

# ServiceNow Connector

Software Version 12.1.0

## Release Notes



Document Release Date: October 2018  
Software Release Date: October 2018

## Legal notices

### Copyright notice

© Copyright 2018 Micro Focus or one of its affiliates.

The only warranties for products and services of Micro Focus and its affiliates and licensors ("Micro Focus") are set forth in the express warranty statements accompanying such products and services. Nothing herein should be construed as constituting an additional warranty. Micro Focus shall not be liable for technical or editorial errors or omissions contained herein. The information contained herein is subject to change without notice.

## Documentation updates

The title page of this document contains the following identifying information:

- Software Version number, which indicates the software version.
- Document Release Date, which changes each time the document is updated.
- Software Release Date, which indicates the release date of this version of the software.

You can check for more recent versions of a document through the [MySupport portal](#). Many areas of the portal, including the one for documentation, require you to sign in with a Software Passport. If you need a Passport, you can create one when prompted to sign in.

Additionally, if you subscribe to the appropriate product support service, you will receive new or updated editions of documentation. Contact your Micro Focus sales representative for details.

## Support

Visit the [MySupport portal](#) to access contact information and details about the products, services, and support that Micro Focus offers.

This portal also provides customer self-solve capabilities. It gives you a fast and efficient way to access interactive technical support tools needed to manage your business. As a valued support customer, you can benefit by using the MySupport portal to:

- Search for knowledge documents of interest
- Access product documentation
- View software vulnerability alerts
- Enter into discussions with other software customers
- Download software patches
- Manage software licenses, downloads, and support contracts
- Submit and track service requests
- Contact customer support
- View information about all services that Support offers

Many areas of the portal require you to sign in with a Software Passport. If you need a Passport, you can create one when prompted to sign in. To learn about the different access levels the portal uses, see the [Access Levels descriptions](#).

# Contents

New in this Release ..... 4

Resolved Issues ..... 5

Supported Operating System Platforms ..... 6

Documentation ..... 7

## New in this Release

This section lists the enhancements to ServiceNow Connector version 12.1.0.

- The connector can send documents to NiFi Ingest when NiFi requires a username and password for authentication. To configure the connector, set the new configuration parameters `IngestNiFiUsername` and `IngestNiFiPassword`.
- The connector can send files to a Micro Focus Digital Safe, through the Digital Safe REST API or the Digital Safe SOAP API.
- Performance monitoring accepts a minimum limit, maximum limit, or minimum and maximum limits for each performance counter. Earlier versions of the connector required both minimum and maximum limits. For example, you no longer need to specify a minimum level of CPU usage.
- The `[AuthorizationRoles]` section `StandardRoles` configuration parameter now accepts an asterisk (\*) to represent all standard roles, so that you can easily set permissions for all roles.
- When importing parameters into your configuration file from another configuration file, you can use wildcards to select the parameters to include.

## Resolved Issues

This section lists the resolved issues in ServiceNow Connector version 12.1.0.

- Queries against large tables could time out if ServiceNow took too long to process the request. To retrieve fewer items in each request, set the configuration parameter `RequestBatchSize` in the connector configuration file. The default value of this parameter has been reduced to 100.
- JavaScript could be injected into the `GetRequestLog` response by sending actions to the server.

# Supported Operating System Platforms

The following operating system platforms are supported by ServiceNow Connector 12.1.0.

- Windows x86 64
- Linux x86 64
- Solaris x86 64
- Solaris SPARC 64

The most fully tested versions of these platforms are:

## **Windows**

- Windows Server 2016 x86 64
- Windows Server 2012 x86 64
- Windows 7 SP1 x86 64
- Windows Server 2008 R2 x86 64
- Windows Server 2008 SP2 x86 64

## **Linux**

For Linux, the minimum recommended versions of particular distributions are:

- Red Hat Enterprise Linux (RHEL) 6
- CentOS 6
- SuSE Linux Enterprise Server (SLES) 10
- Ubuntu 14.04
- Debian 7

## **Solaris**

- Solaris 10
- Solaris 11

# Documentation

The following documentation was updated for this release.

- *ServiceNow Connector Administration Guide*
- *ServiceNow Connector Reference*