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KB1638823

Not able to highlight text in doctype pages using Google Chrome V 121.0.6167.8 (beta, not a stable Chrome version yet) and Chromium 131 Browsers

 9381 Views  Last updated : Nov 19, 2024  Customer, Internal  Copy Permalink  Subscribe

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Description

In January 2024, Google Chrome released version 121.0.6167.8 (beta), which caused significant issues. To resolve these, Google reverted to the previous version.

In November 2024, the same issue reappeared in Chrome version 131 and Microsoft Edge version 131. However, this time, the companies have not reverted their updates.

This issue impacts text selection, causing confusion when copying and pasting. Specifically, the selected text does not visually appear highlighted.

Although the copy-and-paste function still works, the selected text does not appear highlighted.

Steps to Reproduce

1. Login to any instance
2. Use Microsoft Edge version 131
3. Open any ticket(incident, change, request)
4. Use any method to copy & paste text. (use ctrl c, ctrl v or right click to copy & paste text)

Expected: Text is highlighted and copied or pasted

Actual: Text is not highlighted but it is copied or pasted

Workaround

We are actively working on getting a permanent fix for the issue. Please review and subscribe to the Known Error Article to see where issue is fixed and to get the latest update on the issue.

If upgrading to any of these versions is not possible, please import the attached UI script into the affected instances.

Note 1: This workaround does not completely fix the issue. Because homepage lists and widgets are in iFrames, and the nature of those means they can never receive code from the outside. So those elements will never get fixed with this workaround. To have a complete fix, please upgrade your instance to one of versions with the fix.

Note 2: Please remove the UI Script after upgrading to one of the fixed versions.

The fixed versions are:

- Washington DC Patch 7b Hot Fix 1
- Washington DC Patch 8 Hot Fix 3
- Washington DC Patch 9
- Xanadu

When the fixed versions are out they will be populated in the release notes:

<https://www.servicenow.com/docs/bundle/xanadu-release-notes/page/release-notes/available-versions.html>

Related Problem: PRB1723262

Seen In

Xanadu Patch 1
Washington DC Patch 4
Vancouver Patch 10 Hot Fix 2
Washington DC Patch 7b
Xanadu Patch 3
...

Intended Fix Version

Washington DC Patch 7b Hot Fix 1
Washington DC Patch 8 Hot Fix 3
Washington DC Patch 9
Xanadu

Safe Harbor Statement

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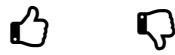
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