

ServiceNow - Version 5.28.0

Last Modified on 01/15/2026 11:27 am EST

Released for ServiceNow on August 27th, 2025

In this release, we've resolved the following issue and implemented improvements:

Bug fixes

- XLT-6617 – Resolved issue where license appeared deactivated after upgrading a cloned Jira Server instance.

Product

Improvements

[About Us](#)

[Release History](#)

- XLT-6981 – Removed 'Next sync available on' message for Evaluation licenses;
- XLT-6800 – ServiceNow connector now caches user queries to enhance sync performance.

[API Reference](#)

[Security](#)

[Pricing and Licensing](#)

Resources

[Subscribe for a weekly Exalate hack](#)

[Academy](#)

[Blog](#)

[YouTube Channel](#)

[Ebooks](#)

Still need help?

[Join our Community](#)

[Visit our Service Desk](#)

[Find a Partner](#)