

# One Identity Manager and ServiceNow Integration 9.2.1

## Release Notes

**01 May 2024, 01:54**

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 9.2.1.

## New features

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

- Enhanced Mid-Server that enables the communication of ServiceNow to external App using Mid-Server. A configuration parameter has been added to specify the Mid-Server name.
- 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.
- Identities are fetched according to their User Type from OneIM to ServiceNow using the configuration parameter "employee\_type".
- By default, all type of identities are synced from One Identity Manager to ServiceNow. Optionally, the type of Identities to be synced from One Identity Manager to ServiceNow can now be specified in the configuration parameter "Identity\_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 Identities 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
Unauthorized error while trying to connect ServiceNow with One Identity Manager On Demand	416839

# 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.

The system requirements applicable to the One Identity Manager apply to One Identity Manager and ServiceNow Integration also. For more information see [One Identity Manager Release Notes](#).

# 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.

# 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](http://www.YouTube.com/OneIdentity)
- Engage in community discussions
- Chat with support engineers online
- View services to assist you with your product

**Copyright 2024 One Identity LLC.**

**ALL RIGHTS RESERVED.**

This guide contains proprietary information protected by copyright. The software described in this guide is furnished under a software license or nondisclosure agreement. This software may be used or copied only in accordance with the terms of the applicable agreement. No part of this guide may be reproduced or transmitted in any form or by any means, electronic or mechanical, including photocopying and recording for any purpose other than the purchaser's personal use without the written permission of One Identity LLC .

The information in this document is provided in connection with One Identity products. No license, express or implied, by estoppel or otherwise, to any intellectual property right is granted by this document or in connection with the sale of One Identity LLC products. EXCEPT AS SET FORTH IN THE TERMS AND CONDITIONS AS SPECIFIED IN THE LICENSE AGREEMENT FOR THIS PRODUCT, ONE IDENTITY ASSUMES NO LIABILITY WHATSOEVER AND DISCLAIMS ANY EXPRESS, IMPLIED OR STATUTORY WARRANTY RELATING TO ITS PRODUCTS INCLUDING, BUT NOT LIMITED TO, THE IMPLIED WARRANTY OF MERCHANTABILITY, FITNESS FOR A PARTICULAR PURPOSE, OR NON-INFRINGEMENT. IN NO EVENT SHALL ONE IDENTITY BE LIABLE FOR ANY DIRECT, INDIRECT, CONSEQUENTIAL, PUNITIVE, SPECIAL OR INCIDENTAL DAMAGES (INCLUDING, WITHOUT LIMITATION, DAMAGES FOR LOSS OF PROFITS, BUSINESS INTERRUPTION OR LOSS OF INFORMATION) ARISING OUT OF THE USE OR INABILITY TO USE THIS DOCUMENT, EVEN IF ONE IDENTITY HAS BEEN ADVISED OF THE POSSIBILITY OF SUCH DAMAGES. One Identity makes no representations or warranties with respect to the accuracy or completeness of the contents of this document and reserves the right to make changes to specifications and product descriptions at any time without notice. One Identity does not make any commitment to update the information contained in this document.

If you have any questions regarding your potential use of this material, contact:

One Identity LLC.  
Attn: LEGAL Dept  
4 Polaris Way  
Aliso Viejo, CA 92656

Refer to our Web site (<http://www.OneIdentity.com>) for regional and international office information.

**Patents**

One Identity is proud of our advanced technology. Patents and pending patents may apply to this product. For the most current information about applicable patents for this product, please visit our website at <http://www.OneIdentity.com/legal/patents.aspx>.

**Trademarks**

One Identity and the One Identity logo are trademarks and registered trademarks of One Identity LLC. in the U.S.A. and other countries. For a complete list of One Identity trademarks, please visit our website at [www.OneIdentity.com/legal](http://www.OneIdentity.com/legal). All other trademarks are the property of their respective owners.

**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.

One Identity Manager and ServiceNow Integration Release Notes  
Updated - 01 May 2024, 01:54  
Version - 9.2.1