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Q: I just upgraded my Safari browser on Mac OS to Safari 10 and now the ServiceNow website (mit.service-now.com) UI rendering has problems. How can I fix this?

Answer

The ServiceNow UI system will revert to UI11 for user agent strings with Safari 10.x. ServiceNow is aware of this issue and has already provided a fix for it in the following versions:

- Geneva Patch 7 Hot Fix 4
- Geneva Patch 8 (and all later Geneva versions)
- Helsinki Patch 4 (and all later Helsinki versions)

IS&T is currently (9/21/2016) using Geneva Patch 6 Hot Fix 2, so you will need to use the following workaround.

Workaround 1

Use Safari 9.x

Workaround 2

Use another browser such as Chrome or Firefox.

Workaround 3

Change the user agent string on your Safari browser.

- Open Safari, then pull down Preferences from the Safari menu
- Click on Advanced tab and check the box next to Show Develop menu in menu bar
- Close out of Preferences and find the new Develop menu alongside Window, pull that down and select User Agent
- Pick any pre-specified user agent or select Other to use a different user agent string (like “Mozilla/5.0 (Macintosh; Intel Mac OS X 10_11_4) AppleWebKit/601.5.17 (KHTML, like Gecko) Version/9.1 Safari/601.5.17”)
- Log out and then log back in to see the UI change back to the correct display

Note that if you hover over a specific user agent, the exact UA string used will appear in a yellow box alongside the menu item.