

مجلس الأمن السيبراني
CYBER SECURITY COUNCIL



Critical Vulnerability in ServiceNow AI Platform

Tracking #:432319291

Date:14-07-2026

EXECUTIVE SUMMARY:

The UAE Cyber Security Council has observed ServiceNow has released security updates to address a critical remote code execution (RCE) vulnerability in the ServiceNow AI Platform.

TECHNICAL DETAILS:

ServiceNow has released security updates to address a critical remote code execution (RCE) vulnerability in the ServiceNow AI Platform, tracked as CVE-2026-6875. The vulnerability has been assigned a CVSS v4 score of 9.5 (Critical) and affects multiple ServiceNow release families, including Brazil, Australia, Zurich, and Yokohama.

The flaw is a sandbox escape vulnerability that could allow an unauthenticated remote attacker, under certain circumstances, to execute arbitrary code within the ServiceNow platform. Although no active exploitation or public proof-of-concept (PoC) has been reported, the vulnerability impacts a core enterprise platform used for IT service management, workflow automation, and AI-driven operations.

Vulnerability Details:

- CVE ID: CVE-2026-6875
- Severity: **Critical**
- CVSS Score: 9.5 (CVSS v4)
- Vulnerability Type: Sandbox Escape leading to Remote Code Execution (RCE)
- Affected Product: ServiceNow AI Platform
- Affected Component: AI Platform Sandbox
- Attack Vector: Remote
- Authentication Required: No
- User Interaction: None
- Impact: An unauthenticated attacker could, under certain circumstances, escape the AI sandbox and execute arbitrary code within the ServiceNow platform.

Fixed Versions:

Release Family	Fixed Version
Brazil	Brazil EA / Brazil GA
Australia	Australia Patch 2
Zurich	Zurich Patch 7b / Zurich Patch 9
Yokohama	Yokohama Patch 12 Hot Fix 1b / Yokohama Patch 13

RECOMMENDATIONS:

Immediate Actions:

- Upgrade all affected self-hosted ServiceNow AI Platform deployments to a supported patched version.
- Verify that hosted ServiceNow instances have received the latest vendor security update.

Kindly circulate this information to your subsidiaries and partners as well as share with us any relevant information and findings.

The UAE Cyber Security Council extends its appreciation for the continued collaboration.

REFERENCES:

- https://support.servicenow.com/kb?id=kb_article_view&sysparm_article=KB3137947