

ServiceNow - Version 5.28.0

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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

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

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