

# One Identity Manager and ServiceNow Integration 8.1.5

## Release Notes

### July 2021

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 8.1.5 onwards

## New features

New features in One Identity Manager and ServiceNow Integration 8.1.5:

- 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 <b>Ignore X-Frame Options</b> 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

**Table 2: Database Server Minimum requirements**

Requirement	Details
Processor	8 physical cores with 2.5 GHz+   <b>NOTE:</b> 16 physical cores are recommended on performance grounds.
Memory	16 GB+ RAM
Free disk space	100 GB

Requirement	Details
Operating system	<p><b>Windows operating systems</b></p> <p>Note that the requirements from Microsoft for the SQL Server version are installed.</p> <p><b>UNIX and Linux operating systems</b></p> <p>Please note the minimum requirements given by the operating system manufacturers for Oracle databases or SQL Server databases.</p>
Software	<p><b>SQL Server</b></p> <ul style="list-style-type: none"> <li>• SQL Server 2019 Standard Edition (64-bit) with the current cumulative update</li> <li>• SQL Server 2017 Standard Edition (64-bit) with the current cumulative update</li> <li>• SQL Server 2016 Standard Edition (64-bit), Service Pack 2 with the current cumulative update</li> </ul> <p><b>NOTE:</b> The SQL Server Enterprise Edition is recommended on performance grounds.</p> <ul style="list-style-type: none"> <li>• Compatibility level for databases: SQL Server 2016 (130)</li> <li>• Default collation: case-insensitive, SQL_Latin1_General_CP1_CI_AS (Recommended)</li> </ul>

**NOTE:** One Identity Manager works with SQL Server. For more detailed information on system prerequisites see the One Identity Manager Installation Guide.

## 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	<p><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>• Windows Server 2019</li> <li>• Windows Server 2016</li> <li>• Windows Server 2012 R2</li> <li>• Windows Server 2012</li> </ul>

Requirement	Details
	<ul style="list-style-type: none"> <li>Windows Server 2008 R2 (non-Itanium 64 bit) Service Pack 1 or later</li> </ul> <p><b>Linux operating systems</b></p> <ul style="list-style-type: none"> <li>Linux operation system (64 bit) supported by the Mono project or Docker images provided by the Mono project.</li> </ul>
Additional Software	<p><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>Microsoft .NET Framework version 4.7.2 or later</li> </ul> <p><b>NOTE:</b> Refer to the recommendations of the manufacturer of the target system to connect to the target system.</p> <p><b>Linux operating systems</b></p> <ul style="list-style-type: none"> <li>Mono 5.14 or later</li> </ul>

## Client Minimum requirements

**Table 4: Client Minimum requirements**

Requirement	Details
Processor	4 physical cores with 2.5 GHz
Memory	4 GB+ RAM
Free disk space	1 GB
Operating system	<p><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>Windows 10 (32 bit or 64 bit) version 1511 or later</li> <li>Windows 8.1 (32 bit or 64 bit) with the current service pack</li> <li>Windows 7 (32 bit or non-Itanium 64 bit) with the current service pack</li> </ul>
Additional Software	<p><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>Microsoft .NET Framework version 4.7.2 or later</li> </ul>
Supported browsers	<ul style="list-style-type: none"> <li>Internet Explorer 11 or later</li> <li>Firefox (release channel)</li> <li>Chrome (release channel)</li> <li>Microsoft Edge (release channel)</li> </ul>

# 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><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>• Windows Server 2019</li> <li>• Windows Server 2016</li> <li>• Windows Server 2012 R2</li> <li>• Windows Server 2012</li> <li>• Windows Server 2008 R2 (non-Itanium 64 bit) Service Pack 2 or later</li> </ul> <p><b>Linux operating systems</b></p> <ul style="list-style-type: none"> <li>• 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.</li> </ul>
Additional Software	<p><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>• Microsoft .NET Framework version 4.7.2 or later</li> <li>• Microsoft Internet Information Service 7 or 7.5 or 8 or 8.5 or 10 with ASP.NET 4.5.2 and the role services: <ul style="list-style-type: none"> <li>• Web Server &gt; Common HTTP Features &gt; Static Content</li> <li>• Web Server &gt; Common HTTP Features &gt; Default Document</li> <li>• Web Server &gt; Application Development &gt; ASP.NET</li> <li>• Web Server &gt; Application Development &gt; .NET Extensibility</li> <li>• Web Server &gt; Application Development &gt; ISAPI Extensions</li> <li>• Web Server &gt; Application Development &gt; ISAPI Filters</li> <li>• Web Server &gt; Security &gt; Basic Authentication</li> <li>• Web Server &gt; Security &gt; Windows Authentication</li> <li>• Web Server &gt; Performance &gt; Static Content Compression</li> </ul> </li> </ul>

Requirement	Details
	<ul style="list-style-type: none"> <li>Web Server &gt; Performance &gt; Dynamic Content Compression</li> </ul>
	<p><b>Linux operating systems</b></p> <ul style="list-style-type: none"> <li>Mono 5.14 or later</li> <li>NTP Client</li> <li>Apache HTTP Server 2.0 or 2.2 with following modules: <ul style="list-style-type: none"> <li>mod_mono</li> <li>rewrite</li> <li>ssl (optional)</li> </ul> </li> </ul>

## 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	<p><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>Windows Server 2019</li> <li>Windows Server 2016</li> <li>Windows Server 2012 R2</li> <li>Windows Server 2012</li> <li>Windows Server 2008 R2 (non-Itanium 64 bit) Service Pack 1 or later</li> </ul> <p><b>Linux operating systems</b></p> <ul style="list-style-type: none"> <li>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.</li> </ul>
Additional Software	<p><b>Windows operating systems</b></p> <ul style="list-style-type: none"> <li>Microsoft .NET Framework version 4.7.2 or later</li> <li>Microsoft Internet Information Service 7 or 7.5 or 8 or 8.5 or 10 with ASP.NET 4.5.2 and the role services:</li> </ul>

Requirement	Details
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- 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 5.14 or later
- NTP Client
- Apache HTTP Server 2.0 or 2.2 with following modules:
  - mod\_mono
  - rewrite
  - ssl (optional)

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## Product licensing

Use of this software is governed by the Software Transaction Agreement found at [www.oneidentity.com/legal/sta.aspx](http://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 One Identity Manager Language Pack.



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-  **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.