

Dell EMC OpenManage Integration Version 1.2.1 with ServiceNow Release Notes

Topics:

- [Priority and recommendations](#)
- [Compatibility](#)
- [What is new](#)
- [Fixed issues](#)
- [Known issues](#)
- [Limitation](#)
- [Installation prerequisites](#)
- [Installation instructions](#)
- [Contacting Dell](#)

Current Version

1.2.1

Previous Version

1.2

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.

Priority and recommendations

RECOMMENDED: 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: Orlando, Paris and Quebec

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

- Windows Server 2016
- Windows Server 2019
- Ubuntu 18
- Red Hat Enterprise Linux 8

Supported Dell EMC OpenManage Enterprise version: 3.7 and later (SupportAssist Plugin 1.2)

Supported Dell EMC SupportAssist Enterprise version: 2.0.x and 4.0.x

Supported Web browsers:

For more information about the supported browsers by ServiceNow, see the ServiceNow documentation at <https://docs.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.

What is new

This is a defect fix release. For more information, see [Fixes](#)

Fixed issues

- Unable to retrieve cases from one or more OpenManage Enterprise Services plugins using the OpenManage Enterprise Connection. This issue occurs only with the Services plugin 1.2 version, which is compatible with OpenManage Enterprise 3.7 and above.
- The local time and date format of the user is not compatible with the OMISNOW device inventory sync time.

Known issues

None

Limitation

None


Installation prerequisites

For the installation prerequisites, see the *Dell EMC OpenManage Integration Version 1.2.1 with ServiceNow Installation Guide* at <https://www.dell.com/openmanagemanuals>.

Installation instructions

To install Dell EMC OpenManage Integration Version 1.2.1 with ServiceNow, refer to the *Dell EMC OpenManage Integration Version 1.2.1 with ServiceNow Installation Guide* at <https://www.dell.com/openmanagemanuals>.


Contacting Dell

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

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

1. Go to **Dell.com/support**.
2. Select your support category.
3. Verify your country or region in the **Choose a Country/Region** drop-down list at the bottom of the page.
4. Select the appropriate service or support link based on your need.

Notes, cautions, and warnings

 **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.