

ServiceNow Connector

Software Version 12.0.0

Release Notes



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New in this Release

This section lists the enhancements to ServiceNow Connector version 12.0.0.

- The connector can log detailed information about HTTP requests for troubleshooting purposes. To enable this, set the new configuration parameter `EnableHTTPTrace` to `TRUE`.
- The connector provides additional statistics about the work it has completed, for example the number and frequency of ingest-adds, ingest-updates, and ingest-deletes. You can view these statistics through the `GetStatistics` service action. The connector also includes an XSL template that you can use to transform the output of the `GetStatistics` action and visualize the statistics.
- The `LogTypeCSVs` configuration parameter supports additional options for customizing logging. You can now create a separate log file for a fetch task or fetch action.
- The connector generates events to alert you when an asynchronous action queue becomes full, becomes empty, and when the queue size passes certain thresholds. You can handle these events with any of the existing event handlers.
- The connector can assign a priority to documents retrieved by a fetch task so that when they are ingested they are processed before documents retrieved by other tasks or other connectors. To use this feature set the new configuration parameter `IngestPriority`.
- The connector can send documents to NiFi Ingest, a new IDOL ingestion framework that is based on Apache NiFi. You can use NiFi Ingest instead of an IDOL Connector Framework Server.
- The connector supports the `schedule` action, which schedules actions to run automatically on a defined schedule.
- Field standardization can convert date values into custom date formats.
- The connector supports the following Lua functions:
 - New functions and classes for parsing and manipulating JSON. The new functions are `parse_json`, `parse_json_array`, and `parse_json_object`. The new classes are `LuaJsonArray`, `LuaJsonObject`, and `LuaJsonValue`.
 - `deleteFieldByPath`, which you can call on a `LuaDocument` or `LuaField` object to delete fields or sub-fields that match a specified path.
 - `get_log_service`, and the new class `LuaLogService`. You can use these when you want to write log messages to a custom log file (instead of the standard ACI server log files).
 - `getFieldsByRegex`, which you can call on a `LuaDocument` or `LuaField` object to get fields or sub-fields where the name or path of the field or sub-field matches a regular expression.
 - `parse_document_csv`, `parse_document_idx`, and `parse_document_xml`. These functions parse CSV, IDX, or XML files into documents and call a function on each document. `parse_document_idx` and `parse_document_xml` can also parse a string or file that contains a single document and return a `LuaDocument` object.

- You can now call the Lua method `insertJson` on `LuaField` objects as well as `LuaDocument` objects. You can also pass it one of the new `LuaJsonArray` or `LuaJsonObject` objects instead of a string.
- Action authorization is more flexible. The server supports the `[AuthorizationRoles]` configuration section and related parameters. You can create roles that can perform specific actions. You can identify the clients for each role by specifying client IPs and hosts, SSL identities, and GSS principals.
- You can now set `SSLCertificate` to be a chain certificate in PEM format (consisting of the end-entity certificate, any intermediate certificates, and ending with the root CA certificate). This option allows a complete certificate to be returned to the connected peer.
- You can now set `SSLCheckCertificate` to `False` even when `SSLCACertificate` or `SSLCACertificatePath` are set. This allows the component to fill in any chain required for the `SSLCertificate` by using the certificates that you specify in `SSLCACertificate` and `SSLCACertificatePath`, without requiring a certificate from the connected peer.
- The `GSSAPILibrary` configuration parameter has been added to the `[Paths]` section. You can set this parameter to the path to the GSSAPI shared library or DLL that the application uses. Depending on your system configuration, ServiceNow Connector attempts to detect the appropriate library to use. However, if you use Kerberos or GSSAPI security in your setup, Micro Focus recommends that you set an explicit value for this parameter.
- All ACI server ports now support the `Expect: 100-continue` HTTP header. Previously, third-party client applications that used this header (for example, using the cURL utility with the `-F` option to POST form data) could experience increased latency when communicating with ServiceNow Connector.
- You can now configure your authorization role `SSLIdentities` to identify clients by using an email address in the certificate `subjectAltName`.
- When using GSS security, you can now configure the service to allow clients to authenticate to any service principal in the service's keytab, rather than requiring a single principal. You use this option by setting the `GSSServiceName` configuration parameter to an asterisk (*).
- The server can provide action responses in several different JSON formats. The default JSON response format (`ResponseFormat=JSON`) has been updated to use one of the new formats. For more information, refer to the documentation for the `ResponseFormat` action parameter.
- The OpenSSL library has been updated to version 1.0.2n.

Resolved Issues

This section lists the resolved issues in ServiceNow Connector version 12.0.0.

- The connector would not stop when requested, if documents were being ingested.
- The `GetVersion` action could incorrectly report the operating system on Microsoft Windows 10 and Microsoft Windows Server 2016.
- License related messages in the event log would appear from a different source to other messages.
- The `LogSysLog` logging configuration option did not output event logs.
- If an ACI Server was configured to request client SSL certificates, running multiple requests from a client could sometimes fail with **session id context uninitialized** errors. For example, this could occur when loading IDOL Admin.

Supported Operating System Platforms

The following operating system platforms are supported by ServiceNow Connector 12.0.0.

- 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

Notes

- The Lua function `get_log(config, logstream)` has been deprecated. Micro Focus recommends that you use the new function `get_log(log_type)` instead.
- The Lua function `string_uint_less` has been removed.
- The following configuration parameters, for action authorization by client IP address, have been deprecated:
 - `[Server] AdminClients`
 - `[Server] QueryClients`
 - `[Service] ServiceControlClients`
 - `[Service] ServiceStatusClients`

You can now use the `[AuthorizationRoles]` configuration section to set up authorization for your servers more flexibly. These configuration parameters are still available for existing implementations, but they might be incompatible with new functionality. The parameters might be deleted in future.

Documentation

The following documentation was updated for this release.

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