



INTEGRATION MODULE FOR SERVICEDESK PLUS

For Keverion Runbook Studio and Azure Automation

Release Notes

Version 1.1

December 2023

Microsoft
Azure

Certified

Introduction

The Keverion Integration Module for ManageEngine ServiceDesk Plus is a new Integration Module for Runbook Studio and Azure Automation that lets you integrate your runbooks with ServiceDesk Plus.

The integration module includes the following activities:

Close-ServiceDeskPlusRequest	Closes a ServiceDesk Plus request
Get-ServiceDeskPlusRequest	Gets ServiceDesk Plus requests
Get-ServiceDeskPlusRequestNote	Gets notes for a ServiceDesk Plus request
Get-ServiceDeskPlusRequestTask	Gets tasks for a ServiceDesk Plus request
Get-ServiceDeskPlusRequestTaskWorklog	Gets worklogs for a ServiceDesk Plus request task
Get-ServiceDeskPlusRequestWorklog	Gets worklogs for a ServiceDesk Plus request
Get-ServiceDeskPlusTechnician	Gets technician details from ServiceDesk Plus
Get-ServiceDeskPlusUser	Gets user details from ServiceDesk Plus
New-ServiceDeskPlusRefreshToken	Generates a new OAuth 2.0 refresh token
New-ServiceDeskPlusRequest	Adds a new ServiceDesk Plus request
New-ServiceDeskPlusRequestNote	Adds a note to a ServiceDesk Plus request
New-ServiceDeskPlusRequestTask	Adds a task to a ServiceDesk Plus request
New-ServiceDeskPlusRequestTaskWorklog	Adds a worklog to a ServiceDesk Plus request task
New-ServiceDeskPlusRequestWorklog	Adds a worklog to a ServiceDesk Plus request
Remove-ServiceDeskPlusRequest	Removes a ServiceDesk Plus request
Remove-ServiceDeskPlusRequestNote	Removes a ServiceDesk Plus request note
Remove-ServiceDeskPlusRequestTask	Removes a ServiceDesk Plus request task
Remove-ServiceDeskPlusRequestTaskWorklog	Removes a ServiceDesk Plus request task worklog
Remove-ServiceDeskPlusRequestWorklog	Removes a ServiceDesk Plus request worklog
Set-ServiceDeskPlusRequest	Updates a ServiceDesk Plus request
Set-ServiceDeskPlusRequestNote	Updates a ServiceDesk Plus request note
Set-ServiceDeskPlusRequestTask	Updates a ServiceDesk Plus request task
Set-ServiceDeskPlusRequestTaskWorklog	Updates a ServiceDesk Plus request task worklog
Set-ServiceDeskPlusRequestWorklog	Updates a ServiceDesk Plus request worklog

System Requirements

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

- Keverion Runbook Studio 5.6.1
- Microsoft .NET Framework 4.7.2
- ManageEngine ServiceDesk Plus Cloud (Aug 2023)

Installing the Integration Module

The easiest way to install and deploy the Integration Module for ManageEngine ServiceDesk Plus 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 ManageEngine ServiceDesk Plus 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 latest PowerShellGet module is installed.
2. Start a PowerShell window as Administrator and run the command:
Install-Module -Name Keverion.ServiceDeskPlus -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 or any Hybrid Workers:

1. Copy the **Keverion.ServiceDeskPlus.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.ServiceDeskPlus.zip** file.
5. Copy the **Keverion.ServiceDeskPlus** 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.ServiceDeskPlus.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. In 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 ribbon, click the **Home** tab, and then 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 1.1

- Added support for ServiceDesk Plus Cloud (Aug 2023).

Version 1.0

- First General Availability release.