INTEGRATION PACK FOR SERVICENOW

For Microsoft System Center Orchestrator

For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion_Integration_Pack_for_ServiceNow_7.3**

For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion_IP_ServiceNow_Legacy_x64_7.3**

Release Notes

Version 7.3
April 2024

Introduction

The Integration Pack for ServiceNow is an add-in for Microsoft System Center Orchestrator that enables you to automate the following activities:

- Insert records into a ServiceNow table.
- Update records in a ServiceNow table.
- Delete records from a ServiceNow table.
- Get records from a ServiceNow table or database view.
- Monitor new and/or updated records in a ServiceNow table.
- Upload attachments to a ServiceNow record.
- Download attachments from a ServiceNow record.
- Run scripted web services.

System Requirements

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

Kelverion_Integration_Pack_for_ServiceNow (32-bit)

- Microsoft System Center Orchestrator 2016, 2019
- Microsoft .NET Framework 4.7.2

Kelverion_IP_ServiceNow_Legacy_x64 (64-bit)

- Microsoft System Center Orchestrator 2022
- Microsoft .NET Framework 4.7.2

The integration pack can integrate with the following versions of ServiceNow:

- Washington
- Vancouver
- Utah

Important: The Kelverion Integration Pack for ServiceNow requires that the user that it uses to connect to ServiceNow with is configured to use the **English** language.

Registering and Deploying the Integration Pack

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.

IMPORTANT: Ensure that you are deploying the correct version of the Integration Pack.

- For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion_Integration_Pack_for_ServiceNow**
- For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion_IP_ServiceNow_Legacy_x64**

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 Orchestrator 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 Kelverion 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).

Upgrading from a Previous Version

When you install an upgrade of an integration pack, you must first uninstall any earlier version of the integration pack from all the Runbook Servers and Runbook Designers. You then register and deploy the upgrade of the integration pack. If you do not uninstall the previous version of the integration pack prior to registering and deploying the upgrade-version, the upgrade will fail.

To upgrade the integration pack:

1. On all computers that have a Runbook Server or Runbook Designer installed, uninstall any earlier version of the integration pack. You can achieve this by doing any one of the following:

    a. Sign in to each computer and uninstall the integration pack from Programs and Features in Control Panel.

    b. On the management server, start the Deployment Manager, and then right-click on the deployed integration pack for each Runbook Server or Runbook Designer computer and select Uninstall Integration Pack for Hotfix.

2. Register and deploy the upgraded integration pack.

Version History

Version 7.3

- Added support for ServiceNow Washington.
- Added support for **ip_addr** field type.
- Fixed issues with publishing duration field types.

Version 7.2

- Added support for ServiceNow Vancouver.

Version 7.1

- Added support for ServiceNow Utah.

Version 7.0

- Added support for ServiceNow Tokyo.
- Added new 64-bit product version with support for System Center Orchestrator 2022.

Version 6.3

- Added support for ServiceNow San Diego

Version 6.2

- Added support for ServiceNow Rome.
- Fixed an issue in which the Monitor Records activity, which when configured to only trigger on updated records, will trigger incorrectly on new records.
- Fixed an issue with the published data type for Currency and Long ServiceNow field types.

Version 6.1

- Added support for ServiceNow Quebec

Version 6.0

- Add support for ServiceNow Paris.

Version 5.9

- Fixed issue with Monitor Records, when it is configured to only trigger on new records, where it intermittently triggers incorrectly on modified records.

Version 5.8

- Added support for ServiceNow Orlando.

Version 5.7

- Added support for ServiceNow New York.

Version 5.6

- Added support for ServiceNow Madrid.

Version 5.5

- Fixed problem that can occur when retrieving table information from the ServiceNow Dictionary table.

Version 5.4

- Added support for TLS 1.2.
- Improved support for connecting to ServiceNow through a HTTP proxy server.

Version 5.3

- Added support for domain separation.

Version 5.2

- Added support for ServiceNow Helsinki.
- Added an optional **File Mask** to the **Download Attachment** activity that provides the ability to select which attachments to download.

Version 5.1

- New end user license agreement.

Version 5.0

- Added support for ServiceNow Geneva.

Version 4.91

- Added support for WS-Security.

Version 4.9

- Update to the license and maintenance period validation.

Version 4.82

- Fixed bug with the Get/Monitor Records activities where the 'Contains' and 'Does not contain' filters do not work as expected with some ServiceNow fields.

Version 4.81

- Fixed bug with Import Set activity where fields in the transform map with the choice actions set to ignore and reject were being excluded.

Version 4.8

- Added support for ServiceNow Fuji.

Version 4.7

- Added new activity to support modifying records using ServiceNow import set tables.

Version 4.6

- Added support for ServiceNow Eureka.

Version 4.5

- Fixed an issue that could prevent the Integration Pack from retrieving table information from ServiceNow.

- Fixed an issue that could prevent the Integration Pack from retrieving table information when the ServiceNow contains duplicate tables.

- Fixed an issue that could cause the Runbook Designer to stop working after selecting a ServiceNow table that has two fields with the same label.

- Updated the Create Record activity so that it does not initialize any properties where the associated ServiceNow field uses JavaScript to generate default values.

Version 4.4

- 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 to obtain a new license before upgrading to this version.

Version 4.3

- Fixed a bug that prevented access to some ServiceNow tables, that not having an ancestor table, when integrating with pre-Calgary versions of ServiceNow.

Version 4.2

- Added support for ServiceNow Dublin.

Version 4.1

- Fixed a bug in the Insert and Update Record activities that prevented assigning a value to some decimal fields.

Version 4.0

- Added support for System Center 2012 R2 Orchestrator

Version 3.6

- Added a new activity that lets you download attachments from a ServiceNow record.
- The Content Type property in the Upload Attachment activity is now optional. If you do not specify a Content Type an appropriate MIME type will be selected based on the extension of the file that is being uploaded.

Version 3.5

- Added a new activity that lets you run scripted web services.

Version 3.4

- Fixed a bug that can cause the list browser to be empty for fields that are associated with one or more choices.

Version 3.3

- Fixed a bug in that could cause the Create and Update record activities to fail when trying to update boolean fields in some ServiceNow tables.

Version 3.2

- Fixed a bug that can cause an activity to stop working after selecting a table in the properties page.

Version 3.1

- Added support for the ServiceNow Calgary release.
- Added a new Query Records activity that enables you to query tables using ServiceNow's encoded query syntax.
- Fixed an issue in Monitor Records activity that could cause the integration pack to miss new and/or modified records when the system time of the ServiceNow server lags the Orchestrator runbook server.
- Fixed an issue that caused activities to display incorrect choice lists for fields that have different choices defined in their parent table.
- Fixed an issue in which incorrect fields/filters could be displayed when the name of a table's parent is ambiguous (example: *Hardware [cmdb_ci_hardware]* and *Hardware [alm_hardware]*).

Version 3.0

- Major usability improvements that greatly reduce the effort of building new runbooks. Table selection is now performed within individual activities, which means that it is no longer necessary to define configurations for each ServiceNow table. Now, a single configuration can be used to access your entire ServiceNow site.

Known Issues

- The Integration Pack for ServiceNow version 3.0 is a completely new Integration Pack and a big step forward in usability and runbook design over 2.0. However, due to changes in the framework used to build the integration pack, **version 3.0 is not backwards compatible with runbooks that were created with previous versions**. As a result, it will be necessary to manually rebuild any ServiceNow runbooks that you want to migrate to the new version. Furthermore, **version 3.0 or greater of the integration pack should not be deployed to Runbook Designer/Server host systems until previous versions have been uninstalled**.

- When working with this Integration Pack on a system running Windows Server 2019 or 2022 in Runbook Designer you may encounter an error "Failed to load Service-now.com web reference … Could not find a part of the path … \AppData\Local\Temp\ …". To resolve this issue follow the steps documented here https://learn.microsoft.com/en-us/troubleshoot/windows-server/shell-experience/temp-folder-with-logon-session-id-deleted