

IDOL ServiceNow Connector

Software Version 12.9.0

Release Notes



Document Release Date: June 2021
Software Release Date: June 2021

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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.

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- View information about all services that Support offers

Many areas of the portal require you to sign in. If you need an account, 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 6

Supported Operating System Platforms 7

Notes 8

Documentation 9

New in this Release

The following new features were released in ServiceNow Connector version 12.9.0.

- The connector supports the `identifiers` action, so that you can list the items that exist in the ServiceNow repository. In IDOL NiFi Ingest, when configuring the `GetServiceNow` processor, you can use the advanced configuration GUI to browse the repository. There is also a new processor, named `ListServiceNow`, to handle `identifiers` action requests.
- The connector supports the `view` action.
- ServiceNow Connector is available as an IDOL NiFi Ingest processor. IDOL NiFi Ingest is a new framework, based on Apache NiFi, that makes it easier to retrieve, process, and index data. For more information about IDOL NiFi Ingest, refer to the IDOL NiFi Ingest documentation.
- The connector can obtain details about your HTTP proxy from the system. Instead of setting `ProxyHost`, `ProxyPort`, `ProxyUsername`, and `ProxyPassword`, you can set the new configuration parameter `UseSystemProxy` to `TRUE`.
- The connector can communicate with other IDOL components that have been configured to require GSSAPI authentication. To enable this, set the `GSSServiceName` parameter in the `[Ingestion]`, `[DistributedConnector]`, and `[ViewServer]` sections of the configuration file, for requests to CFS, Distributed Connector, and IDOL View Server respectively.
- ACI servers can now communicate with a License Server that requires a GSSAPI authenticated connection (that is, where the License Server configuration has `RequireGSSAuth` set to `True`). To allow this communication, you must set `GSSServiceName` in the `[License]` section of the configuration file to the GSSAPI service name of the License Server. For example:

```
[License]
GSSServiceName=LICENSESERVER
```

- The `Admin`, `Help`, `LoadDoc`, and `LoadImage` actions now set the HTTP response header `Content-Security-Policy`, to improve security against cross-site scripting. If the `Content-Type` header is set, these actions also set the header `X-Content-Type-Options: nosniff`.
- Tasks scheduled to start at the same time run in the order that they are enumerated by the `N` parameter (in the `[FetchTasks]` section of the configuration file).
- Scheduled actions that have the same start time now run in the order that the schedules were created (with `action=schedule`).
- The `Admin` action was modified to ensure that the IDOL Admin interface can not run in an `iframe`, to improve clickjacking protection.
- The connector can insert documents into Digital Safe, through the Digital Safe REST API, in EML format. To do this, configure `IngesterType=DigitalSafeREST` and `StoreBinaryAndMeta=FALSE`.
- In schedules defined with the `schedule` action, you can now add holiday periods during which no actions are started.

- Communications can be secured with TLS version 1.3.
- The `collect`, `insert`, `stub`, and `update` fetch actions accept metadata as structured XML, as an alternative to a flat list of name and value pairs. For information about whether a connector supports these actions, refer to the Administration Guide.
- Elliptic Curve certificates and keys are supported, to enable the use of ECDSA and ECDH ciphers in TLS communications with other IDOL components.

Resolved Issues

The following issues were resolved in ServiceNow Connector version 12.9.0.

- The server could terminate unexpectedly when an authorization role was configured and the list of `Clients` included a hostname with a wildcard, such as `*.domain.example.com`. The `Clients` parameter accepts wildcards only in IP addresses.
- An issue with scheduling meant that tasks did not start at the correct time. The start of a task could be delayed, compared to the expected start time specified by the `ScheduleStartTime` parameter.
- Various `GetRequestLog` (GRL) HTML issues have been fixed:
 - Actions were not properly escaped in some places, which could allow malicious users to inject some alternative HTML in the `GetRequestLog` response.
 - The Open link in new window option did not work.
 - The auto refresh option would modify the selected open link option.
 - Links to the obsolete `confighelp` action have been removed.
 - The HTML page now uses a Content-Security-Policy to protect against malicious data injection by crafted actions sent to the server.
- Schedules created with `action=Schedule` were lost if the server was restarted.
- On Linux, when running some older versions of the Linux kernel, IDOL components could fail to connect to network ports.

Supported Operating System Platforms

ServiceNow Connector 12.9.0 is supported on the following platforms.

Windows (x86-64)

- Windows Server 2019
- Windows Server 2016
- Windows Server 2012

Linux (x86-64)

The minimum supported versions of particular distributions are:

- Red Hat Enterprise Linux (RHEL) 6
- CentOS 6
- SuSE Linux Enterprise Server (SLES) 12
- Ubuntu 14.04
- Debian 8

Solaris (x86-64 and SPARC 64)

- Solaris 11
- Solaris 10

Notes

- The autpassword command-line tool has been updated to provide hardened AES encryption for passwords. Micro Focus strongly recommends that you reencrypt all passwords in configuration files by using the updated tool.

The older AES encryption format and basic encryption methods are now deprecated. Passwords that you have encrypted with older versions continue to work, but the server logs a warning. Support for these older encryption methods will be removed in future.

- `IngestorType=DigitalSafeSOAP` has been deprecated. Micro Focus recommends that you use `IngestorType=DigitalSafeREST` instead. `IngestorType=DigitalSafeSOAP` is still available for existing implementations, but it might be incompatible with new functionality. The functionality might be deleted in future.
- ACI Encryption has been deprecated. Instead of using ACI encryption, Micro Focus recommends configuring Secure Socket Layer (SSL) connections between ACI servers and applications. You can use GSS authorization without using ACI encryption by configuring the `GSSServiceName` and `RequireGSSAuth` parameters. ACI encryption is still available for existing implementations, but it might be incompatible with new functionality. The functionality might be deleted in future.

Documentation

The following documentation was updated for ServiceNow Connector version 12.9.0.

- *ServiceNow Connector Help*