



# INTEGRATION PACK FOR CA SERVICE DESK MANAGER

*For Microsoft System Center Orchestrator*

## Release Notes

Version 3.3

April 2021

# Introduction

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The Integration Pack for CA Service Desk Manager is an add-on for Microsoft System Center Orchestrator that support the following activities:

- Close Ticket
- Create CI
- Create Attachment
- Create Object
- Get CI Details
- Log Activity
- Monitor Objects
- Update CI
- Update Object
- Update Status

## System Requirements

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The Integration Pack for CA Service Desk Manager requires the following software to be installed and configured before you deploy the integration. For more information about how to install and configure Orchestrator and CA Service Desk Manager, see the respective documentation.

- Microsoft System Center Orchestrator \*
- Microsoft .NET Framework 4.5.2
- CA Service Desk Release 17.1, 17.2, 17.3 with SOAP web services enabled.

\* Please see [kelverion.com/orchestrator](http://kelverion.com/orchestrator) for the latest Orchestrator support information.

## Registering and Deploying the Integration Pack

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After you download the integration pack, you 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.
2. Confirm that the file is not set to **Read Only** to prevent unregistering the integration pack later.
3. Start the **Deployment Manager**.
4. In the navigation pane of the Deployment Manager, expand **Orchestrator Management Server**, right-click **Integration Packs** to select **Register IP with the Management Server**. The **Integration Pack Registration Wizard** opens.
5. Click **Next**.
6. In the **Select Integration Packs or Hotfixes** dialog box, click **Add**.
7. Locate the **.OIP** file that you copied locally from step 1, click **Open** and then click **Next**.

8. In the **Completing the Integration Pack Wizard** dialog box, click **Finish**.
9. On the **End User Agreement** dialog box, read the Kolverion License Terms, and then click **Accept**.
10. The **Log Entries** pane displays a confirmation message when the integration pack is successfully registered.

*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. When the integration pack is deployed, the **Log Entries** pane displays a confirmation message.

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

**Important:** If you make changes to **ObjectTypes** file then you should rename it to something other than ObjectTypes.xml or change the default location so that it is not lost or overwritten when you uninstall the integration pack or deploy an updated version.

## Known Issues

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- The integration pack is limited to a set of core CA Service Desk object types and their immediate dependencies.
- Support for Configuration Items is limited to generic attributes and confined to the Get/Monitor Object and Update Object activities.
- When using the Get/Monitor Objects activities, the 'Not equal to' and 'Does not match' filters do not consider objects where the target attribute contains a NULL value. In other words, comparisons can only be made against objects where the target attribute has a defined value.
- Uninstalling version 1.0 the integration pack will remove the ObjectTypes.xml file. If you have customized the ObjectTypes.xml file you should make a backup before uninstalling so that you do not lose your changes.
- Installing new versions of the integration pack may override the ObjectTypes.xml file. If you have customized the ObjectTypes.xml file you should make a backup so that it can be restored as a post-installation task.

## Version History

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### Version 3.3

- Added support for CA Service Desk Manager 17.3

### Version 3.2

- Added support for TLS 1.2.
- Added support for CA Service Desk Manager 17.1
- New end user license agreement.

### Version 3.1

- New end user license agreement.

### Version 3.01

- Fixed bug in Object Designer that could overwrite the ObjectTypes XML file when an error occurs while saving the file.
- Updated Object Designer with validation to ensure that required fields are filled in when adding/editing object types and attributes.
- Updated fields that are available when creating/updating configuration items.

## Version 3.0

- Added a Create CI, Update CI and Get CI Details activities to support integration with CA Service Desk's CMDB.
- Added new CA Service Desk Object Designer utility to help users integrate their CA Service Desk environment with Microsoft System Center 2012 Orchestrator.
- Added support for secure connections to the CA Service Desk SOAP Web Server using https.
- Added support for CA Service Desk Manager 14.

## Version 2.3

- General update to improve logging and diagnostics.
- The IP now supports CA Service Desk 12.9

## Version 2.21

- Updates to the Kelverion Management library.

## Version 2.2

- Introduced a new licensing model that distinguishes evaluation, production, and non-production licenses. Evaluation licenses enable the integration pack to run on any Runbook Server and are valid for a specified number of days from the start of the evaluation. Production and non-production licenses enable the integration pack to run on a predefined set of Runbook Servers, the names of which must be provided to Kelverion before the license can be generated. Furthermore, each license file can now enable multiple integration packs thus eliminating the need to have separate license files for each integration pack that you have in your environment.
- **IMPORTANT:** If you are upgrading an existing deployment of this integration pack you must contact your sales contact or [info@kelverion.com](mailto:info@kelverion.com) to obtain a new license before upgrading to this version.

## Version 2.1

- Increased web service timeouts to 5 minutes to allow for long running operations and slow network connections.

## Version 2.0

- Added support for System Center 2012 R2 Orchestrator.

## Version 1.3

- Added a Create Attachment activity that lets you upload documents to CA Service Desk.
- Fixed a bug in the Monitor Objects activity that could result in lost changes when there is a time lag between the System Center Orchestrator and CA Service Desk Manager host system.

## Version 1.2

- Fixed issue with creating Incident, Problem and Request objects in CA Service Desk Manager r11 environments.

## Version 1.1

- The schema file used to define the collection of available CA Service Desk object types is now configurable. This change makes it easier for users to customize the object types available in their environment and to support different object type collections in multi-tenant environments. For more information on how to customize the integration pack to work with the object types in your CA Service Desk environment refer to the **Configuring the Integration Pack** and **Supporting Custom CA Service Desk Object Types** sections of the Integration Pack for CA Service Desk Manager User's Guide.
- Resolved issues with publishing 'Last Modified By' in several object types, including Request and Change Orders.