



INTEGRATION MODULE FOR BMC HELIX ITSM

For Keverion Runbook Studio and Azure Automation

Release Notes

Version 1.3

May 2024



Introduction

The Keverion Integration Module for BMC Helix ITSM is a new Integration Module for Runbook Studio and Azure Automation that lets you integrate your runbooks with BMC Helix ITSM. The Keverion Integration Module for BMC Helix ITSM is Microsoft Azure Certified.

The integration module includes the following activities:

Activity	Description
Get-HelixItsmEntry	Retrieves entries from a Helix ITSM form
Get-HelixItsmEntryAttachment	Downloads attachment content from a Helix ITSM form
New-HelixItsmEntry	Inserts a new entry into Helix ITSM form
Remove-HelixItsmEntry	Removes requests from a Helix ITSM form
Set-HelixItsmEntry	Updates an entry in a Helix ITSM form
Set-HelixItsmEntryAttachment	Uploads attachment content to a Helix ITSM form

System Requirements

The Integration Module for BMC Helix ITSM requires the following software to be installed and configured prior to implementing the integration. For more information about installing and configuring BMC Helix ITSM, refer to the respective product documentation.

- Keverion Runbook Studio 5.6
- Microsoft .NET Framework 4.8
- BMC Helix ITSM Online
- BMC Remedy 20.02

Installing the Integration Module

The easiest way to install and deploy the Integration Module for BMC Helix ITSM is from the PowerShell Gallery, but you can also download the module from Keverion and perform the steps manually.

You must install and deploy the Integration Module to each Azure Automation Account and Hybrid Worker host system that you plan to use to run your runbooks. You must also install the Integration Module on any Runbook Studio host systems that you will be using to build and manage your runbooks.

Using the PowerShell Gallery

Using the commands in the **PowerShellGet** module you can download the Keverion Integration Module for BMC Helix ITSM from the PowerShell Gallery and install it on your local computer. You can also deploy the module directly from the PowerShell Gallery to any of your Azure Automation Accounts.

Install the Integration Module on your local computer:

1. Confirm that you the PowerShellGet module installed.
2. Start a PowerShell window as Administrator and run the command:
Install-Module -Name Keverion.BMC.Helix.Itsm -Scope AllUsers

Upload the Integration Module to an Azure Automation Account:

1. Go to the [PowerShell Gallery](#).
2. Click the **Azure Automation** tab.
3. Click **Deploy to Azure Automation**. You will be directed to Microsoft Azure.
4. Select the **Automation Account** that you want to deploy the module to.
5. Click **OK**.

Manual Installation

Alternatively, you can download the Integration Module package from Keverion and deploy it manually to your local computer, hybrid workers and Automation Accounts.

The download package from Keverion includes a **.zip** file containing the Integration Module as well as the User Guide and Release Notes. The following instructions assume that you have unzipped the download package and have access to the **.zip** file containing the Integration Module.

Install the Integration Module on your local computer:

1. Copy the **Keverion.BMC.Helix.Itsm.zip** file to your local computer.
2. Right click on the file and select **Properties**.
3. Click the **General** tab. If necessary, click **Unblock**, and then click **OK**.
4. Unzip the **Keverion.BMC.Helix.Itsm.zip** file.
5. Copy the **Keverion.BMC.Helix.Itsm** folder to a location in the %PsModulePath% path.

Important: When installing the Integration Module on a Hybrid Worker, you must use a location that is accessible to all users of the computer.

Upload the Integration Module to an Azure Automation Account:

1. Sign into [Microsoft Azure](#).
2. Open the Automation Account that you want to upload the module to.
3. Click **Modules** under Shared Resources. The list of installed modules is displayed.
4. Click **Add a module** at the top of the list.
5. In the **Upload File** box, select the **Keverion.BMC.Helix.Itsm.zip** file that you downloaded.
6. Click **OK**. Importing the module may take several minutes.

Licensing the Integration Module

Licenses for Keverion Integration Modules are managed and deployed using the *Keverion Runbook Studio* and *Automation Connection Assets*.

Register an Integration Module license with Runbook Studio:

1. Open **Keverion Runbook Studio**.
2. On the **File** tab, click **About**.
3. Click **License Information**.
4. Click the **Integration Modules** tab, and then click **Add License**.
5. Select the integration module license file (.kaml) and click **Open**.
6. You should see your entitlements displayed in the list.
7. Click **OK**.

Important: Entitlements will not display until after the Integration Module has been installed on the Runbook Studio computer.

Create a Connection Asset with a license key and upload it to Azure:

1. On the **Home** tab, click **Sign In**. The Sign In dialog appears.
2. Sign into your account.
3. In the **Active Azure Automation Account** box, select the account that you want to add the connection asset to.
4. Click **New Asset** and then click **Connection**. The New Connection dialog appears.
5. In the **Name** field, enter a name to identify the connection.
6. In the **Connection Type** field, select the desired connection type.
7. Enter the appropriate connection information in the provided fields.
8. Click **OK**.

Update all Connection Assets license keys and upload them to Azure:

1. On the **Home** tab, click **Sign In**. The Sign In dialog appears.
2. Sign into your account.
3. In the Explorer panel, click the **Azure (Online)** group.
4. Right-click the Azure Automation Account that contains the connection assets you want to update, and then click **Update License Keys**. A summary is displayed.

Version History

Version 1.3

- Fixed an issue that could result in a 'An item with the same key has already been added' error when that target form has duplicate field names and/or labels.

Version 1.2

- Update attachment field support to **Get-HelixItsmEntry**. Attachment field information includes the name and size in bytes of the attachment.
- Updated **Set-HelixItsmEntry**, **Remove-HelixItsmEntry** and **Set-HelixItsmEntryAttachment** to output the ID of the entry that was being updated or removed.
- Updated **Get-HelixItsmEntry** to build query strings that reference fields by ID, instead of field name, to avoid problems with field names that contain special characters, such as quotations.
- Updated **Get-HelixItsmEntry** to support filtering currency fields by currency code and value.
- Added support for retrieving a subset of fields.
- Added support for connecting to Helix ITSM through a proxy server.

Version 1.0

- The Kolverion Integration Module for BMC Helix ITSM is a new Integration Module for Runbook Studio and Azure Automation that lets you integrate your runbooks with BMC Helix ITSM