KELVERION INTEGRATION MODULE HALOITSM

For Kelverion Runbook Studio and Azure Automation

Release Notes

Version 1.2

November 2026

Microsoft Azure

Certified

Introduction

The **Kelverion Integration Module for HaloITSM** is an Integration Module for **Runbook Studio** and **Azure Automation** that lets you integrate your runbooks with HaloITSM.

The integration module includes the following activities:

Add-HaloItsmAttachment	Add an attachment to HaloITSM ticket.
Get-HaloItsmAgent	Gets HaloITSM agents.
Get-HaloItsmAsset	Gets HaloITSM assets.
Get-HaloItsmAttachment	Gets HaloITSM attachments.
Get-HaloItsmAttachmentContent	Downloads the content of a HaloITSM attachment
Get-HaloItsmItem	Gets HaloITSM items.
Get-HaloItsmSite	Gets HaloITSM sites.
Get-HaloItsmSupplier	Gets HaloITSM suppliers.
Get-HaloItsmTicket	Gets HaloITSM tickets.
Get-HaloItsmUser	Gets HaloITSM users.
New-HaloItsmTicket	Creates a new HaloITSM ticket.
Remove-HaloItsmAttachment	Removes a HaloITSM attachment.
Remove-HaloItsmTicket	Removes a HaloITSM ticket.
Set-HaloItsmTicket	Update an existing HaloITSM ticket.

System Requirements

The Kelverion Integration Module for HaloITSM requires that the following software be installed and configured prior to implementing the integration. For more information on installing Kelverion Runbook Studio, please refer to the Kelverion Runbook Studio User Guide.

- Kelverion Runbook Studio 5.8
- Microsoft .NET Framework 4.7.2

Installing the Integration Module

The easiest way to install and deploy the Kelverion Integration Module for HaloITSM 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 runbook 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 Kelverion Integration Module for HaloITSM 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 you the PowerShellGet module is installed.
2. Start a PowerShell window as Administrator and run the command:

   ```
   Install-Module -Name Kelverion.HaloItsm -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**.
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 Kelverion and deploy it manually to your local computer, hybrid runbook workers, and Automation Accounts.

The download package from Kelverion 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 **Kelverion.HaloItsm.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 **Kelverion.HaloItsm.zip** file.
5. Copy the **Kelverion.HaloItsm** folder to a location in the `%PsModulePath%` path.

Important: When installing the Integration Module on a hybrid runbook 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.
4. Click **Add a module** at the top of the list.
5. In the **Upload File** box, select the **Kelverion. HaloItsm.zip** file that you downloaded.
6. Click **OK**.

Note: Importing the module may take several minutes.

Licensing the Integration Module

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

Register an integration module license with Runbook Studio:

1. Open **Kelverion 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 is 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. Select the **Active Azure Automation Account** that you want to add the connection asset to.
4. Click **New Asset** and then click **Connection**.
5. In the **Name** field, enter a name to identify the connection.
6. For **Connection Type** field, select **Kelverion.HaloItsm**.
7. In the **ResourceUrl** box, type the URL of the HaloITSM API endpoint. For example. https://contoso.haloitsm.com/api.
8. In the **AuthorizationUrl** box, type the URL of the endpoint used to authorize connections to the HaloITSM API. For example. https://contoso.haloitsm.com/auth.

9. In the **ClientId** box, type the Client ID used to authorize connections to the HaloITSM API.
10. In the **ClientSecret** box, type the Client Secret used to authorize connections to the HaloITSM API.
11. 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**.

Version History

Version 1.2

- Fix issue with checking for an expired authentication token.
- Fix issue with filtering on DateTime properties.
- Fix issue with retrieving attachment content when HaloITSM returns a link to the content.
- Add user-agent header to requests sent to HaloITSM.

Version 1.1

- Fix issue with retrieving site information.

Version 1.0

- Initial General Availability release.