

ServiceNow - Version 5.1.1

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Released for SERVICENOW on Jan 29, 2021

Now you can sync data to ServiceNow import sets. This is useful if you don't want to apply changes directly into a production table. For more information, check out [How to sync entities to an import set with Exalate for ServiceNow](#). You can also set up a customer monitor to check the status of your sync with REST API calls. We also made a bunch of performance improvements, UI updates, and bug fixes.

In this release

Improvements

SNOWNODE-178	Exalate can now sync data into ServiceNow import sets. For more information, check out How to sync entities to an import set with Exalate for ServiceNow
EXACOMP-967	Added possibility to set up a customer monitor on your instance.
EXACOMP-859	Added possibility to check issues that are under sync. Check this article for more details
EXACOMP-1006	Exalate will now send fewer emails
EXACOMP-1007	Entity type is now required when adding triggers
SNOWNODE-279	Added support of stripHtml
EXACOMP-982	JWT token expiration is now logged as WARN
JCLOUD-1429	Added possibility to create triggers with empty queries
EXACOMP-979	Improved performance by reworking the data storage mechanism
EXACOMP-972	Implemented lazy loading. This improves performance by not overloading memory with data
EXACOMP-789	Improved general load time by updating the codebase
EXACOMP-894	Improved security against XSS attacks

Bug fixes

SNOWNODE-292	Fixed bug where it was impossible to log in with an OAuth token
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SNOWNODE-221	Fixed bug where priority was synced as urgency in connections between ServiceNow and Jira Server
EASE-7035	Fixed bug with formatting errors in connections between ServiceNow and Jira Server
EASE-6506	Fixed bug where the token was displayed as expired in a connection between ServiceNow and Jira Cloud
EASE-6286	Fixed bug with comment sync
EXACOMP-981	Fixed bug where expired licenses were shown as valid
EXACOMP-973	Fixed bug with 2 Connect buttons appearing in the Entity Sync panel
EXACOMP-902	Fixed bug with the message suggesting to refresh the page not showing
JIRANODE-3181	Fixed bug where Sync Queue filter didn't work after Bulk Exalating multiple issues
EXACOMP-922	Fixed bug with pop-up alignment when going to an error from the Connections tab
SNOWNODE-275	Fixed bug where only one sync panel was displayed for entities synced through multiple connections
EXAEDIT-1182	Fixed bug with the filter in Sync Queue working incorrectly
EXAEDIT-1186	Fixed bug with license limitations showing incorrectly in Bulk Exalate

UI updates

EXACOMP-787	Updated the notification after making a Bulk Connect
EXACOMP-285	Updated the look of the License Details section
EXAEDIT-1183	Fixed icon formatting and button alignment for the Initiate connection and Accept invitation screens in Safari
EXACOMP-968	Improved load time of the Bulk Exalate operation in the Triggers tab
EXACOMP-964	Bulk Connect and Triggers tabs load faster
EXACOMP-621	Removed the template selection for scripting connections

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