



INTEGRATION PACK FOR AUTOTASK

For Microsoft System Center Orchestrator

For System Center 2019, you must use the 32-bit version of the integration pack, which has the name **Keverion_Integration_Pack_for_Autotask_1.0**

For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Keverion_IP_Autotask_x64_1.0**

Release Notes

Version 1.0

September 2025

Introduction

The **Integration Pack for Autotask** is an add-in for Microsoft System Center Orchestrator that enables you to integrate with Autotask and perform tasks such as retrieving, creating and updates tickets, configuration items, and other resources.

System Requirements

The Integration Pack for Autotask has the following requirements:

Kelverion_Integration_Pack_for_Autotask (32-bit)

- Autotask 2025.4.5 and later
- Microsoft System Center Orchestrator 2019
- Microsoft .NET Framework 4.7.2

Kelverion_IP_Autotask_x64 (64-bit)

- Autotask 2025.4.5 and later
- Microsoft System Center Orchestrator 2022, 2025
- Microsoft .NET Framework 4.7.2

Registering and Deploying the Integration Pack

After you download the integration pack, you must register the integration pack file with the Orchestrator management server and then deploy it to runbook servers and computers that have the Runbook Designer installed.

To register the integration pack:

1. On the management server, copy the **.OIP** file for the integration pack to a local hard drive or network share. Confirm that the file is not set to **Read Only**.
2. Start the **Deployment Manager**.
3. In the navigation pane of the Deployment Manager, expand **Orchestrator Management Server**, right-click **Integration Packs** to select **Register IP with the Orchestrator Management Server**. The **Integration Pack Registration Wizard** opens.
4. Click **Next**.
5. In the **Select Integration Packs or Hotfixes** dialog box, click **Add**.
6. Locate the **.OIP** file that you copied locally from step 1, click **Open** and then click **Next**.
7. In the **Completing the Integration Pack Wizard** dialog box, click **Finish**.
8. On the **End User Agreement** dialog box, read the Keverion License Terms, and then click **Accept**.
9. On success, the **Log Entries** pane displays a confirmation message.

To deploy the integration pack:

1. In the navigation pane of the **Deployment Manager**, right-click **Integration Packs**, click **Deploy IP to Runbook Server or Runbook Designer**.
2. Select the integration pack that you want to deploy, and then click **Next**.
3. Enter the name of the runbook server or computers with the Runbook Designer installed, on which you want to deploy the integration pack, click **Add**, and then click **Next**.
4. Continue to add additional runbook servers and computers running the Runbook Designer, on which you want to deploy the integration pack. Click **Next**.
5. In the **Installation Options** dialog box, configure the following settings.
6. To choose a time to deploy the integration pack, select the **Schedule installation** check box, and then select the time and date from the **Perform installation** list.
7. Click one of the following:
 - a. **Stop all running runbooks before installing the integration pack** to stop all running runbooks before deploying the integration pack.
 - b. **Install the Integration Packs without stopping the running Runbooks** to install the integration pack without stopping any running runbooks.
8. Click **Next**.
9. In the **Completing Integration Pack Deployment Wizard** dialog box, Click **Finish**.

10. On success, the **Log Entries** pane displays a confirmation message.

For more information about how to install integration packs, see [How to Install an Integration Pack](https://technet.microsoft.com/en-us/library/hh420346.aspx) (https://technet.microsoft.com/en-us/library/hh420346.aspx).

Known Issues and Limitations

The following issues and limitations should be taken into account when building runbooks that target Autotask.

- The Autotask API restricts incoming REST requests to a maximum of **three concurrent requests to the same entity endpoint, per API user**. For details, please refer to the **API Concurrency Limitations** section in the User Guide.
- For the **Contact** entity, the **Is Active** filter has numeric values (1 or 0).

Version History

Version 1.0

- Initial general availability release.