

One Identity Manager and ServiceNow Integration 8.1.4 [Hotfix_ID]

Release Notes

October 2020

This hotfix includes the changes listed in the following sections. One Identity may generate additional hotfixes for future releases of the product.

| **IMPORTANT:** Replace this text with a notation that requires the reader's attention.

About this hotfix

This hotfix addresses a issue. The minimum version required for installing this hotfix is.

This hotfix addresses the issue described in Knowledge Article available at <https://support.oneidentity.com/kb/>.

Resolved issues

The following is a list of issues resolved in this hotfix.

Table 1: Resolved issues

Resolved issue	Issue ID
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Resolved issue

Issue ID

This hotfix also resolves the issues that were previously addressed in the following hotfixes:

Table 2: Issues resolved in YYMMDD hotfix

Resolved issue

Issue ID

Table 3: Issues resolved in YYMMDD hotfix

Resolved issue

Issue ID

Applicability of this hotfix

Table 4: Products affected by this hotfix

Product name

Version

Platform

Installing this hotfix

To install the hotfix

1. [Step 1]
2. [Step 2]

3. [Step 3]

Verifying successful completion

To determine if this hotfix is installed

1. [Step 1]
2. [Step 2]
3. [Step 3]

This hotfix updates the following files, compared to the One Identity Manager and ServiceNow Integration [previous version] release:

Table 5: Comparison of updated files

File name	File version after update	File size after update in bites
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Removing this hotfix

To remove this hotfix

1. [Step 1]
2. [Step 2]
3. [Step 3]

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 and other inquiries, such as licensing, support, and renewals, visit <https://www.oneidentity.com/company/contact-us.aspx>.

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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Legend

-  **WARNING:** A WARNING icon highlights a potential risk of bodily injury or property damage, for which industry-standard safety precautions are advised. This icon is often associated with electrical hazards related to hardware.

-  **CAUTION:** A CAUTION icon indicates potential damage to hardware or loss of data if instructions are not followed.