



INTEGRATION MODULE FOR EASYVISTA SERVICE MANAGER

For Keverion Runbook Studio and Azure Automation

Release Notes

Version 1.4

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Microsoft
Azure

Certified

Introduction

The **Kelverion Integration Module for EasyVista Service Manager** is an Integration Module for Kelverion Runbook Studio and Azure Automation that provides integration and automation capabilities for EasyVista Service Manager. The Kelverion Integration Module for EasyVista Service Manager is Microsoft Azure Certified.

The integration module includes the following activities:

Add-EasyVistaAttachment	Attach a document to an incident/request
Close-EasyVistaRequest	Close an existing incident/request
Complete-EasyVistaAction	Finish an ongoing action associated with an incident/request
Get-EasyVistaAction	Retrieve action records
Get-EasyVistaAttachment	Retrieve attachment records associated with an incident/request
Get-EasyVistaAttachmentContent	Download an attachment from an incident/request
Get-EasyVistaComment	Retrieve the comment from an incident/request or an action record
Get-EasyVistaDescription	Retrieve the description from an incident/request or an action record.
Get-EasyVistaDepartment	Retrieve department records
Get-EasyVistaEmployee	Retrieve employee records
Get-EasyVistaLocation	Retrieve location records
Get-EasyVistaRequest	Retrieve incident/request records
Get-EasyVistaRequestCatalog	Retrieve request catalog records
New-EasyVistaAction	Create a new action for an incident/request
New-EasyVistaRequest	Create a new incident/request
Resume-EasyVistaRequest	Resume a previously suspended incident/request
Set-EasyVistaAction	Update an existing action
Set-EasyVistaRequest	Update an existing incident/request
Suspend-EasyVistaRequest	Suspend an existing incident/request

System Requirements

The following software must be installed and configured prior to deploying the integration module. For more information about installing and configuring EasyVista, refer to the respective product documentation.

- Keverion Runbook Studio 5.6
- Microsoft .NET Framework 4.7.2
- EasyVista Service Manager Cloud 2022.1.133.0.03

Installing the Integration Module

The easiest way to install and deploy the Integration Module for EasyVista Service Manager 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 Integration Module for EasyVista Service Manager 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 or hybrid worker:

1. Confirm that the **PowerShellGet** module is installed.
2. Start a PowerShell window as an Administrator and run the command:

```
Install-Module -Name Keverion.EasyVista -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 Azure 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 or hybrid worker:

1. Copy the **Keverion.EasyVista.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.EasyVista.zip** file.
5. Copy the **Keverion.EasyVista** 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.EasyVista.zip** file that you downloaded.
6. Click **OK**.

Licensing the Integration Module

Licenses for Keverion integration modules are managed and deployed using the Keverion Runbook Studio and Azure 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 an Azure Automation account:

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 an Azure Automation account:

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.

Known Issues and Limitations

- The **New-EasyVistaAction** activity does not return the action ID of the newly created action. As a workaround, you can use the **Get-EasyVistaAction** activity to retrieve the new action.
- The **New-EasyVistaAction** activity requires the support group to be specified (either the name, email, or ID) and the EasyVista user specified in the connection configuration must be part of this support group.

- The **New-EasyVistaAction** activity may fail when creating a new action without specifying the parent action, depending on the existing actions associated with the request. To create new actions reliably, it is recommended to specify a parent action.
- The **New-EasyVistaAction** does not set the action Comment. You can use the **Set-EasyVistaAction** activity to set this field, after the action has been created.
- The **New-EasyVistaRequest** does not set the request Comment or Description. You can use the **Set-EasyVistaRequest** activity to set these fields, after the request has been created.
- When setting System.DateTime field values with **Set-EasyVistaAction** activity, the time zone offset must be specified, for example: 2020-03-16T10:00:00-04:00. You can do this in Runbook Studio by using the PowerShell Expression data source.
- When ending all actions on a request with **Complete-EasyVistaAction**, not all action records are updated with the optional parameters specified in the activity. It is recommended to end actions individually when action field values are updated.
- The time component in System.DateTime filters is ignored and as a result records are filtered by **date only**. If you need to filter records by time it will be necessary to use additional PowerShell in your runbooks and scripts.

Version History

Version 1.4

- Validated the integration module for EasyVista Service Manager Cloud version 2022.1.133.0.03.

Version 1.3

- Validated the integration module for EasyVista Service Manager Cloud version 2020.2.123.2.
- The integration module now requires Microsoft .NET Framework 4.7.2
- Changed the Add-EasyVistaAttachment and Get-EasyVistaAttachmentContent activities to command activities as they do not require advanced discovery capabilities.

Version 1.2

- Added activities for working with actions:
 - Complete-EasyVistaAction
 - Get-EasyVistaAction
 - New-EasyVistaAction
 - Set-EasyVistaAction

- Added activities for working with attachments:
 - Add-EasyVistaAttachmentContent
 - Get-EasyVistaAttachment
 - Get-EasyVistaAttachmentContent
- Added activities to support more EasyVista record types.
 - Get-EasyVistaComment
 - Get-EasyVistaDescription
 - Get-EasyVistaDepartment
 - Get-EasyVistaEmployee
 - Get-EasyVistaLocation
 - Get-EasyVistaRequestCatalog

Version 1.1

- Improvements to the User Guide and inline PowerShell help.

Version 1.0

- The Kolverion Integration Module for EasyVista is a new integration module for Runbook Studio and Azure Automation that lets you integrate your runbooks with EasyVista Service Manager.