

One Identity Manager and ServiceNow Integration 9.2

Release Notes

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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.

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.
- 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 "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 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.

Database Server Minimum requirements

Table 2: Database Server Minimum requirements

Requirement	Details
Processor	8 physical cores with 2.5 GHz+ 16 physical cores with 2.5 GHz+ frequency (production) NOTE: 16 physical cores are recommended on performance grounds.
Memory	16 GB+ RAM (non-production) 64 GB+ RAM (production)
Free disk space	100 GB

Requirement	Details
Operating system	<p>Windows operating systems</p> <p>Note that the requirements from Microsoft for the SQL Server version are installed.</p> <p>UNIX and Linux operating systems</p> <p>Please note the minimum requirements given by the operating system manufacturers for Oracle databases or SQL Server databases.</p>
Software	<p>SQL Server</p> <ul style="list-style-type: none"> • SQL Server 2019 Standard Edition (64-bit) with the current cumulative update • SQL Server 2022 Standard Edition (64-bit) with the current cumulative update <p>NOTE: For performance reasons, the use of SQL Server Enterprise Edition is recommended for live systems.</p> <ul style="list-style-type: none"> • Compatibility level for databases: SQL Server 2019 (150) • Default collation: case-insensitive, SQL_Latin1_General_CP1_CI_AS (Recommended) • SQL Server Management Studio (recommended)

NOTE: The minimum requirements listed above are considered to be for general use. With each custom One Identity Manager deployment these values may need to be increased to provide ideal performance. To determine production hardware requirements, it is strongly recommended to consult a qualified One Identity Partner or the One Identity Professional Services team. Failure to do so may result in poor database performance.

For additional hardware recommendations, read the KB article <https://support.oneidentity.com/identity-manager/kb/290330/how-to-configure-settings-as-per-the-system-information-overview>, which outlines the System Information Overview available within One Identity Manager.

NOTE: In virtual environments, you must ensure that the VM host provides performance and resources to the database server according to system requirements. Ideally,

Requirement	Details
	resource assignments for the database server are fixed. Furthermore, optimal I/O performance must be provided, in particular for the database server. For more information about virtual environments, see Product Support Policies .

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>Windows operating systems</p> <ul style="list-style-type: none"> 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 <p>Linux operating systems</p> <ul style="list-style-type: none"> Linux operation system (64 bit) supported by the Mono project or Docker images provided by the Mono project.
Additional Software	<p>Windows operating systems</p> <ul style="list-style-type: none"> Microsoft .NET Framework version 4.8 or later <p>NOTE: Refer to the recommendations of the manufacturer of the target system to connect to the target system.</p> <p>Linux operating systems</p> <ul style="list-style-type: none"> 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 <ul style="list-style-type: none">• Windows 11 (x64)• Windows 10 (32 bit or 64 bit) version 1511 or later
Additional Software	Windows operating systems <ul style="list-style-type: none">• Microsoft .NET Framework version 4.8 or later
Supported browsers	<ul style="list-style-type: none">• 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
Operating system	Windows operating systems <ul style="list-style-type: none">• 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

Requirement	Details
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- 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 <ul style="list-style-type: none">• Microsoft .NET Framework version 4.8 or later <hr/> <ul style="list-style-type: none">• 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">• 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 <ul style="list-style-type: none">• Mono 6.10 or later• NTP Client• Apache HTTP Server 2.0 or 2.2 with following modules:<ul style="list-style-type: none">• mod_mono• rewrite• ssl (optional)
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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>Windows operating systems</p> <ul style="list-style-type: none"> • 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 <p>Linux operating systems</p> <ul style="list-style-type: none"> • 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	<p>Windows operating systems</p> <ul style="list-style-type: none"> • 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: <ul style="list-style-type: none"> • 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

Requirement	Details
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- 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.**