



INTEGRATION MODULE FOR FRESHSERVICE

For Keverion Runbook Studio and Azure Automation

Release Notes

Version 2.0

January 2024

Microsoft
Azure

Certified

Introduction

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

The integration module includes the following activities:

Activity	Description
Add-FreshserviceTicketNote	Add a note to an existing ticket.
Get-FreshserviceAgent	Retrieves and filters agent users.
Get-FreshserviceAsset	Retrieves and filters assets.
Get-FreshserviceDepartment	Retrieves and filters departments.
Get-FreshserviceRequester	Retrieves and filters requester users.
Get-FreshserviceTicket	Retrieves and filters tickets.
Get-FreshserviceTicketNote	Retrieves ticket notes.
New-FreshserviceTicket	Creates a new ticket.
Remove-FreshserviceTicket	Removes a ticket.
Set-FreshserviceTicket	Updates an existing ticket.

System Requirements

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

- Kelverion Runbook Studio 5.6
- Freshservice cloud-based subscription with access to Freshservice REST API
- Microsoft .NET Framework 4.6.2

Installing the Integration Module

The easiest way to install and deploy the Integration Module for Freshservice is from the PowerShell Gallery, but you can also download the module from Kelverion 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 Freshservice 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 runbook worker:

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

```
Install-Module -Name Keverion.Freshservice -Scope AllUsers
```

Upload the integration module to an Azure Automation account:

1. Go to the [PowerShell Gallery](#).
2. On the **Azure Automation** tab, click **Deploy to Azure Automation**.
3. Select the **Automation Account** that you want to deploy the module to and 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 or hybrid runbook worker:

1. Copy the **Keverion.Freshservice.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.Freshservice.zip** file.
5. Copy the **Keverion.Freshservice** 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.Freshservice.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 and then click **Update License Keys**. A summary is displayed.

Known Issues

- When using the filter **New & My Open Tickets** in the **Get-FreshserviceTicket** activity, the results are not filtered correctly by the Workspace specified in Discovery.

Version History

Version 2.0

- Updated to Freshservice API V2.
- Added Get-FreshserviceAgent activity.
- Added Get-FreshserviceAsset activity.
- Removed deprecated username/password authentication.

Version 1.0

- The Kelverion Integration Module for Freshservice is a new Integration Module for Runbook Studio and Azure Automation that lets you integrate your runbooks with Freshservice.