INTEGRATION PACK FOR SERVICENOW (REST)

For Microsoft System Center Orchestrator

For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion_Integration_Pack_for_ServiceNow_Rest_3.6**

For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion_IP_ServiceNow_x64_3.6**

Release Notes

Version 3.6
June 2024

Introduction

The Integration Pack for ServiceNow (REST) is an add-on for System Center Orchestrator that enables you to integrate with ServiceNow and automate service management processes.

The Integration Pack provides the following activities:

- Delete Record
- Download Attachment
- Get Count
- Get Records
- Get Refresh Token
- Identify and Reconcile

- Import Set
- Insert Record
- Monitor Records
- Run Query
- Update Record
- Upload Attachment

System Requirements

The Integration Pack for ServiceNow (REST) requires the following software to be installed and configured prior to implementing the integration. For more information about installing and configuring Orchestrator and ServiceNow, refer to the respective product documentation.

Kelverion_Integration_Pack_for_ServiceNow_Rest (32-bit)

- Microsoft System Center Orchestrator 2016, 2019
- Microsoft .NET Framework 4.7.2

Kelverion_IP_ServiceNow_x64 (64-bit)

- Microsoft System Center Orchestrator 2022
- Microsoft .NET Framework 4.7.2

The integration packs can integrate with the following versions of ServiceNow:

- Washington
- Vancouver
- Utah

Important: The Kelverion Integration Pack for ServiceNow (REST) requires that the user that it uses to connect to ServiceNow with is configured to use the **English** language.

Registering and Deploying the Integration Pack

After you download the integration pack, you register the integration pack file with the Orchestrator management server, and then deploy it to runbook servers and computers that have the Runbook Designer installed.

IMPORTANT: Ensure that you are deploying the correct version of the Integration Pack.

- For System Center 2016 and 2019, you must use the 32-bit version of the integration pack, which has the name **Kelverion_Integration_Pack_for_ServiceNow_Rest**

- For System Center 2022 and later, you must use the 64-bit version of the integration pack, which has the name **Kelverion_IP_ServiceNow_x64.**

To register the integration pack:

1. On the management server, copy the **.OIP** file for the integration pack to a local hard drive or network share.
2. Confirm that the file is not set to **Read Only** to prevent unregistering the integration pack later.
3. Start the **Deployment Manager**.
4. In the navigation pane of the Deployment Manager, expand **Orchestrator Management Server**, right-click **Integration Packs** to select **Register IP with the Orchestrator Management Server**. The **Integration Pack Registration Wizard** opens.
5. Click **Next**.
6. In the **Select Integration Packs or Hotfixes** dialog box, click **Add**.
7. Locate the **.OIP** file that you copied locally from step 1, click **Open** and then click **Next**.
8. In the **Completing the Integration Pack Wizard** dialog box, click **Finish**.
9. On the **End User Agreement** dialog box, read the Kelverion License Terms**,** and then click **Accept**.
10. The **Log Entries** pane displays a confirmation message when the integration pack is successfully registered.

To deploy the integration pack:

1. In the navigation pane of the **Deployment Manager**, right-click **Integration Packs**, click **Deploy IP to Runbook Server or Runbook Designer**.
2. Select the integration pack that you want to deploy, and then click **Next**.
3. Enter the name of the runbook server or computers with the Runbook Designer installed, on which you want to deploy the integration pack, click **Add**, and then click **Next**.
4. Continue to add additional runbook servers and computers running the Runbook Designer, on which you want to deploy the integration pack. Click **Next**.
5. In the **Installation Options** dialog box, configure the following settings.
6. To choose a time to deploy the integration pack, select the **Schedule installation** check box, and then select the time and date from the **Perform installation** list.
7. Click one of the following:
   a. **Stop all running runbooks before installing the integration pack** to stop all running runbooks before deploying the integration pack.
   b. **Install the Integration Packs without stopping the running Runbooks** to install the integration pack without stopping any running runbooks.
8. Click **Next**.

9. In the **Completing Integration Pack Deployment Wizard** dialog box, Click **Finish**.
10. When the integration pack is deployed, the **Log Entries** pane displays a confirmation message.

For more information about how to install integration packs, see the [How to Install an Integration Pack](https://technet.microsoft.com/en-us/library/hh420346.aspx) (https://technet.microsoft.com/en-us/library/hh420346.aspx).

Upgrading from a Previous Version

When you install an upgrade of an integration pack, you must first uninstall any earlier version of the integration pack from all the Runbook Servers and Runbook Designers. You then register and deploy the upgrade of the integration pack. If you do not uninstall the previous version of the integration pack prior to registering and deploying the upgrade-version, the upgrade will fail.

To upgrade the integration pack:

1. On all computers that have a Runbook Server or Runbook Designer installed, uninstall any earlier version of the integration pack. You can achieve this by doing any one of the following:
   a. Sign in to each computer and uninstall the integration pack from Programs and Features in Control Panel.
   b. On the management server, start the Deployment Manager, and then right-click on the deployed integration pack for each Runbook Server or Runbook Designer computer and select Uninstall Integration Pack for Hotfix.
2. Register and deploy the upgraded integration pack.

Version History

Version 3.6
- Fixed an issue with the **Identify and Reconcile** activity where configuration information was unavailable after upgrading from version 3.3 or earlier.

Version 3.5
- Added support for ServiceNow Washington.

- Updated .NET Framework to 4.7.2.

- Added support for **ip_addr** field type.

Version 3.4
- Added support for connecting to ServiceNow using OAuth 2.0.

Version 3.3
- Added support for ServiceNow Vancouver.

Version 3.2

- Added support for ServiceNow Utah.

Version 3.1

- Added support for ServiceNow Tokyo

Version 3.0

- Added new 64-bit product version with support for System Center Orchestrator 2022.

Version 2.1

- Added support for ServiceNow San Diego

Version 2.0

- Added support for ServiceNow Rome.

- *IMPORTANT:* Fixed issue with the **Run Query** activity that caused it to publish ServiceNow internal values instead of ServiceNow display values. This restores the behavior that was present in versions 1.7 and earlier.

- Added an optional **Display Value** property to the **Run Query** activity that you use to specify whether to retrieve display values or actual values from ServiceNow. The default is to retrieve and publish display values.

- Fixed an issue with the **Get Count** activity where an incorrect **Record Count** was being published when searching by **Encoded Query**.

Version 1.9

- *IMPORTANT:* There was a change in the behavior of the **Run Query** activity. Instead of publishing ServiceNow display values, the activity now publishes ServiceNow internal values. For example, this change means that Sys IDs will be published for some fields instead of the human friendly display value. The expected behavior, which is to publish display values, will be restored in subsequent releases.

- Added support for ServiceNow Quebec.

Version 1.8

- Added new **Identify and Reconcile** activity for batch CMDB updates.

- Added an optional **Timeout in Seconds** property to each activity to let users control over how long the activity will wait for ServiceNow to handle requests. The default is 100 seconds.

- Added an optional **Display Value** property to the **Get Records** activity that you use to specify whether to retrieve and publish display values or actual values from ServiceNow. The default is to retrieve display values.

Version 1.7

- Add support for ServiceNow Paris.

Version 1.6

- Fixed issue with Monitor Records, when it is configured to only trigger on new records, where it intermittently triggers incorrectly on modified records.

Version 1.5

- Added support for ServiceNow Orlando.

Version 1.4

- Added new Get Count activity that can be used to retrieve the number or records in a ServiceNow table that match criteria that you specify.
- Added support for ServiceNow New York.

Version 1.3

- Added support for ServiceNow Madrid.

Version 1.2

- Fixed problem that can occur when retrieving table information from the ServiceNow Dictionary table.

Version 1.1

- Added support for TLS 1.2.
- Introduced new Configuration Option property **Skip Certificate Validation** to specify if the IP should be validating the server certificate.

Version 1.00

- Initial release.