One Identity Manager and ServiceNow Integration 9.1.1

Release Notes

13 April 2023, 12:19

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

About this release

This release provides integration of One Identity Manager with IT Service Management solution, ServiceNow. One Identity Manager's IT Shop services can be requested from self-service portal in ServiceNow.

Supported platforms

SCN Module with ServiceNow Service Catalog integration is available on One Identity Manager 9.1.1.

New features

New features from the integration of One Identity Manager and ServiceNow:

- The ServiceNow Request Approval workflow is enhanced to close the request only after an action for the request (raised in One Identity Manager) has been performed on One Identity Manager. In case no action for the request has been taken in One Identity Manager within the specified duration, the request is automatically aborted in One Identity Manager and closed in ServiceNow.
- Employees are fetched according to their User Type from OneIM to ServiceNow using the configuration parameter “employee_type”.
- By default, all type of employees are synced from One Identity Manager to ServiceNow. Optionally, the type of Employees to be synced from One Identity Manager to ServiceNow can now be specified in the configuration parameter "Employee_Type" in ServiceNow.
- Minimum number of characters needed for searching the service items and service category in ServiceNow Portal Page can be configured in the Configuration Parameter "minimum_input_ length_for_ service_category" and "minimum_input_ length_for_ service_item" in ServiceNow.
- A service item's validity time(Valid From and Valid Until) entered in the service portal page will be in servicenow user's preferred timezone. The time is converted into GMT format before raising the request in One Identity Manager.
- New Employees for One Identity manager can be created from ServiceNow using the Person onboarding form from the service portal.

Resolved issues

The following is a list of issues addressed in this release.

Table 1: General resolved issues

Resolved Issue	Issue ID
The ident_QBMServerTag property of the ServiceNow Connector is now changed from "SCN-Connector-EXT" to "ServiceNow Connector". Also, the translation is updated to "ServiceNow Connector"	316372
Fixed the issue of SCN Job Component in creation of multiple incidents at a time	309562

Known issues

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

- Only Simple service items can be requested from Self Service Portal in ServiceNow.

Module Requirements

Below are the prerequisites for the new features that provides an integration between One Identity Manager and self-service portal in ServiceNow: -

- SCN Module.
- One Identity Manager Application server.
- One Identity Manager for Service Catalog Application should be installed in ServiceNow.

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+ NOTE: 16 physical cores are recommended on performance grounds.
Memory	16 GB+ RAM
Free disk space	100 GB
Operating system	**Windows operating systems** Note that 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.
Software	**SQL Server** • SQL Server 2019 Standard Edition (64-bit) with the current cumulative update

Requirement	Details

	• SQL Server 2017 Standard Edition (64-bit) with the current cumulative update
	• SQL Server 2016 Standard Edition (64-bit), Service Pack 2 with the current cumulative update
	NOTE: The SQL Server Enterprise Edition is recommended on performance grounds.
	  • Compatability level for databases: SQL Server 2016 (130)
	  • Default collation: case-insensitive, SQL_Latin1_General_CP1_CI_AS (Recommended)

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	**Windows operating systems** • Windows Server 2019 • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 (non-Itanium 64 bit) Service Pack 1 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 4.8 or later NOTE: Refer to the recommendations of the manufacturer of

Requirement	Details
	the target system to connect to the target system. **Linux operating systems** • Mono 6.10 or later

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	**Windows operating systems** • Windows 10 (32 bit or 64 bit) version 1511 or later • 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
Additional Software	**Windows operating systems** • Microsoft .NET Framework version 4.8 or later
Supported browsers	• 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

Requirement	Details
Operating system	**Windows operating systems** • Windows Server 2019 • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 (non-Itanium 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. Please note the operating system manufacturer's minimum requirements for Apache HTTP Server.

Additional Software	**Windows operating systems**
	• Microsoft .NET Framework version 4.8 or later
	• 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:
	  • 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 6.10 or later
	• NTP Client
	• Apache HTTP Server 2.0 or 2.2 with following modules:

Requirement	Details
	• 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** • Windows Server 2019 • Windows Server 2016 • Windows Server 2012 R2 • Windows Server 2012 • Windows Server 2008 R2 (non-Itanium 64 bit) Service Pack 1 or later **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 4.8 or later • 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: • 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

Requirement	Details

	• 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 6.10 or later
	• NTP Client
	• Apache HTTP Server 2.0 or 2.2 with following modules:
	  • mod_mono
	  • rewrite
	  • ssl (optional)

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 One Identity Manager Language Pack.

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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.