert in STG using the /ValidateBusinessObject/Incident/Insert endpoint.
113222	Secure FTP (SSH) connector cannot connect to SHA-1-disabled SFTP servers.
113256	In User Interface V2, the Large tile format in request offerings does not display descriptions on hover.
113265	Entra ID import does not update fields on existing Employee records after AD data changes.
113269	Mobile Asset Manager does not display all parameters in non-English locales.

Problem ID	Title
113305	Saved Search filter with a date/time field fails on the first attempt in Analyst User Interface V3.
113315	"EMAIL failed to check if message with ID had already been processed for inbox" errors appear in logs after 2026.2 release.
113354	User Interface V3 List View control only loads 200 records.
113361	Staging or User Acceptance Testing Milestone workspace subject line contains HTML and CSS code.
113364	Dashboard V2: Grouping incidents or changes by Subject does not work.
113426	Attachments with the "&" character are saved with "&" in the file name.
113502	Pick List using a binary image field in the Consumable business object does not display images in request offerings.
113509	Unable to erase or update existing fields in workflows.
113557	Hebrew language headers on service requests are incorrectly positioned.
113600	Self Service Manager User Interface V2 experiences slowness, pages fail to load when requests are cancelled, and fields fail to populate.
113718	Cannot select business objects through the Find drop-down in the Admin Console.
113732	Maximized graphs do not show details and close unexpectedly during review.
113946	Modern Layout does not provide access to expected features such as Try Modern Designer and Use Classic Designer.
114064	Export to Excel does not work in Dashboard V2 when global constant nova is enabled.
114094	Attachments added in child panels are not displayed for administrators in layouts.
114199	XML Email Processor stops processing emails.
114382	Incorrect decrypted CI password value is displayed between the Incident CI child tab and the CI record.

Version 2026.2

The following issues have been fixed in the 2026.2 release:

Problem ID	Title
99649	When a CI#Facility record is updated a transaction entry is created unexpectedly.
99987	Error message after session timeout occurs while using Azure SSO in Self Service Mobile.
100626	Running a quick action takes a long time the first time after you sign in to the system.
101555	Using the 'Get Business Objects by Filter' Rest API call some filter conditions do not return the correct results
101741	The function NumericFormat(number,"CURRENCY",2) is not working as expected when we use it from workflow.
101838	When maximizing a filtered dashboard part, it does not keep the filters that are set.
102041	The switch block in the custom design does not use the correct exit port.
102490	SMTP send email fails, but emails continue to process.
103288	The parameter tab is missing a scroll bar.
103619	Update Object QA cannot run against survey metric view.
103949	The AddMonths function returns inaccurate results for invalid dates.
104209	journal.email rollup relation behaves differently than journal.notes and journal (general).
104225	Data archival and retrieval are not functioning as expected, and no troubleshooting guidance is available.
104315	Cannot read properties of undefined reading 'length' when using a rollup chain to display emails from approval vote tracking in service request.
104654	An API call uses different operators in the SQL database compared to those specified in an API request.
106289	Approval works differently in UI V3 compared to UI V2.
106762	Opening multiple records at the same time causes some some records to fail to load - Rejection of UI Bug - This resolution is not acceptable for customer use.
107076	Accessing approvals in Self Service UI V3 causes an error.
107575	Inconsistencies in the UI in the Configure Application (AdminUI).
107607	My Items sort by ID does not work when the ID value starts with alphabetic characters in UI V3.

Problem ID	Title
107684	Email processor misses some emails entirely.
107866	Russian characters in category names are not displayed correctly in request offerings.
107886	Attachments are missing when uploaded to S3 storage. The logs contain 'TargetSite: System.String GetS3BlobKey(System.String)'.
108084	The CurrentUserRole() function does not return the correct role when used in a quick action.
108091	The quick action that previously generated the web token no longer generates the token in the test tenant.
108223	Fields used in request offerings are case-sensitive in Self Service UI V2 and UI V3.
108233	Error when attempting to apply enhanced permissions to role.
108534	Chat button on mobile device preventing submitting requests.
108560	Web service quick action persists in utilizing port 80 against defined one.
108590	MS Teams bot - During analyst chat session typing "help" will end the analyst chat and show the help dialog.
108752	Images lost UI V3 refresh UAT.
108924	A single email sent to multiple listener addresses only processes once.
109096	Attachment Handler is adding extra characters to text files encoded higher than UTF-8.
109161	In 2025.3, the Self Service UI V3 list widget does not work when a date/time field is displayed as the first customizable field on cards.
109199	Timezone picker controls do not render correctly.
109232	The given key was not present in the dictionary when creating new task on service request.
109286	Field does not auto-populate in Self Service roles when UI V3 is assigned - default value expression fails.

Problem ID	Title
109295	Editing a saved QA in the graphical designer behaves unexpectedly when the locale is not English (US).
109447	Error occurs when inserting a task on a service request: “Business object could not be saved due to the following error(s): The given key was not present in the dictionary.”
109475	In Self Service UI V3, incorrect parameter values are displayed on My Items.
109668	The NewObject action works differently based on the current search in use.
109734	Knowledge form layout is not reflecting correctly in Self Service UI V3
109745	Request offering form in Self Service UI V3 does not apply visibility rules correctly.
109777	Cannot clone request offering. Times out in production.
109817	The StripHtml() function no longer works as expected when text is entered in a shorter field.
109894	After upgrading to 2025.4, some tenants cannot create new Employee records using Entra ID import.
109919	In UI V3, the List display field in a request offering shows fewer values in the validation list compared to UI V2.
110007	The More icon (>>) is missing from the form toolbar when the toolbar is full on opening a record.
110010	The Ivanti production tenant is down.
110072	Failure of date range validation in dependent fields within request offerings.
110090	In Dashboard V2, alerts are not displayed correctly after a certain length.
110092	Line breaks are removed in the extended task block after saving the expression field.
110111	API calls taking 30+ seconds to load in production environment.
110178	Since the 2025.4 upgrade the breach date and time are not cleared when the escalation is in a paused state.
110299	Incorrect translation with closed incidents in Self Service UI V3.
110328	[2025.4] Incident formatting broken by table in email body.
110363	Broken help link on field mapping tab.
110379	ISM attempts to discover and connect to devices on your local network.
110382	Team name ending with a number displays as a date on dashboard.

Problem ID	Title
110465	[2025.4] - Using certain email bodies from customer automated systems prevents removing the email body when forwarding or replying.
110478	Pasted attachment has wrong extension.
110528	The drag and drop of the initial attachment into the attachment area does not work.
110553	Selecting the 'Back' option after altering the size of the screen when viewing a triggered action business rule which uses a composite action, causes the screen to freeze.
110666	Issue with localized object matching highlighting of matching text.
110671	Unhandled system exception: Unable to resolve object type for the MetaDataDefinition.Revisions.R1.QuickActionMetaData object when using web script action in a composite action in a business rule.
110790	When a user attaches a file to a Service Request in Self Service and then Deletes the file; it still displays to the user as attached.
110812	In Service Request forms, list control checkboxes are selected by default in UI V2 but not in UI V3.
110869	Logout button cannot be removed from self service.
110933	Unable to select styles or set style by expression in modern nova layout designer.
110970	Concatenate expression in request offerings sums the values rather than concatenating the strings in Self Service UI V3.
110976	Entra ID import fails when the 'Localized' checkbox is enabled for the DisplayName field in the FRS_Def_Role business object.
111087	The Action service global constant changes the behavior of translated fields.
111119	Self Service V3 does not support Hebrew when searching for an employee name.
111248	Approvals and cases do not update after approval vote completion. The logs show 'CalcDuration: Incorrect DateTime kind' errors.
111282	Attachments with & character causes the downloaded file name to convert the & into &amp.
111284	In the New Task popup, expanding the Teams dropdown displays all teams after a service is selected and then deleted.
111412	Microsoft Teams integration does not work correctly.
111641	The chatbot returns "Invalid Selection" for all user inputs.
111904	Archived record cannot be retrieved.
111939	In Self Service V3, contact search in the incident form does not function correctly in Hebrew language.

Problem ID	Title
112113	Errors occur when executing a webhook quick action that includes web service script actions in production environment.
112635	Since 2026.1, webhook variables do not work when Action Service is enabled.
1816033*	Watchdog does not update the Web servers business object in production environment.

* Marked are Internal issue IDs.

Version 2026.1

The following issues have been fixed in the 2026.1 release:

Problem ID	Title
94297	GetFormViewData: can't find view for displaying record when create a record from Spanish quick action.
99009	Console output does not appear in Logs when script logging is enabled.
100167	CI map tree takes long to load.
100735	Within Request Offerings extended task blocks lose their timeout condition after adjustment.
100877	ChildFold ignoring origin object.
101078	Page scrolling gets stuck on announcement with images when viewed using Self Service Mobile role.
101129	Emails created using a quick action from journal do not appear in email workspace.
101391	The incident P1 notification e-mail list work does not accept comma separated values.
101503	No request offering templates are displayed in the request details child tab when a second service request is created and populated in the workspace UI.
101518	Favorites not removed from SelfServiceFavorite after deleting request offering.
101624	Self Service portal search returns inconsistent search results.
101877	UI action defaults to group leader when using NewObject command id for group object.
102317	Clearing the preview form for announcement layout does not remove the preview form on the front end UI.
102665	After copying an existing request offering and attempting to save it results in error: 'Unhandled System Exception: Exception of Type System.Exception Was Thrown.'
102669	Tree tile filter criteria will not save when using a Function such as $(CurrentLoginId()) in dashboard V2.
102867	Advanced search in service request parameter dropdown selections ignores pick list constraints.
102890	Content type is automatically changing even when included in the header parameters in a run rest web service.
102981	'System' objects cannot be queried by the API.

Problem ID	Title
103013	'Hidden Expression' use Boolean value to show tab fails to work on refresh of form.
103465	SFTP integrations scheduled jobs failing.
103470	RFI - What and how to debug when schedulers not working.
103637	Publish request offering to specific roles is not working.
103952	Send email triggered action rule on Journal#Email BO replacing the ToAddr with the value same as FromAddr.
104366	Advanced search breaks if child objects of contact do not have any full text indexed fields.
104375	Time values not visible in Firefox browser in Self Service UI V3.
104382	"Object Reference not set to an instance of an object" when drilling into chart for month of August in dashboard V2.
104429	An hourly schedule, configured to start at 12 or 24 and execute every 12 hours, is initiated only once per day.
104478	Service catalog is not working correctly when trying to secure the organizational unit object.
104912	Workflow with SendMail QuickAction type is incorrectly updating the ToAddr field on an incoming email.
105000	Editing a web service connection script with multiple UI tabs open causes wrong script to be updated.
105045	Packages consisting quick actions using decision blocks are not properly imported / exported.
105167	Using the dashboard V2 functionality, the data labels and labels include count options that are deselected when the pie chart is opened for editing, having been selected previously.
105230	Searching for a request offering with parenthesis in the name has different results.
105324	Service request not showing images from request offering template.

Problem ID	Title
105463	View all results option displaying just top 20 results in Self Service UI V3 instead of all results.
105584	When raising a case through the UI V3 Self Service portal, the dropdown category pick lists causes the system to hang / crash.
105653	New azure AD import error without facilities package installed.
105803	Self Service UI V3 does not respect text formatting in HTML fields.
105912	Localization issue - non-English unicode characters display as question marks in default saved search for child tab link.
105983	Favorite saved searches list appears truncated for service desk analyst role.
106185	Entering a translation "Solicitud de teléfono móvil" for Spanish in the request offering "Name" results in error.
106289	Approval works differently in UI V3 Compared to UI V2.
106586	OOTB state of the status field for asset data mapping workspace is inconsistent for several CI types compared to the main types like computer.
106612	Getting an error message when trying to enter an incident ticket. User is not in the validation list of validated field incident.owner.
106623	StripHtml not working as expected - object reference error when using parameter "True".
106648	Recurrent prices on check box field(s) not showing in preview at all, or in cost pane unless there is also a one-time price.
106690	Accessing an SR with approval through my items, unable to scroll to add note when using mobile device or emulator in UI V3.
106733	Error on pop-up views for expression-required fields triggered by buttons.
106843	Unable to select 'Alerts' object from the dropdown in Self Service portal editor.
106927	After making multiple changes on different tabs of the CI computer asset, not all of the changes are saved.

Problem ID	Title
106989	Neurons import is no longer doing an incremental sync.
107050	Cannot export the field values calculated by a calculation rule.
107169	Huge logs like Attachment with ID is not present in S3 being generated inside the all PRD landscape tenants.
107177	In the Self Service mobile role, when using a non–English (US) locale, it is not possible to resolve an incident at creation using a knowledge article.
107247	UI action creating service requests behavior is undefined.
107298	Service catalog favorites exceeds limit but favorite ROs are nowhere near limit after deleting RO.
107301	Enabling AI features leads to errors in the log.
107348	SQL query taking longer to process based on order.
107551	In "Notification" workflow block and in the address fields, entering in too many email addresses will not allow an editing it later.
107559	Scroll bar is missing in Self Service mobile portal V3.
107645	UI V3 translation issues with non OOTB languages.
107666	Users custom search does not return the same number of rows as it says it returns.
107743	Quick action created via graphical action designer cannot be added to package due to transaction set ID 0 (Blank).
107745	Field width concern over 825 in Self Service UI V3.
107824	HTML formatting in request offering list controls is displayed in UI V3 only.
107853	Unable to cast object of type 'System.DateTime' to type 'System.String'.

Problem ID	Title
108016	Cannot submit and view custom object - Unhandled system exception: getformviewdata: form view formview is not found in layout in UI V3.
108289	Icons disappear from vote summary after any change to ApprovalVoteTracking.Summary list in Ivanti ISM.
108481	Updating the team name does not update the corresponding workflow blocks, causing workflows to fail.
108491	When using the Neurons Bots action in a quick action, if the bot selected has Inputs, the 'formula' view does not display all expected options, such as the list of fields, functions & time-zone 'tools'. It only lists 'Code Snippets'.
108520	Unable to resolve an incident in UI V3 using a knowledge base article.
108796	Incidents API returning 204 since upgrade to 2025.3.
108820	Clicking preview after a change to the filter conditions in an entra ID import does not work if changing from 2 or more existing ‘and’ or ‘or’ conditions.
108947	Creating a triggered action for a business rule using the graphical action designer with a field event set using the status field always returns the status for incident.
108950	Incident correlation is not working, related incidents with identical details do not appear in the data set.
108987	Help text does not disappear.
109030	Double quote character in JSON payload crashes incoming web service.
109036	Expressions In request offerings are case sensitive in UI V3.
109043	Submission of incidents fails; summary fails to render form so description can not be entered. ActionID errors when submit button is pressed in UI V3.
109054	Images and Information Overlap in V3 Request Offering Form
109129	Check box in request offering does not Pre-populated in Self Service in UI V3.
109157	From field in business rules triggered action is not editable if length of text exceeds visible field viewing area.

Problem ID	Title
109200	Opening and closing a read-only description field causes the following error: 'There are unsaved changes that would be lost. Do you want to save'.
109220	Matching panel greeting is hard coded to pull full name but cannot differentiate between first and last and displays as Last, for some customers.
109225	Can't save quick action error when trying to save anything in the request offering's workflow.
109286	Field does not auto-populate in Self Service roles in UI V3. Default value expression fails.
109300	Banner color does not match associated hex color code in UI V3.
109333	On link triggered action rule does not trigger in UI V3.
109371	Loading icon persists when creating ticket in UI V3.
109388	Visibility expression does not work on attachments in UI V3.
109449	Cannot disable object matching and remove extra steps in logging records in Self Service UI V3.
109456	Catalog search slows down drastically when filter is applied in Self Service UI V3.
109644	Regression issue for API calls in 2025.4.
109737	Changed method to add note into incidents in Self Service UI V3.
109738	Summary field unable to clear text in Self Service UI V3.
109852	Text overflow in my Items cards when long text has no spacing in Self Service UI V3.
1465601	Unauthorized Access Error (401) Displayed for Self-Service Portal Access Through LaunchDarkly URL.
1453950	Recurring scheduled job stops unexpectedly.

Problem ID	Title
1474015	Import Jobs running multiple times.
1601058	Home page loading Instead of Enterprise Landing page.
1660720	Switching roles in Self Service UI V3 results in incorrect landing page.
1590673	Hyperlink syntax in order to login and be directed to a specific Request in Self Service using UI V3.
1731772	Incidents not being submitted in portal.
1391040	Spend Intelligence Mapping does not bring data from Neurons to ITAM - Product Description > ivnt_ContractLineItem#ivnt_Entitlement.EntitlementDetail.
1651325*	S3 attachment movement error after deployment.
1733355*	ITSM Reflected CSS injection via 'bg' parameter.
106555	Employee Import from Entra ID does not trigger Business Rules or Workflows.

* Marked are Internal issue IDs.

5.2. Fixed Issues - 2025

Version 2025.4

The following issues have been fixed in the 2025.4 release:

Problem ID	Title
93689	The REST method /api/rest/ServiceRequest/new does not attach the files correctly.
93825	Duplicate escalation schedules exist for 'ServiceReq - Delivery Default' offering, with no method to disable or remove duplicates.
98479	Images in request offering do not display correctly in UI v3.
100167	CI Map Tree Takes long to load.
100587	Unable to save changes to the "Default For" setting in Dashboard v2.
100673	Incorrect information displayed for SSM customer on requests.
100822	Content of the hidden fields disappears after editing the request.
100877	ChildFold ignoring origin object.
100970	Trusted Agent for LDAP Connection Failure.
100972	Email body inconsistently fetched using XSLT processor.
101140	Boolean fields in report parameters cannot be set to false in ISM.
101330	ReadOnly field cannot be modified message when trying to use CTRL+C on a read-only, HTML-Viewer field.
101391	The Incident P1 notification e-mail list work does not accept comma separated values.
101877	UI action defaults to group leader when using NewObject command ID for Group Object.

Problem ID	Title
101966	Long email addresses truncated in journal email form.
102029	Advanced monitoring does not fire 'on link' triggered action business rules.
102041	Switch block, in custom design, does not use correct exit port.
102332	The customer has a small proportion of their Asset Processor and Software Inventory imports failing with a status of 'Timed out' and status message of 'Message has expired and have exhausted the Max Retries'.
102365	Emails sent from Service Requests are still displaying incorrect date.
102484	Date or time field populates data four hours behind unless a prompt is used; issue resolves if GlobalConstant EnableActionService is set to false.
102660	Editing service request parameters causes cascading parameters to become non-editable when made visible.
102774	Ok and Cancel buttons are inactive in paste from Clipboard menu on Chrome version 128.0.6613.85.
103013	"Hidden expression" using Boolean value to show tab fails to work on form refresh.
103294	In any BO > quick actions > graphical designer, moving between quick actions always prompts to save changes, even when nothing changes.
103381	Quick action and expression do not execute when on the form, list view, or after importing records.
103401	Conditional expression clears when editing triggered actions in Service Request.
103420	Dashboard v2 charts and lists use US date format regardless of locale.
103570	My Items default saved search is not used; All is always used.
103619	Cannot run Update Object QA against survey metric view.
103637	Publishing request offering to specific roles does not work.

Problem ID	Title
104082	ResetUserPasswordOOTB quick action is non-functional; $(ServerURL()) does not work correctly.
104132	Filtering columns in business object workspace using a non-English US locale does not return results.
104251	Recurring charge does not multiply with quantity on staging environment in UI v2.
104274	"Catalog items" do not return values when the user locale is non-English.
104312	The "ignore closed records" feature in Advanced Monitor has trouble properly handling conversation ID links.
104335	Resizing preview window in Trusted Agent LDAP import fails to return results.
104428	Service catalog does not filter correctly when Spanish is selected as the language.
104457	Dashboard v2 exports charts in HTML format.
104596	Integrate through SOAP calls.
104606	Column rearrangement issue in Dashboard v2.
104654	An API call uses different operators in the SQL database compared to those specified in the API request.
104795	Updating a quick action using a prompt to get a new value displays the prompt multiple times when triggered for multiple records.
104940	System is not reachable after pushing a package or copy-to-replace via OPS Console, time-stamp error causes IIS to crash.
104964	Compacting export data is no longer a beta feature.
104965	Fixed email delivery failures to internal testing domains, resolving a related security concern.
105011	Role with changed translation does not reflect on the front-end display of the tenant.
105032	Scheduled jobs do not trigger as configured.

Problem ID	Title
105048	Duplicated “HEAT” part in URL when clicking View Instance on a workflow causes "Something went wrong" error.
105088	Text in a Text Area block of a Request offering is truncated.
105198	Teams bot works fully except for service request creation.
105230	Searching for a Request Offering with parentheses in the name produces different results.
105330	Incident Description field triggers error when using a non-English locale.
105456	The ToUpperCaseFirst text function produces no output when used in the UI v2 Service Catalog.
105466	Pivot Table with multiple filters shows correct numbers but displays no records in the target workspace.
105478	Self Service Portal top image no longer 'fills' the top space and instead 'fits'.
105569	Validation lists that display values based on another validation list do not work with locales other than the default English (US).
105647	Get stored value via API.
105720	API Key page lacks a scroll bar to view all keys.
105905	Email Listener ProfileLink$ does not work when referencing custom fields.
105960	Dashboard v2 SLA Target Compliance dashboard part on OOTB SLM Dashboard does not display data.
106001	REST API skip query option does not work correctly when combined with order by query option.
106079	Activity History link from Audit History does not open the note when clicked for Journal Notes.
106147	Option to provide feedback' does not work, unable to hide 'Rate this article,' 'Was this article helpful,' and 'Comments.'

Problem ID	Title
106344	It is not possible to export ITSM Relying Party Metadata XML since version 2023.4: error on line 1 at column 1: Start tag expected, '<' not found.
106404	Duplicates appear in the Service Requests list in UI v3.
106407	Request offering due date does not calculate business hours correctly.
106531	Meta-data error occurs when modifying Quick Action.
106555	Entra ID employee import does not trigger Business Rules or workflows.
106566	Upgrading from 2023.2 to 2024.3 generates continuous "invalid tenant ID" error logs that flood the database.
106574	Login Priority does not work as intended.
106684	Descriptive text is misaligned in the modern survey smiley rating.
106824	Graphical glitch hides first entry of a search category when expanded using home page search in UI v3.
106929	Saved searches marked as favorites do not show up in the favorites dropdown list.
107046	GAD is inaccessible to non-admin roles.
107169	Large logs such as 'Attachment with ID is not present in S3' are generated across all PRD landscape tenants.
107229	Tenant performance issues are caused by high response times from services/cachecontrol.asmx.
107500	Outgoing email notifications fail with the error "A time zone with the specified ID could not be found."
107567	The dropdown selector operator field is blank on new RO.
107609	In UI v2, the file attachment control for service requests accepts .doc files even when disallowed, but rejects .docx files.
107629	Exporting a saved search with a prompt creates a corrupt file.

Problem ID	Title
107634	Disabled employee accounts retain access to the API or API key.
107659	Unable to clone dashboards in v2.
107754	The Incident CreatedDateTime updates when a user adds a journal note through the v3 portal.
104995	'Boxed' content width does not work on workspaces in UI V3.
105853	Unable to open MyItem records from search results in Self Service UI V3.
106647	Knowledge approvals not displaying details in UI V3.
107826	Missing actionid error upon submitting a form offering.
107774	URLs entered in quick links in enterprise page are removed after publishing in UI V3.
107980	Help text in request offering does not word wrap in UI V3.
106404	Duplicates in the Service Requests list in UI V3.
1698055	Search on Service Catalog results displays "Any Words" rather than "All words".
1620315*	Disabled Employee accounts retain API or API Key access.
1666003*	Disabled employee account API key access returns an incorrect response.
1601196*	Page not loading with 404 not found error, while configuring list in which rec id is missing for item/see all click.

* Marked are Internal issue IDs.

Version 2025.3

The following issues have been fixed in 2025.3 release:

Problem ID	Title
94104	From version 2023.2, GAD is enabled by default for all customers. It is available only to Admin roles.
94393	Device field LDAPUser.PrimaryOwner.Shortname is not syncing when pushed from Neurons.
94619	In the UAT environment, request offerings with Japanese name/content fail to save, showing a DbTimeoutException after 60 seconds.
94944	The link used different ParentToChildLinkName and ChildToParentLinkName. Updated ChildToParentLinkName to 'Hosts' in CINamedRelData to fix. Link now shows as "Hosts" in available relationships.
99299	Testing the OOTB CI Availability metric fails at Object Mapping with a server error. No data displays in the metric.
99995	Audit History duplicates records.
100159	Articles with uploaded files show "file uploaded" without filename or extension. Downloaded file has no extension and can't be opened.
100472	In the Incident Business Object, selecting a Related Problem opens a pop-up. Clicking any field to resize closes the pop-up unexpectedly.

Problem ID	Title
100649	Reset Tenant Cache from Config Tenant fails with a Time Stamp error.
100735	In Request Offerings, Extended Task Blocks lose their timeout condition after any adjustment.
100747	In 2023.4 OOTB Demo, users can submit and save Request Offerings with invalid values.
100822	Content of the hidden fields disappears after editing the request.
100831	Profile links passed via URL Create Object now load related fields, including customer selections, ensuring consistency with the UI experience.
100888	Editing a saved dashboard's basic attributes clears widgets and shows a blank view, but changes remain after refresh.
100962	Trusted Agent ConcatLdapAttributes() returns only the first value instead of the full list.
100970	Trusted Agent for LDAP connection fails; unable to push LDAP settings or receive the download link.
101110	In Self Service UI V3, the Description field from templates shows HTML tags instead of line breaks. Issue started after a recent hotfix; classic UI displays correctly.
101129	Using a Quick Action in the Email workspace sends the email, but no record appears in the workspace. Reproducible OOTB.
101422	Error occurs when loading all Saved Searches in the Task workspace.
101456	Some sections in ITSM are not correctly translated into Spanish.
101508	ExportEmailAsXml processor causes formatting issues in incoming emails - code lines are removed, and numbered paragraphs display incorrectly. Other processors like Incident work correctly.
101649	In the Spanish UI, selecting Asset SubType in the Hardware Asset module shows no catalog items. Works correctly in English.
101774	Google Service Account email processing doesn't remove the Inbox tag, causing emails to be reprocessed every 10 minutes and cases to duplicate.
102347	Device.BIOS.FirmwareRevision is visible in Neurons and mapped correctly in ITSM, but the data is not imported, and the Message Queue Journal shows no entry for the field.

Problem ID	Title
102460	Full load sync from Neurons Spend Intelligence to ITAM sends 'null' cost values in the ContractLineItem payload.
102532	In a Request Offering, using Select All adds items to a text area, but unchecking does not remove them.
102969	Request Offering fields with embedded Drop Downs/Pick Lists disappear in the Self Service Portal after the pick list value is changed.
103020	ITSM Neurons import fails to populate CI fields; MQJ payload misses related data. Request Offering drop down fields disappear after pick list values change.
103168	The Azure AD Connector fails to operate correctly. Logs indicate a SQL connection leak error during integration configuration.
103276	ITSM does not return any records if searched by localized values.
103278	Opening a child record via ParentLink in List Properties does not work in Dashboard V2.
103288	Images inserted in the Service Request Parameter bar are not fully visible.
103351	Partner's Azure AD sync of 200,000 users with ITSM in STG Tenant took nearly 5 days, impacting other tenant processes.
103443	In Version 2024.3, the System Audit table stops registering frs_def_search entries.
103591	Errors occur in the Service Catalog Workspace on iPhone devices using the Mobile app.
103620	In Self Service V3, hidden dependent fields in Request Offerings leave empty spaces, affecting form layout.
103673	When the read-only Description field is maximized after Incident creation, an error displays: "Description: ReadOnly field cannot be modified."
103755	Upgrading to 2023.4 or 2024.2 no longer results in blank workspace screens or the "Invalid web service call, missing value for parameter: 'tableRef'" error. Selecting a different search correctly refreshes the workspace data. The issue did not occur in version 2023.3.
103779	Recurring Scheduled Job linked to Data Import connection stops running randomly.
103812	Request Offerings using CurrentLoginId() for default values work in Self Service UI V2 but fail to populate in UI V3.

Problem ID	Title
103902	Unable to see active licenses easily.
103965	Exported SAML XML file lacks required attributes for NOAA MFA. Added authnRequestsSigned="true" and wantAssertionsSigned="true".
104055	RelatedObjectList appears twice with different relationships when adding text.
104218	Literal translation fails for "View Created Request" and "View My Items" views.
104296	Trusted Agent LDAP policy push fails in STG tenant with no error details in logs.
104324	In 2024.4 new navigation, "Service Catalogue" is cut off and only the last three letters ("sue") are visible.
104544	Trusted Agent Detailed Log shows the currently logged-in user's ID instead of the user ID of the person who made the changes.
104582	Mac software data from Neurons is not syncing to ITSM, though hardware CIs import correctly. Windows software sync works as expected.
104596	Run Web Service quick action does not work with WSDL's.
104601	Opening Service Requests takes over 20 seconds on the customer tenant for all admin and service desk roles.
104623	Clarified the purpose of .pfx and .p12 files included during installation, confirming their role and addressing potential security concerns.
104677	After upgrading to 2024.3, intermittent "NullReferenceException" errors appear in event logs for /CentralConfig/CentralConfig.svc, causing system inaccessibility and "UnhandledSystemException" for all users.
104759	UnhandledSystemException in Service in Web Services API.
104795	Prompt-based Quick Actions now display prompts only once per record, with clear context.
104859	SearchAutoCorrect does not work when Enhanced Search is enabled and the global constant is set to True.
104966	In 2024.4, maximizing an HTML field with existing text triggers an error. This issue does not occur in 2024.3 or earlier.

Problem ID	Title
104968	Activity History on Service Request for Journal Notes and Email not translating as per Translation Tool.
104940	System not reachable after pushing a package or copy-to-replace through OPS Console due to timestamp error, IIS crashes.
105011	The Self Service role name is not correctly translated in Portuguese.
105034	Summary field in Service Requests now remains consistent across languages in the Mobile interface.
105179	Teams bot does not apply Initialization rules when creating Incidents; fields like OwnerTeam and Urgency cannot be set via Business Rules.
105253	After upgrading to 2024.4, email listeners using XSLT with full file name templates fail to load. Integration Service returns "Error in loading Hierarchical Object XSLT file(s)."
105265	ITSM app fails to scan Data Matrix codes on Dell devices, though third-party scanners work correctly.
105349	Logo displays correctly in the top-left corner when One Nav is enabled.
105584	Selecting a different category in the request form causes the portal to hang due to repeated GetFormValidationListData calls.
105606	Closing the maximized email window triggers a validation error due to a read-only field being modified.
105756	Virtual servers imported from Neurons are incorrectly categorized as Computers despite correct mapping.
105809	System Audit In Admin UI not recording changes.
105867	Corrected spelling in the confirmation dialog from "Catalogu" to "Catalogue."
105875	Data Import fails if the uploaded file has an uppercase extension; the same file with a lowercase extension works as expected.
105895	Warning messages for masked fields in Request Offerings are now fully translated.
106017	Dynamic banner message text, subtext, and search box placeholder are not displaying as expected.

Problem ID	Title
106148	Package Import Errors in Cloud Tenant Importing a baseline package into the Cloud tenant generated unexpected errors and warnings, despite validating successfully. The same package worked in other environments and after resetting the tenant to OOTB.
106182	Enabling EnableActionService prevents quick actions from auto-saving if the main object is not already saved.
106231	In version 2025.2, the OrderBy clause in the Get Business Object API does not apply sorting correctly.
106284	Certain forms appear blank in UIv3 but display correctly in UI V2. The issue does not occur when imported into an OOTB system with the same version.
106653	Field mappings are not shown if the Field Mappings tab is selected first after opening a connection. Navigating to other tabs before accessing Field Mappings displays the mappings correctly.
107070	Users imported through other tools are not updated when re-imported via Azure AD; the existing records remain unchanged.
106671	Custom dashboards, including the 7it Weekly Trend Dashboard, failed to load due to a casting error in Analytics Metric following the 2025.2 upgrade.
92651	The REST API for Knowledge object attachments did not return correct binary data when querying binary fields, resulting in incomplete values.
98627	Applying the IxM_Upgrade_ITAM_Drop#15_To_Drop#33.MetadataPackage in UAT triggered 12 metadata commit errors due to duplicate definitions, although the same package completed with only warnings in Staging.
101838	In Dashboard V1 and V2, maximizing a filtered dashboard part resets the filter, displaying unfiltered data instead.
102576	In OOTB 2023.3 and 2024.3, the Team field in the Wait for Event block appears in the field list but does not populate drop-down values, making it unusable.
103463	Enabling the EnableActionService global constant prevents Graphical Action Designer actions and triggered rules from updating the Incident.Status field or creating journal notes.
105355	Using the End Point Parameter section in a Run REST Web Service Quick Action returns a collection enumeration error when executed, affecting versions 2024.2 and 2024.3.
106480	In 2025.2, canceling a request offering with unsaved changes requires two attempts to complete, due to regression introduced in the upgrade.
106885	In Entra ID Import, opening the Field Mapping tab before other tabs prevents the mappings from displaying, unless another tab is selected first.
107638	In FFW PLT VM and NVW PLT environments, service request workflows do not trigger and remain in Submitted status due to internal processing errors.

Problem ID	Title
105995	Request offerings using 'IN' expression logic fail to display dependent fields in UI V3, although they work correctly in UI V2.
90688	In a public sector tenant, some incidents receive only the final SLA escalation notice after resolution, while intermediate escalation levels are skipped.
103458	HTML Viewer control fails to render embedded content using <iframe> or <object> tags in versions 2023.2 and later, although it worked in 2023.1.
105965	In a financial services tenant, SLA escalation watches occasionally display incorrect Total Running Duration values that do not match the actual elapsed time.
106203	In 2025.2, REST API does not sort records correctly by CreatedDateTime when using the $orderby parameter.
106648	Recurring prices on checkbox fields do not appear in the Preview or Cost pane unless a one-time price is also configured.
102507	MS Graph - Inbound Emails coming through from untrusted domains and successfully logging tickets.

Version 2025.2

The following issues have been fixed in 2025.2 release:

Problem ID	Title
92651	REST API for Knowledge on Object Attachments does not work with binary fields.
93260	Expression: "Warning: The left operand of / is not a numeric or currency value and cannot be converted to a Number value."
94228	Icons with long labels are now vanishing from toolbars and being collapsed to the right.
94297	GetFormViewData: can't find view for displaying record when creating a record from Spanish Quick Action.
94430	Changing sorting on some columns as Mobile Analyst role causes the search result to show empty.
94703	Update Mobile app to conform to IOS/Microsoft compatibility.
94949	Neurons Device Agent ID field information is not populated in ITSM CI Device.
98456	RO Workflows are duplicated in lower tenants after a push.
99246	In SS Mobile role and UI > My Items > open Approval (vote) my items record > 'Cancel' button cancels the parent service request.
99440	Various Fields in an RO fail to populate when under UI v3 but work fine in UI v2.
99449	Disabling Software Inventory in Ivanti Neurons Asset Import Configuration does not stop Software from being imported through service bus (or API method).
99534	HTML tags are visible in prompt to populate fields that are Required for saving a request offering in UI V3.
99685	Unable to modify the length of the Login ID field on the Frs_CompositeContract_Identity object.
99906	Service Request Subcategories are not displayed in Italian translation in classic UI.
99938	Incident Escalation report counts percentage value of 'Incidents Resolved At First Call' incorrectly.
100009	No Option to Directly Upload Attachments to the Attachment Workspace.
100061	After restarting services via SCW, not all services are re-enabled - both Ivanti and IIS.
100123	Calculation is not working properly on label field.
100216	Strange validation error when uploading .xsl file to email listener connection (Email XSLT processing).
100288	Web Service Quick Action Persists in Utilizing Port 80 Against Defined One.

Problem ID	Title
100436	The number of Request Offerings in the Most Popular section of Service Catalog workspace may drop to very low values.
100472	Resizing Fields in Related Problems Causes the Pop-up Window to Close.
100656	API relationship calls (create and delete relationships) on extended objects is inconsistent.
100689	Ticket Sync and Sharing connector - JIRA implementation issues.
100717	CI Forms incorrect OOTB on Invoice.Default Asset Tabs.
100758	Azure AD Connector sync crashes main script if extension attribute contains}_
100815	Security History logging shows 'Timeout' logouts before session expiry timer is met.
100871	Timezone on change field unusable in approval workflow block.
100910	Local image referenced by relative path in the description field Has http:// added to front of the path and fails to display.
101015	Incomplete S3 configuration Error logs in customer tenant.
101140	Boolean fields in report parameters cannot be set to false in ISM.
101188	Unable to drag and drop column in style editor in self-service V3.
101250	The Owner remains highlighted and a required field despite the Incident being altered back to the Logged state and the mandatory flag being removed from the Owner Team field.
101410	Change Schedule not showing any data.
101428	Teams bot - customized Incident questionnaire does not respect sort field / order.
101500	Unhandled System Exception: Invalid Length for a Base-64 Char Array or String Saving a Change to a SymmetricallyEncryptedString in Certain Locale.
101518	Favorites doesn't remove from SelfServiceFavorite after deleting Request Offering.
101558	Service Catalog in SSM Takes up to One Minute to Load, Whereas It Loads up Immediately When Using Self Service User (The Classic UI – v1).
101597	Simplify Expression breaks stored expression logic.
101773	Export data quick action generating error - Unhandled system exception: Error in the application.
101780	When using SAML external authentication searches are using UTC instead of the local time zone.
101782	When user logins through SAML auth and they export business object records, any date/time fields will not match the same time in the same field in UI.
101838	When maximizing a filtered dashboard part, it doesn't keep the filters that are set.

Problem ID	Title
101993	Request offering fields name text reverted to old value.
102096	When entering a value in the To field as it becomes locked for editing. Can only delete it.
102304	Operations Console doesn't run scrubbing SQL scripts during PUSH an operation.
102317	Clearing the Preview form for Announcement Layout does not remove the preview form on the front-end UI.
102351	Inaccurate responses to queries where the JSON response is missing records and data properties.
102432	Tenant reading subject line when not configured to read a BO object on email listener.
102472	The Edit and Cancel buttons do not appear on a submitted Service Request in My Items in the Self-Service UI if the location where the specified Request Offering is published has children.
102514	Teams Bot Not Working Correctly - Chat in Unavailable at This Time.
102525	Translation for Dashboards v2 is not working.
102532	"Select All" option in the list control, Does not work as expected.
102667	Malformed REST API URL crashes the application.
102672	Request Offering Item Configuration Editor does not display expressions correctly.
102709	Customer cannot accept the EULA.
102764	IAZ PRD slowness issue.
102807	Object Reference Error with a new Quick Action using the Expression $(CreatedDateTime)
102876	Simple search not working correctly with numbers and dots.
102880	Server Logs flooded with error pushToTenantDB-not SQL Exception:Violation of PRIMARY KEY constraint 'PK_Logs'. Cannot insert duplicate key in object 'dbo.Logs'.
102899	Service Request not loading in Self Service v3.
102915	Refresh Icon missing from Dashboard v2.
102970	Parameter 'Suggested Profile Applications': Index was outside the bounds of the array when SubmitRequest SOAP API.
103000	Self Service Tile's Icon position change.
103017	Request Offering Parameters ignored in UI V3 but works in UIv2.
103137	2024.3 Azure AD Connector - custom mapped field data does not come through in the sync / gets overwritten with spaces.
103269	Translation import 'undefined' message.

Problem ID	Title
103287	2024.3 Azure AD Connector - Import filters conditions do not work as expected.
103346	Adding filter expression to CI.CICITypeFQDNIndex Index does not write to SQL side index despite successful save in the GUI.
103428	Self Service UI V3: API Permissions error.
103592	[Stored Prompt] - Default Value > Value Expression > Expression editor is a Blank White Screen.
103594	Discovery - Update Software Inventory web service connection fails in 2024.2.
103669	iOS Notifications Not Pushing Any Notifications.
103742	Style Editor adjustments create empty transaction record.
103778	Graphical Action Designer - Buttons render off-screen.
103822	Timeout because of Employee Object Permissions.
103843	Spanish translation in Self Service v3 is not working properly.
103844	[UI V3] - Global Settings not working for translated values.
103864	Exporting a report using the Export Data quick action to the FTP server creates a file with the .excel extension instead of .xls.
103879	Azure AD Employee Import to ISM issues - Are wildcard filters supported? Can ExtensionAttributes be imported?
103890	Status details are not loading correctly in Self Service portal v3 using Spanish locale.
103921	ITAM uplift package conflicts with LOB HR package where both attempts to create the same field but on different CI objects and causes issue.
103958	Self Service v3 will not display Sections/Modules after following specific design steps. Published page breaks is blank.
104052	Switch To Modern Survey Toggle does not remain on.
104070	Modern Survey doesn't work as expected when welcome message is not filled.
104115	The system times out the wait for event block immediately when you use the after operator with a specific time that is already passed.
104108	PSO Metadata Upgrade Issue - Fields and Business Rule Missing Post ITAM Upgrade.
104142	Labels in surveys are seen with a line break.
104271	Self -Service v3 Dropdown Selection Fields Appear Short and Do Not Auto-Size.

Problem ID	Title
104349	The field indent option not working as expected in UI v3.
104394	Ampersands in a service request template name not displaying correctly in UI v3.
104503	Data Archive: Error in connector when data archival happens in staging for tenant - uk-stepsodexonet-stg.saasiteu.com
104620	Date Time format in Italian locale causes searches to fail with the error ' \'invalid value "DD/MM/YYYY HH.MM" for datetime field CreatedDateTime in search condition.'
104624	Teams Bot - FAQs Are Displayed to User Regardless of Their State in the System (Archived).
104733	SSM v3 sections/modules cannot be added.
104819	Navigation Menu Display Name Cannot Be Saved in Page Editor for Self Service UI v3.
104958	Journals in the Flex Control are nested when a Journal Note contains more than 10,000 characters.
105057	Survey is not loading, giving invalid session error.
105171	Every user can access any business object records using APIs, even if they do not permissions for this object via the application.
105198	Teams bot fully working other than service request creation.
105303	Self-service UI v3 Does Not Support HTML Rendering in Journal Notes.
105373	Found application logs not writing timeout query as expected.

6. Known Issues

Select a release version to view the known issues in that release.

- Version 2026
- Prior to Version 2026

6.1. Known Issues - 2026

Version 2026.3

Following is a known issue for release 2026.3:

Problem ID	Description
108500	For non-English locales, filtering CI records on the **Name** field fails to return records assigned to the **Asset Type (None)**.

Version 2026.2

Following is a known issue for release 2026.2.5 Patch #5:

Problem ID	Description
1998224	When you create a Service Request through the Agentic AI agent, the **Total Incidents + SR's Created Using AI Agents** metric on the AI Configuration Hub > Agentic AI > **Analytics** page is not updated. This occurs because Service Request forms are now opened as web pages instead of adaptive cards within the chat, and Service Requests created through this process are not tracked by the Service Request telemetry object.

Following is a known issue for release 2026.2 Patch #4:

Problem ID	Description
1966746	Ivanti Service Management Portfolio UI V3 includes the Temporary UI Switcher, which allows administrators to change from Modern Layouts and Lists to the Classic UI. This functionality is available only in Modern Layouts configured as a top-level tab for users with the administrator role. **Expected result:** Administrators can use the Temporary UI Switcher to access the Classic UI while working with Modern Layouts and Lists. Standard users continue to use Classic Forms without any change. **Actual result:** The Temporary UI Switcher is available only to administrators in supported Modern Layouts and serves as a temporary migration aid. Full migration from Classic Analyst Forms to Portfolio UI V3 Forms is not currently supported. **Workaround:** Continue using Classic Analyst Forms for production environments until Ivanti provides a supported migration path to Portfolio UI V3 Forms in a future release. The Temporary UI Switcher can be used for evaluation and migration planning purposes only and is not intended as a permanent dual UI solution.
1971053	When a user creates an incident or request offering using the modern page layout in Form Offerings, the matching panel displays related articles to help resolve the issue. If the user finds a resolution in one of these articles and click **Resolve** button after entering details in all mandatory fields, the incident still remain in the **In Progress** state instead of moving to the **Closed** state. **Expected result:** The issue transitions from Work in Progress to Resolved when the Resolve action is performed and the mandatory field contains a valid value. **Actual result:** The issue remains in the Work in Progress state and does not transition to Resolved, even though the mandatory field contains a value. **Workarounds:** **Option 1:** Make the mandatory field optional 1. From the **Configuration console**, go to **Build** > **Business Objects**. 2. Click **Incident**, select **Business Rules**. 3. Enter mandatory field name, for example description in the **Search field names** only text box and search. 4. Toggle off the status button for **Required Rule for Incident.Symptom (Default)** rule. **Option 2:** Configure a default value 5. From the **Configuration console**, go to **Build** > **Automation Tools** > **Object Matching Lists**. 6. Select the object matching layout, for example - FAQ, Document Object Matching for Incident. 7. In the Preview window, click **Edit**. 8. Click **Add field**, enter field name, for example description in the **Field Name** and enter value in **Update with** column and then click **Save**. 9. Repeat same steps from step 4- 6 for other object name.

Version 2026.1

Following are the known issues for release 2026.1:

Problem ID	Description
1723077	In the Modern Layout Designer, the Use existing option currently supports Data Grid views only. Support for using existing Kanban and Gallery grids is under development. As a result, when you attempt to create a Kanban or Gallery view using an existing grid, the selection dropdown remains empty.**Steps:** 1. Log in to the Modern Layout Designer. 2. Select an existing layout, or create a new layout. 3. Create a new view and select **Kanban** or **Gallery** as the view type. 4. Select **Use existing Kanban** views or **Use existing Gallery** views. 5. Observe the dropdown for selecting an existing view.**Expected result:** The dropdown lists all existing views of the selected type (Kanban or Gallery).**Actual result:** The dropdown is empty for Kanban and Gallery views.**Workaround:** There is no workaround to reuse existing Kanban or Gallery views. However, you can create a new Kanban or Gallery view during view creation.
1742668	When you upgrade to Neurons to ITSM 2026.1 version, the Item dropdown displays a Rec ID instead of the item name when configuring list module options for the self-service page. This issue occurs when an existing configuration contains only a Rec ID and no item name. This behavior to support configurations from earlier releases and ensures backward compatibility.**Steps:** 1. Upgrade to Neurons for ITSM 2026.1 version. 2. To set customized click, go to **Page designer** > **Options**, select list module with an existing Item that contains only a Rec ID.**Expected result:** Display the expected item name.**Actual result:** The dropdown displays the Rec ID instead of item name.**Workaround:** Reselect the item in the dropdown and save the configuration. This action updates the configuration and restores the correct item name in the dropdown.

6.2. Known Issues - Prior to Version 2026

Invoice Connector: Duplicate Records Triggering Processing Errors

In earlier versions, the Invoice connector may fail to process certain messages within the Message Queue Journal, resulting in a status of 'CompletedWithError'. The error occurs when the system encounters duplicate entries in the Vendor, Purchase Order, or Purchase Line Item tables. When this happens, the message handler throws a sequence conflict exception.

This issue typically arises when the system attempts to retrieve a unique record but finds multiple matches due to data duplication in the source tables.

> This issue has been resolved in the 2025.3 release. Systems running this version or later are no longer affected. However, for customers who experienced the issue in earlier versions, the duplicate record must be manually deleted from the Vendor workspace or table.

7. Patches

Patches are minor software updates to fix bugs and security issues for improving stability and performance while maintaining existing functionality.

Select a patch release version to explore the updates in that release.

- Patches 2026.2
- Patches 2026.1
- Patches 2025.4
- Patches 2025.3
- Patches 2025.2

7.1. Patches-2026.2

Patches are minor software updates to fix bugs and security issues for improving stability and performance while maintaining existing functionality.

Release 2026.2

Release Update - August 21 -Patch #5 (2026.2.5)

Problem ID	Title
112885	Workflow instances failed across multiple landscapes.
1971053*	Nova layouts object matching panel: Status does not change after issue resolution.

*Internal ID

Release Update - July 31 -Patch #4 (2026.2.5)

Also referred to as ITSM 2026.2.6 Update

Problem ID	Title
113946	Modern layout not working: Customer cannot access the expected features, including modern designer and use classic designer.
1966746*	The Ivanti Service Management Portfolio UI V3 introduces a temporary switcher that allows administrators to use Classic UI forms while previewing UI V3 forms. The switcher is enabled by default. For more information, refer to **Known Issues - 2026**.
1971053*	Nova layouts object matching panel: Status does not change after issue resolution.

*Internal ID

Release 2026.2.5 - Update - July 17

Problem ID	Title
110867	'Day One of Each Month' schedule entry workflows are not triggering reliably.
111361	Data imported into FRS_CIComponent#Hotfix is synchronized, but old records are not removed to remain consistent with Neurons.
113611	When viewing encrypted string fields, errors occur in decryption process.
112534	Data Import: Licensable Software "Last Date Used" Displays Day and Month Reversed After 2026.1 Upgrade.

Release Update - June 29 - Patch #3

The following table lists the issues resolved in Patch #3:

Problem ID	Title
109261	Log errors occur when message queue Journal messages are timed out.
110886	ExportEmailAsXml processor intermittently failing to create or update records.
111484	AITSM Business Object Summary displays incorrect date formats, swapping month and day for some months.
112140	Not all devices and assets are being imported into ITSM from the Neurons tenant.
112487	Integrations using Web Service calls are failing since the data/file size limit was reduced from 10 MB to 1-2 MB.
112622	Staging tenant displays "Neurons Token Expired" error when the Message Queue starts processing assets.
113263	Since the 2026.2 release, the Message Queue service has encountered SQL connection exceptions.
113361	After regression 2026.2 release to Staging/User Acceptance Testing, HTML and CSS tags are displayed in the Workspace Subject line.
111533	Entra ID import takes more than 24 hours to complete instead of the expected 1-3 hours.

Release Update - May 26 - Patch #2

The following table lists the issues resolved in Patch #2:

Problem ID	Title
112973	ITSM collector importing Configuration Items (CIs) with the asset type software product into Neurons as device records.

7.2. Patches 2026.1

Patches are minor software updates to fix bugs and security issues for improving stability and performance while maintaining existing functionality.

Release 2026.1

Release Update - May 28 - Patch #10

The following table lists the issues resolved in Patch #10:

Problem ID	Title
1815933	Log forwarding not properly showing IP addresses.

Release Update - May 24 - Patch #9

The following table lists the issues resolved in Patch #9:

Problem ID	Title
NA	Security Fix, please refer to this **Security Advisory** for more details. Affects both on-premises and the SaaS versions.

Release Update - May 13- Patch #8

The following table lists the issues resolved in Patch #8:

Problem ID	Title
109161	In Self Service UI V3, the List widget does not function correctly when a Date/Time field is configured as the first customizable field on cards.
108562	In UI V3, My Item widget does not show Status color in non-English languages.
108752	In Self Service UI V3, images are lost after a UI refresh in the UAT environment.
108441	In Self Service UI V3, switching from the Self Service role to the Admin role causes the page to load as blank.
109475	In Self Service UI V3, incorrect parameter values are displayed in the My Items widget.
110009	In Self Service UI V3, enabling the “Group by Category” option under “Sort By” displays all services instead of applying the selected filter.
109734	In Self Service UI V3, the Knowledge form layout does not reflect correctly.
108534	The Chat button on mobile devices prevents users from submitting requests.
107866	The Russian characters are not displayed correctly in category names within Request Offerings.
107076	In Self Service UI V3, issues with approval access cause an error to be displayed.
110304	In Self Service UI V3, text does not wrap correctly based on the position of the text box in the Self Service portal.
110120	The Cost field in Service Offerings displays only the first character instead of the full value.
110002	In Self Service UI V3, a text area issue occurs in Request Offerings when using dropdown fields.
108223	In Self Service UI V2 and UI V3, fields used in Request Offerings are case-sensitive.
110970	In Self Service UI V3, concatenate expressions in Request Offerings sum numeric values instead of concatenating string values.
109919	In Self Service UI V3, the List Display field in Request Offerings shows fewer values in the validation list compared to UI V2.
108831	On Android mobile devices, the application title banner does not scroll out of view.
109657	Additional text briefly appears on the screen before disappearing, even though it is not required.
110790	When a user attaches a file to a Service Request and then deletes it, the file still appears as attached.

Change in Behavior

The following table lists the issue related to the change in behavior:

Issue ID	Details
172465 4	**Issue Description** Self Service is not honoring menu navigation settings from Page Designer. **Behavior prior to 2026.1 Patch 8** Self Service ignored the menu navigation configuration set in the Configuration console. As a result, end users could see all menu options, even when only specific items were enabled. **Current Behavior** Self Service now respects the menu navigation settings by using a two-step validation. First, the menu must be enabled under Top-Level tabs. If the menu is enabled, the system determines the menu options visible to end users based on the menu navigation settings configured in the Configuration console.

Release Update - May 08 - Patch #7

The following table lists the issues resolved in Patch #7:

Problem ID	Title
1837953*	Message queue service performance issues.
1820124*	Errors occur when executing a web hook quick action that contains web service script actions.
109261	Log errors occur when message queue journal messages time out.
111119	Self Service V3 Hebrew language does not work when searching for employee names.
111087	Action service global constant changes the behavior of translated fields.
111972	All web service scripts fail in staging and UAT after upgrading to 2026.1.

Release Update - April 07- Patch #5

The following table lists the issues resolved in Patch #5:

Problem ID	Title
111209	Escalation Watch records failed to create on FFZ since container migration.
111318	In the staging (STG) and user acceptance testing (UAT) environments, Escalation Watch records failed to be created on FFZ during Service Request creation.
109415	In the PRD tenant, despite configuring the Escalation Schedule to UHL for the Nervecentre and Concentric request offering, the Escalation Schedule reverts from UHL to WOH.
102984	The polling interval of the incoming email listener is slow, resulting in a delay of more than 60 minutes for Neurons for ITSM to process the email after it reaches the inbox.
109269	Neurons for ITSM workflow processes are experiencing delays, which impacts SLA compliance.

Release Update - March 12- Patch #2

The following table lists the issue resolved in Patch #2:

Problem ID	Title
111843	Self Service UI V3 accessed through custom or vanity URLs fails to create and load records.

Release Update - March 09- Patch #1

The following table lists the issues resolved in Patch #1:

Problem ID	Title
110604	Device Import connector - maximum allowable bytes to be read from the stream have been exceeded.
111741	Workflow task blocks display the first team by default but apply the correct team on submission.

* Marked are Internal issue IDs.

7.3. Patches 2025.4

Patches are minor software updates to fix bugs and security issues for improving stability and performance while maintaining existing functionality.

Release 2025.4

Release Update - December 15 - Patch #6

The following table lists the issue resolved in Patch #6:

Problem ID	Title
109371	Loading icon persists when creating ticket in UI V3.

Release Update - November 26 - Patch #5

The following table lists the issue resolved in Patch #5:

Problem ID	Title
105088	Text in a text area block of a Request Offering is truncated.
108559	Service Catalog cannot be scrolled in Mobile App when long names are present.
109064	Data Import connection error - failed to retrieve metadata information.
109476	PreventWrongBreach Global Constant does not respect the 'Reset & Run' option in the Escalation Schedule.
109894	Some tenants are no longer able to create a new Employee record with Entra ID import.
109913	Search behavior change. Free text search is now being used in UI V2 and UI V3.
110073	iPaaS connection failure and licensing page is displayed.

Release Update – November 18 – Patch #4

The following table lists the issue resolved in Patch #4:

Problem ID	Title
103983	Knowledge Article view count doesn't function in Self Service UI V3.
105534	The List Type field behaves differently in UI V3 compared to UI V2, even though the same field displays correctly in UI V2.
108292	Line breaks are not rendered in Multi-line text fields within Service Catalog (Classic UI and UI V3).
108655	Editing rule failures on ProfileLink preventing email field auto-fill when ProfileLink is set to Profile Name in SSP V3 across all roles.
108866	Image rendering failures observed on UI V3 with default configuration.
104785	Error code 404 triggered when selecting multiple categories in a new preset filter in Self Service V3.
106040	'Visible: No' option for Service Request block not accepted under specific conditions in Self Service UI V3.
107178	Faceted search results disappear when sections are collapsed in UI V3.
107076	Error in approval access within Self Service UI V3 causing failure.
107311	Incorrect encoding of '&' symbol in category names within Self Service UI V3.
107079	Incorrect display of row aligners in the details tab within Self Service UI V3.
107409	Issue with Quick Link widget clone function mirroring the changes in UI V3 portal.
107068	Field width property control is not being adhered to in UI V3 portal.
107525	Knowledge Articles not displaying in Self Service UI V3 using ALL favorite search
107693	Incorrect display of subcategories during incident creation in the Self-Service Mobile app due to mismatch between localized and English category names in non-English locales.
107718	Incorrect loading of drop-down field values in UI V3 due to requirement of double-click for data retrieval.
107607	Incorrect sorting of 'My Items' by ID in UI V3 due to alphabetic characters at the beginning of ID values.
107926	Incorrect behavior of hyperlinks in UI V3 due to target="_blank" attribute being ignored in a new browser window.
107956	Error when opening an approval whose parent is not part of the OOTB My Items layout in UI v3: unhandled system exception: getformviewdata: form view is not found in layout <Layout> for <BusinessObject>#.

Problem ID	Title
108204	Emails in My Items in UI V3 shows 'Von' instead of 'from'.
108261	Refreshing page causes translated UI elements to revert to English in UI V3.
108429	Asterisk for required fields in Self Service UI V3 request offering renders in black when the email field is used.
108627	“Do not submit this field” value is included in request emails in UI V3 instead of being excluded.
108418	Journal scroll bar dynamically adjusts based on the length of the journal note, making the scroll bar very small for long notes.
108529	Clearing dropdown values using a trigger condition field with a boolean does not work in UI v3 but functions as expected in UI V2 (2025.3).
104363	Sorting the Service Catalog by descending breaks the dynamic loading in UI V3.
105313	Sort order in Service Catalog workspace using Spanish locale is not correctly set in Self Service V3.
106526	Type ahead does not work on dropdowns in UI V3.
109716	List on Service request not aligned with checkbox.

Release Update – November 16 – Patch #3

The following table lists the issue resolved in Patch #3:

Problem ID	Title
109805	Neurons connection not working after 2025.4 upgrade.

Release Update – November 2 – Patch #2

The following table lists the issue resolved in Patch #2:

Problem ID	Title
1711905*	Increase in response time and Appserver CPU after 2025.4 release.

> * Marked are Internal issue IDs.

Release Update – November 1 – Patch #1

The following table lists the issue resolved in Patch #1:

Problem ID	Title
109644	Regression issue for API calls in 2025.4.

7.4. Patches 2025.3

Patches are minor software updates to fix bugs and security issues for improving stability and performance while maintaining existing functionality.

Release 2025.3

Release Update – September 30 – Patch #5

The following table lists the issue resolved in Patch #5:

Problem ID	Title
108496	Escalation schedule do not transition on Service Request status change field.

Release Update – September 11 – Patch #4

The following table lists the issue resolved in Patch #4:

Problem ID	Title
108872	Unable to fetch Trusted Agent LDAP policy settings.

Release Update – September 4 – Patch #3

The following table lists the issues resolved in Patch #3:

Problem ID	Title
100846	Run rest web service quick actions intermittently fail with HTTP 400 status.
105965	Incorrect calculation of Escalation Watch total running duration due to time zone differences.
106929	Saved Searches marked as Favorites are not visible in the Favorite drop down.
108201	Intermittent lockups and user interface anomalies observed production environments.
108213	Wait for child blocks fail when triggered by service request parameters.
108692	API calls experience slow response times.

Release Update – August 1 – Patch #2

The following table lists the issues resolved in Patch #2:

Problem ID	Title
102860	White space issue on request offering in UI V3.
104362	HTML in category headings request offering entries not displayed when viewed in UI V3 Self Service Portal.
103097	Add Note button is unresponsive in UI V3 Self Service Portal.
104820	The status message incorrectly states that an incident has been canceled when it has actually been closed in UI V3.
105632	The image field is displayed incorrectly in UI V3 Self Service Portal.
106011	External object picklists crash the Request Offering form in the Self Service UI V3 portal.
106537	Picklist values not populating in the Self Service UI V3 portal.
106703	Incidents in the Closed state allow attachments in UI V3.
105934	Error message received when using the “Close Incident” button in UI V3: “Unhandled system exceptions: Unrecognized GUID format.”
104389	[Pilot 2024.4] Multiple row aligners in UI V3 portal cause form data to intermittently disappear when viewed with the Self Service Mobile role.
106900	Approvals show 'expired on' and cannot be approved in UI V3.
107723	Link fields on custom objects in form offerings generate errors in UI V3 portal.
99246	In the Self Service Mobile role and UI V3 portal, selecting the 'Cancel' button from a My Items approval (vote) record cancels the parent service request.
1502116 *	[Angular SSM] Hero Banner is not functioning correctly as expected.

* Marked are Internal issue IDs.

Release Update – July 28 – Patch #1

The following table lists the issues resolved in Patch #1:

Problem ID	Title
1617259*	Implemented a preventive fix to ensure escalation clocks stop as expected after relevant status changes.
1620263*	Restored original hero card behavior in Teams Bot adaptive cards to match version 2025.2, to correct intermittent errors.
1621647*	Corrected an issue where the 'Test Connection' function for email showed a failure, even though emails continued to process normally.
107992	Corrected an issue that affected the ability to trigger a Neurons Bot through a Quick Action.
1626912*	Resolved intermittent web service timeout issues caused by 2 minute reply delays.
1627461*	Addressed excessive log entries generated during widget creation for multilingual users.

* Marked are Internal issue IDs.

7.5. Patches 2025.2

Patches are minor software updates to fix bugs and security issues for improving stability and performance while maintaining existing functionality.

Release 2025.2

Release Update – May 21 – Patch #4

The following table lists the issues resolved in Patch #4:

Problem ID	Title
102336	Advanced Monitor email intermittently fails to create or update Journal Email records on Incidents and Service Requests.
103898	Email Listeners are importing single emails multiple times, resulting in duplicate records.
106480	Cancelling a Request Offering requires a second press of the Cancel button.
106525	OtherObject is not displayed in Editing Rules for Link Fields or Validated Fields.
106798	Usability issues in the display of derived fields.
106869	MS Teams Bot – Custom fields with picklists no longer display dropdown during incident creation.
106879	ExportEmailAsXML Email Listener has not processed emails since upgrade to version 2025.2.
104601	Slowness observed in the Business object Service Request across multiple user roles.

Release Update – May 05 – Patch #3

The following table lists the issues resolved in Patch #3:

Problem ID	Title
105831	SSM V3 – Dates display in en_US date format.
105491	SSM V3 – Category value on Incident Record in My Items shows Owner Team value instead of Category value.
106051	SSM V3 – Costs are not hidden on UI V3 request offerings.
103620	SSM V3 – Hidden fields in request offerings are shown with white space.
105952	SSM V3 – Request Offering fields are displayed in the wrong order.
105639	SSM V3 – Text area field in RO template does not utilize available vertical space.
105995	SSM V3 – Using the IN expression in the UI V3 interface does not evaluate the expression correctly.
105767	SSM V3 – Read-only expressions in Request Offerings are not applied correctly.
100159	SSM V3 – Attachments or uploaded files on knowledge articles display as "file uploaded" and downloads as "file uploaded" without file extension.
106017	SSM V3 – Dynamic banner message text, subtext, and search box placeholder are not working as expected.
1539317 *	SSM V3 – View All button in other list modules stops working when a list module with My Items is available on a homepage.
1534930 *	SSM V3 – Added support for showing email functionality on My Items details for Incident and other Business Objects.

* Marked are Internal issue IDs.

Release Update – Apr 26 – Patch #2

The following table lists the issues resolved in Patch #2:

Problem ID	Title
106502	Wait for Event Missing 'Before' or 'Exact' operators.
103610	Tenants experience SMTP send email failures with deadlocks in tenant logs.
106466	Advanced Monitor no longer executes quick actions successfully – System.InvalidOperationException: IntegrationService URI is not set correctly.

Release Update – Apr 10 – Patch #1

The following table lists the issues resolved in Patch #1:

Problem ID	Title
106231	API Get Business Object by Order - orderby does not work.
106250	Neurons Bot flow breaks with new state of Action Service.

8. Limitations

Release 2026.2

Release 2026.2.5

113611

- When you create a record with a value in an encrypted field, the **Decrypted string** field appears blank until you refresh the record.
- When moving between records in a list, the Preview form displays the decrypted value from the previously selected record instead of the current one. This occurs in **Form view** as well when using the **Next** or **Previous** toolbar buttons.

> This limitation will be resolved in the next release.

Release 2026.1

There are no known limitations in Neurons for Enterprise Service Management release 2026.1.

Release 2025.4

There are no known limitations in Neurons for Enterprise Service Management release 2025.4.

Release 2025.3

There are no known limitations in Neurons for Enterprise Service Management release 2025.3.

Release 2025.2

There are no known limitations in Neurons for Enterprise Service Management release 2025.2.