

Dell EMC OpenManage Integration Version 1.2 with ServiceNow Release Notes

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Current Version

1.2

Previous Version

1.1

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: , 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: 3.4 and later (SupportAssist Plugin 1.0)

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.
- 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

- Support for configuring the scheduled job time duration for inventory, event, server health, SAE plugin case collection, severity based incident creation, event acknowledgment for individual OME connection profile.
- Support for configuring time duration for schedules jobs for SAE case collection for individual SAE connection profile.
- Support for a dashboard which has the summary of devices, health, events or alerts created, incidents created and number of technical support cases.
- Support for Device Event Sync for servers or chassis.
- Support for Orlando, Paris and Quebec ServiceNow.
- Support for component health monitoring for the server.
- Support for server license details.
- Support integration with multiple OpenManage Enterprise SupportAssist Plugin.
- Configuration Management Database (CMDB) Integration:
 - Periodic and on-demand sync of detailed chassis inventory. For example, Chassis Power Supplies, Chassis Fan List, Chassis Raid Controller.
 - Auto create Configuration Items (CI) and CI relationships for chassis and the related chassis components.
 - Use out-of-box cmdb_ci_chassis_server for storing the PowerEdge chassis information.
- Support for PowerEdge chassis: PowerEdge FX2, PowerEdge M1000e, PowerEdge VRTX, PowerEdge MX7000
- Support to upload update set without event management plugin.

Fixed issues

None

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.