Dell EMC OpenManage Integration Version 1.0 with ServiceNow

Release Notes

Notes, cautions, and warnings

(i) **NOTE: A NOTE indicates important information that helps you make better use of your product.**

△ **CAUTION: A CAUTION indicates either potential damage to hardware or loss of data and tells you how to avoid the problem.**

⚠ **WARNING: A WARNING indicates a potential for property damage, personal injury, or death.**

Contents

Release summary

Dell EMC OpenManage Integration with ServiceNow assists enterprise level organizations to improve the efficiency of their business-critical operations by bridging any gaps between their services and Operations Management processes. It is a native application—within the ServiceNow platform—that provides seamless interface between OpenManage Enterprise (Infrastructure management capabilities) and ServiceNow (service and operations management capabilities). OpenManage Enterprise is a one-to-many systems management console that provides comprehensive, unified life cycle management for PowerEdge Modular Infrastructure, rack, and tower servers. The OpenManage Integration provides automation capabilities to transfer device inventory information and events between OpenManage Enterprise and ServiceNow, and therefore assists Service Management teams to quickly detect, diagnose, and resolve issues that impact business services and IT infrastructure health.

Also, OpenManage Integration with ServiceNow integrates with SupportAssist Enterprise for viewing and keeping track of the support cases-opened to the Dell EMC support teams-from within the ServiceNow instance. SupportAssist Enterprise is an application that proactively detects hardware issues—before they actually occur—and alerts the Tech Support teams about your PowerEdge servers, storage, and networking devices. With this integration, operations and service management teams can keep themselves abreast with the tech support tickets generated for PowerEdge servers, and track their progress from incident to resolution.

Topics:

*   Version
*   Release date
*   Priority and recommendations

Version

1.0 A01

Release date

March 2020

Priority and recommendations

Optional: Dell EMC recommends that you review the specifics about the update to determine if it applies to your system. The update contains changes that impact only certain configurations, or provides new features that may or may not apply to your environment.

Compatibility

Supported ServiceNow versions: London, Madrid, and New York.

Supported operating systems (to deploy and configure a MID server):

- Microsoft Windows Server 2012 R2
- Windows Server 2016

Supported Dell EMC OpenManage Enterprise versions: 3.2 and later.

Supported Dell EMC SupportAssist Enterprise versions: 2.0 and later.

Supported Web browsers:

For more information about the supported browsers by ServiceNow, see the ServiceNow documentation at https://www.servicenow.com/.

Supported devices: For more information about the supported PowerEdge servers managed by using OpenManage Integration with ServiceNow, see the:

- Supported Dell EMC PowerEdge servers section in the Dell EMC OpenManage Enterprise Support Matrix at Dell.com/OpenManageManuals.
- Supported servers section in the Dell EMC SupportAssist Enterprise Support Matrix at Dell.com/serviceabilitytools.

For more information about the compatibility matrix, see the "Dell EMC OpenManage Integration with ServiceNow Installation Guide" at Dell.com/OpenManageManuals.

New features in this release

- Native ServiceNow application support: OpenManage integration with ServiceNow can be installed and deployed on a ServiceNow instance.
- OpenManage Enterprise integration:
  - CMDB integration:
    - Periodic and on-demand sync of PowerEdge servers inventory from OpenManage Enterprise into a ServiceNow Configuration Management Database (CMDB).
    - Automatic creation of configuration items (CIs) for all the PowerEdge servers imported from OpenManage Enterprise into a ServiceNow CMDB.
  - Event and incident management integration:
    - Periodic and on-demand sync of events from OpenManage Enterprise into a ServiceNow instance.
    - Automatic mapping of events (critical and warning) and alerts with the server CIs in ServiceNow.
    - Automatic creation of incidents for critical and warning alerts.
- SupportAssist Enterprise integration:
  - Import support cases from SupportAssist Enterprise for the monitored servers into a ServiceNow instance and automatically create incidents for the corresponding support cases.

Known issues

Issue 1 (125959)

Description

[Installation] Preview errors while uploading OpenManage Integration update set into a ServiceNow instance. However, functionality is not impacted.

Resolution

Select the error messages, and click **Accept remote update**.

Issue 2 (137684)

Description

[Installation] After deleting the OpenManage Integration application from ServiceNow by using the backout operation, if the update set is re-imported then previewing the update set in ServiceNow fails with errors.

Resolution

The OpenManage Integration records must be deleted from the **Customer Updates** table. To delete the records, with ServiceNow Administrator privileges, enter `sys_update_xml.list` in the navigation filter. Delete all the Dell EMC OpenManage Integration records from the table. The OpenManage Integration can be installed again in a ServiceNow instance by importing the update set. Ignore any errors while committing the update set because the errors will not impact the installation of the application.

Issue 3 (161773)

Description

While opening an OpenManage Enterprise connection profile form by using the Automated Test Framework (ATF), a client-side Javascript error is displayed.

Workaround

No workaround available for this issue. However, the functionality of OpenManage Integration with ServiceNow is not impacted.

Installation prerequisites

For the installation prerequisites, see the *Dell EMC OpenManage Integration with ServiceNow Installation Guide* at Dell.com/ OpenManageManuals.

Topics:

· Installation of OpenManage Integration with ServiceNow

Installation of OpenManage Integration with ServiceNow

To install Dell EMC OpenManage Integration with ServiceNow, see the *Dell EMC OpenManage Integration with ServiceNow Installation Guide* at Dell.com/OpenManageManuals.

Accessing documents from the Dell EMC support site

You can access the required documents using the following links:

- For Dell EMC Enterprise Systems Management documents — **www.dell.com/SoftwareSecurityManuals**
- For Dell EMC OpenManage documents — **www.dell.com/OpenManageManuals**
- For Dell EMC Remote Enterprise Systems Management documents — **www.dell.com/esmmanuals**
- For iDRAC documents — **www.dell.com/idracmanuals**
- For Dell EMC OpenManage Connections Enterprise Systems Management documents — **www.dell.com/ OMConnectionsEnterpriseSystemsManagement**
- For Dell EMC Serviceability Tools documents — **www.dell.com/ServiceabilityTools**
- 1. Go to **www.support.dell.com** .
   2. Click **Browse all products**.
   3. From **All products** page, click **Software**, and then click the required link from the following:
      - **Analytics**
      - **Client Systems Management**
      - **Enterprise Applications**
      - **Enterprise Systems Management**
      - **Public Sector Solutions**
      - **Utilities**
      - **Mainframe**
      - **Serviceability Tools**
      - **Virtualization Solutions**
      - **Operating Systems**
      - **Support**
   4. To view a document, click the required product and then click the required version.
- Using search engines:

   - Type the name and version of the document in the search box.

Contacting Dell EMC

Dell EMC provides several online and telephone-based support and service options. Availability varies by country and product, and some services may not be available in your area.

ⓘ **NOTE: If you do not have an active Internet connection, you can find contact information on your purchase invoice, packing slip, bill, or Dell EMC product catalog.**

To contact Dell EMC for sales, technical support, or customer service issues:

1. Go to Dell.com/support.
2. Select preferred country or region from the list at the bottom right of the page.
3. Click **Contact Us** and select the appropriate support link.