



INTEGRATION PACK FOR IVANTI SERVICE MANAGER

For Microsoft System Center Orchestrator

Release Notes

Version 1.3

March 2022

Introduction

The **Integration Pack for Ivanti Service Manager** is an add-in for Microsoft System Center Orchestrator that enables you to automate the following tasks in Ivanti Service Manager:

- Create new business objects.
- Update fields in business objects.
- Remove business objects.
- Retrieve information about business objects.
- Monitor for new and/or updated business objects
- Create relationships between business objects
- Remove relationships between business objects.
- Retrieve information about the relationships between business objects.
- Upload and download attachments.

System Requirements

The Integration Pack for Ivanti Service Manager requires the following software to be installed and configured before you deploy it.

- Microsoft System Center Orchestrator *
- Ivanti Service Manager Cloud version 2021.4.0.2021111101
- Microsoft .NET Framework 4.6.2

* See [Keverion.com/orchestrator](https://kelverion.com/orchestrator) for the latest Orchestrator support information.

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. 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 [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 have been observed with this release and should be considered when building runbooks that target Ivanti Service Manager.

- The **Get Business Object** and **Monitor Business Object** activities can retrieve a maximum of 100 records at a time.
- The **Get Business Object** activity, when configured with a boolean filter equal to false, may publish a subset of the expected business object records.
- The **Get Business Object** activity, when configured with a boolean filter not equal to false, may publish some business objects where the field targeted by the filter is false.
- The **Get Business Object** activity, when configured with a date greater than filter, may return business object where the field targeted by the filter has a value equal to the filter value that you specified. This can happen when the Ivanti Service Manager time zone, where the objects are being retrieved, is different than the time zone where the objects were created.
- Custom **Time** fields are not supported.
- Custom **DateTime with Time Zone** fields are not supported.

Version History

Version 1.3

- Added Upload Attachment activity.
- Added Download Attachment activity.
- Added support for retrieving Attachment records by using the Get Business Object activity.
- Added Service Request Comments field.

Version 1.2

- Added support for the Service Request object type.
- Added support for retrieving Service Request Templates.
- Added support for the Journal Notes object type.
- Added support for the 'Service Request Contains Journal' relationship.
- Added support for the 'Incident Contains Journal' relationship.
- Added support for the 'Change Contains Journal' relationship.

Version 1.1

- Initial General Availability release.

Version 1.0

- Limited release.