

One Identity Manager and ServiceNow Integration 8.0.5

Release Notes

May 2020

These release notes provide information about the One Identity Manager and ServiceNow Integration release.

About this release

This release provides the functionality of One Identity Manager's integration with IT Service Management solution, ServiceNow. For One Identity Manager's Integration with ServiceNow, a new module is introduced and it is the ServiceNow module.

Supported platforms

ServiceNow Module can be configured with the version of One Identity Manager mentioned below:

- One Identity Manager 8.x onwards

NOTE: ServiceNow module has the same System Requirements as its parent product One Identity Manager except that it is not supported for Oracle as database server.

NOTE: One Identity Manager 7.x version is not supported.

New features

New features in One Identity Manager and ServiceNow Integration 8.0.5:

- Administrators of One Identity Manager can request Service Catalog that would be an offline approval in ServiceNow.
- Administrators of One Identity Manager have ServiceNow as the central repository for all requests.
- Administrators of One Identity Manager can request Service Catalog, using the ServiceNow portal. Service would be the central client for raising Service Catalog requests.

Known issues

The following is a list of issues, including those attributed to third-party products, known to exist at the time of release.

Table 1: General known issues

Known Issue	Issue ID
One Identity Manager 8.X does not have a log out URL to clear the SSO session.	31947
One Identity Manager 8.X Service Catalog integration with ServiceNow does not work with other browsers except chrome with Ignore X-Frame Options plug-in.	31875

System Requirements

Before installing One Identity Manager, ensure that your system meets the following minimum hardware and software requirements.

Database Server Minimum requirements

One Identity Manager supports the following database systems:

- SQL Server
- Oracle Database

Table 2: Database Server Minimum requirements

Requirement	Details
Processor	8 physical cores with 2.5 GHz+ i NOTE: 16 physical cores are recommended on performance grounds.
Memory	16 GB+ RAM
Free disk space	100 GB
Operating system	Windows operating systems Following versions are supported: <ul style="list-style-type: none">• Windows Server 2016• Windows Server 2012 R2• Windows Server 2012• Windows Server 2008 R2 (non-Itanium based 64-bit) Service Pack 1 or later• Windows Server 2008 (non-Itanium based 64-bit) Service Pack 2 or later i NOTE: The requirements from Microsoft for the SQL Server version are installed. UNIX and Linux operating systems Please note the minimum requirements given by the operating system manufacturers for Oracle databases or SQL Server databases.
Related Applications	SQL Server <ul style="list-style-type: none">• SQL Server 2017 Standard Edition with the current cumulative update• SQL Server 2016 Standard Edition, Service Pack 2 with the current cumulative update• Compatibility level for databases: SQL Server 2016 (130)• Default collation: case insensitive, SQL_Latin1_General_CP1_CI_AS (recommended)

Requirement Details

- i** **NOTE:** The SQL Server Enterprise Edition is recommended on performance grounds.
- Compatability level for databases: SQL Server 2016 (130)
 - Default sort schema: case-insensitive, SQL_Latin1_General_CP1_CI_AS (Recommended)
 - One Identity Manager works with SQL Server. For more detailed information on system prerequisites see the One Identity Manager Installation Guide.

Oracle Database

- Oracle Database 12c Standard Edition or Enterprise Edition Version 12.1.0.2 and later

The patch level differs depending on the system platform.

- i** **NOTE:** It strongly recommended you apply the patches for Oracle bugs 18097476 (Doc ID 1683819.1) and 19497286 (Doc ID 19497286.8).
- Character set unicode (AL32UTF8); parameter NLS_LENGTH_SEMANTICS with the value CHAR

Service Server Minimum requirements

Table 3: Service Server Minimum requirements

Requirement	Details
Processor	8 physical cores with 2.5 GHz+
Memory	16 GB RAM
Free disk space	40 GB
Operating system	Windows operating systems <ul style="list-style-type: none">• Windows Server 2016• Windows Server 2012 R2• Windows Server 2012• Windows Server 2008 R2 (non-Itanium based 64-bit) Service Pack 1 or later

Requirement Details

- Windows Server 2008 (non-Itanium based 64-bit) Service Pack 2 or later

Linux operating systems

Linux operation system (64 bit) supported by the Mono project or Docker images provided by the Mono project.

Additional Software

Windows operating systems

- Microsoft .NET Framework version 4.7.2 or later

i NOTE:

- Microsoft .NET Framework version 4.6.0 is not supported.
- Take the target system manufacturer's recommendations for connecting the target system into account.

Linux operating systems

- Mono 4.6 or later

Client Minimum requirements

Table 4: Client Minimum requirements

Requirement	Details
Processor	4 physical cores with 2 GHz
Memory	4 GB+ RAM
Free disk space	1 GB
Operating system	Windows operating systems <ul style="list-style-type: none">• Windows 10 (32-bit 64-bit) with at least version 1511• Windows 8.1 (32-bit or 64-bit) with the current service pack• Windows 7 (32-bit or non-Itanium 64-bit) with the current service pack• Windows Vista with the current service pack
Additional Software	Windows operating systems <ul style="list-style-type: none">• Microsoft .NET Framework version 4.5.2 or later i NOTE: Microsoft .NET Framework version 4.6.0 is not supported.

Requirement	Details
Supported browsers	<ul style="list-style-type: none"> • Internet Explorer 11 or later • Firefox (release channel) • Chrome (release channel) • Microsoft Edge (release channel)

Web Server Minimum Requirements

Table 5: Web Server Minimum requirements

Requirement	Details
Processor	4 physical cores with 1.65 GHz+
Memory	4 GB RAM
Free disk space	40 GB
Operating system	<p>Windows operating systems</p> <ul style="list-style-type: none"> • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 (non-Itanium based 64-bit) Service Pack 1 or later • Windows Server 2008 (non-Itanium based 64-bit) Service Pack 2 or later <p>Linux operating systems</p> <ul style="list-style-type: none"> • Linux operation system (64 bit) supported by the Mono project or Docker images provided by the Mono project. Please note the operating system manufacturer's minimum requirements for Apache HTTP Server.
Additional Software	<p>Windows operating systems</p> <ul style="list-style-type: none"> • Microsoft .NET Framework version 4.5.2 or later <p>NOTE: Microsoft .NET Framework version 4.6.0 is not supported.</p> <ul style="list-style-type: none"> • Microsoft Internet Information Service 10 or 8.5 or 8 or 7.5 or 7 with ASP.NET 4.5.2 and Role Services: <ul style="list-style-type: none"> • Web Server > Common HTTP Features > Static Content • Web Server > Common HTTP Features > Default Document

Requirement Details

- Web Server > Application Development > ASP.NET
- Web Server > Application Development > .NET Extensibility
- Web Server > Application Development > ISAPI Extensions
- Web Server > Application Development > ISAPI Filters
- Web Server > Security > Basic Authentication
- Web Server > Security > Windows Authentication
- Web Server > Performance > Static Content Compression
- Web Server > Performance > Dynamic Content Compression

Linux operating systems

- Mono 4.6 or later
- NTP Client
- Apache HTTP Server 2.0 or 2.2 with following modules:
 - mod_mono
 - rewrite
 - ssl (optional)

Application Server Minimum Requirements

Table 6: Application Server Minimum requirements

Requirement	Details
Processor	8 physical cores with 2.5 GHz+
Memory	8 GB RAM
Free disk space	40 GB
Operating system	Windows operating systems <ul style="list-style-type: none">• Windows Server 2016• Windows Server 2012 R2• Windows Server 2012• Windows Server 2008 R2 (non-Itanium based 64-bit) Service Pack 1 or later• Windows Server 2008 (non-Itanium based 64-bit) Service Pack 2 or later

Requirement Details

Linux operating systems

- Linux operation system (64 bit) supported by the Mono project or Docker images provided by the Mono project. Please note the operating system manufacturer's minimum requirements for Apache HTTP Server.

Additional
Software

Windows operating systems

- Microsoft .NET Framework version 4.5.2 or later

NOTE: Microsoft .NET Framework version 4.6.0 is not supported.

- Microsoft Internet Information Service 10 or 8.5 or 8 or 7.5 or 7 with ASP.NET 4.5.2 and Role Services:
 - Web Server > Common HTTP Features > Static Content
 - Web Server > Common HTTP Features > Default Document
 - Web Server > Application Development > ASP.NET
 - Web Server > Application Development > .NET Extensibility
 - Web Server > Application Development > ISAPI Extensions
 - Web Server > Application Development > ISAPI Filters
 - Web Server > Security > Basic Authentication
 - Web Server > Security > Windows Authentication
 - Web Server > Performance > Static Content Compression
 - Web Server > Performance > Dynamic Content Compression

Linux operating systems

- Mono 4.6 or later
- NTP Client
- Apache HTTP Server 2.0 or 2.2 with following modules:
 - mod_mono
 - rewrite
 - ssl (optional)

ServiceNow Module Requirements

The ServiceNow module requirements are mentioned below:

- For the integration to successfully authenticate a user, the ServiceNow accounts (users) must have correlated identities in One Identity Manager.
- One Identity Manager version 8.x is installed and configured.
- ServiceNow instance must be available and configured.

i **NOTE:** This option is only visible with the latest QER.forms.vif. Please ensure that the latest QER.forms.vif file is present. Contact the support team to get the file.

Product licensing

Use of this software is governed by the Software Transaction Agreement found at www.oneidentity.com/legal/sta.aspx. This software does not require an activation or license key to operate.

Upgrade and installation instructions

Please refer to the Administration guide for detailed installation steps for the ServiceNow module.

More resources

Additional information is available from the following:

- [One Identity Manager support](#)
- [One Identity Manager online documentation](#)
- [Identity and Access Management community](#)
- [One Identity Manager training portal](#)

Globalization

This section contains information about installing and operating this product in non-English configurations, such as those needed by customers outside of North America. This section does not replace the materials about supported platforms and configurations found elsewhere in the product documentation.

This release is Unicode-enabled and supports any character set. It supports simultaneous operation with multilingual data. This release is targeted to support operations in the following regions: North America, Western Europe and Latin America, Central and Eastern Europe. The release is localized in the following languages: **German**. This version has the following capabilities or constraints: Other languages, designated for the Web UI, are provided in the product 1IM Language Pack.

About us

One Identity solutions eliminate the complexities and time-consuming processes often required to govern identities, manage privileged accounts and control access. Our solutions enhance business agility while addressing your IAM challenges with on-premises, cloud and hybrid environments.

Contacting us

For sales or other inquiries, visit <https://www.oneidentity.com/company/contact-us.aspx> or call +1-800-306-9329.

Technical support resources

Technical support is available to One Identity customers with a valid maintenance contract and customers who have trial versions. You can access the Support Portal at <https://support.oneidentity.com/>.

The Support Portal provides self-help tools you can use to solve problems quickly and independently, 24 hours a day, 365 days a year. The Support Portal enables you to:

- Submit and manage a Service Request
- View Knowledge Base articles
- Sign up for product notifications
- Download software and technical documentation
- View how-to-videos at www.YouTube.com/OneIdentity
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

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-  **CAUTION: A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.**
-  **IMPORTANT, NOTE, TIP, MOBILE, or VIDEO: An information icon indicates supporting information.**

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