

# Dell EMC OpenManage Integration Version 1.1 with ServiceNow Release Notes

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## Current Version

1.1

## Previous Version

1.0

## 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

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: New York, Orlando, and Paris.

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: 3.4 and later

Supported Dell EMC SupportAssist Enterprise version: 2.0 and later

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](https://Dell.com/OpenManageManuals).
- Supported servers section in the Dell EMC SupportAssist Enterprise Support Matrix at [Dell.com/serviceabilitytools](https://Dell.com/serviceabilitytools).

For more information about the compatibility matrix, see the *Dell EMC OpenManage Integration with ServiceNow Installation Guide* at [Dell.com/OpenManageManuals](https://Dell.com/OpenManageManuals).

## What is new

- Support integration with multiple OpenManage Enterprise and SupportAssist Enterprise instances.
- Configuration Management Database (CMDB) Integration:
  - Periodic and on-demand sync of detailed server inventory. For example, CPU, memory, storage controllers, physical and virtual disks, fans, firmware versions.
  - Auto create Configuration Items (CI) and CI relationships for server and the related server components.
  - Use out-of-box CMDB CI server classes for storing the PowerEdge server information.
- Support warranty monitoring.
- New platform support:
  - ServiceNow New York, Orlando and Paris.
  - Support for Hyper-Converged Infrastructure (HCI) devices—VxRail and XC-Series.
- Usage of Import Set table for staging imported server records from OpenManage Enterprise before transforming and mapping them to CMDB tables.
- A new and enhanced application menu for faster navigation and better usability.

## Fixed issues

### Issue 1 (125959)

#### Description:

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

## Known issues

None

# Limitation

None


## Installation prerequisites

For the installation prerequisites, see the *Dell EMC OpenManage Integration Version 1.1 with ServiceNow Installation Guide* at <https://www.dell.com/openmanagemanuals>.

## Installation instructions

To install Dell EMC OpenManage Integration Version 1.1 with ServiceNow, refer to the *Dell EMC OpenManage Integration Version 1.1 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.