



Third-Party Integrations 1.4.4

# ServiceNow Calm Plug-In 1.4.4 Release Notes

April 30, 2021

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# SCOPE OF INTEGRATION

GA Date: 04-May-2021

Last modified: 30-Apr-2021 (2021-04-30T18:26:14+05:30)

Nutanix Calm customers using ServiceNow can make Calm blueprints or marketplace items available as catalog items in ServiceNow. Any on-prem Calm instance can be connected to a cloud ServiceNow instance by using the Calm plug-in for ServiceNow through MID server.

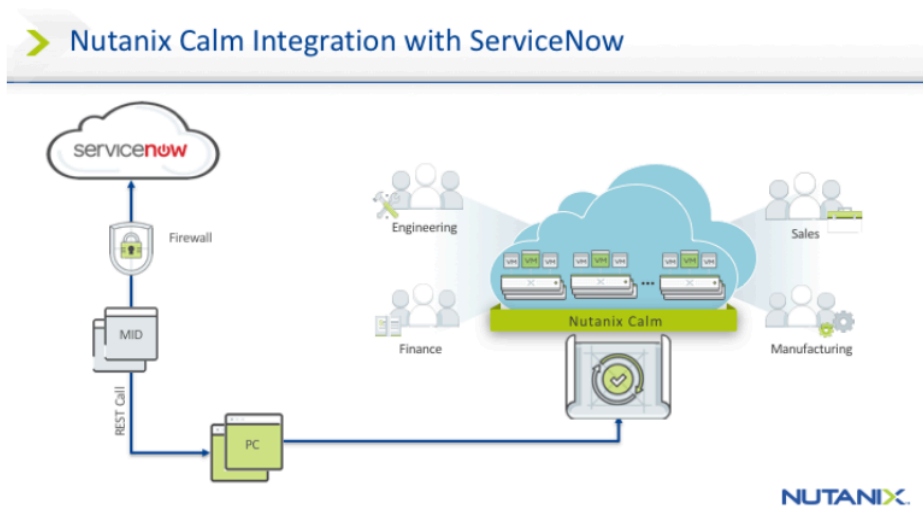


Figure 1: Nutanix Calm integration with ServiceNow

A Calm administrator needs to configure the following as part of Calm plug-in setup in ServiceNow:

- Configure Calm blueprints or marketplace items as catalog items in ServiceNow. ServiceNow users with the right roles and permissions can order these catalog items.
- Configure catalog items with required VM specifications (VM configuration, network) for the same blueprint (published or unpublished).
- Pre-fill several runtime variable values as part of catalog items. Pre-filling the variables except for private data (for example, password of a user) reduces manual inputs from the end users that simplify the blueprint launch process in Calm.
- Configure approvals in ServiceNow.
- Configure ServiceNow RBAC controls for each catalog item.
- Auto provision users or LDAP groups in Calm when RBAC policies are configured in ServiceNow as part of catalog item.
- Each user can view their launched application instances by using the ServiceNow catalog orders in ServiceNow. You can perform all the post launch LCM operations configured in the blueprint.
- If the incident management module is enabled in the ServiceNow, ServiceNow automatically creates incidents when the blueprint launch fails.

- Auto refresh of blueprint versions or edits in Calm to reflect the updates in ServiceNow. Scheduled jobs in ServiceNow reflect the projects or blueprint data at a configured interval in ServiceNow to keep the data in sync with the master.

## Key Benefits

- Promotes Self-Service: Allows organization-wide users to required infrastructure setup without a need to train them on Calm thereby promoting selfservice, which is one of the primary goals of Calm.
- Drives Adoption: ServiceNow being a widely accepted tool for incidents or catalogs that users across organizations are trained. Requesting resource provisioning through Calm blueprints becomes easier through ServiceNow user interface. The ease of using Calm services through ServiceNow helps in increasing the Calm adoption within an organization.
- Policies and Governance: Helps to improve compliance to IT infrastructure library (ITIL) and IT operations management (ITOM) processes that ServiceNow offers. Calm integration into ServiceNow adheres to the same processes and improves governance and auditing compliance across organizations.



# FEATURES AND UPDATES

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## New and Updated Features

This release includes the following features.

### **CALM-21851 Nutanix Calm version 3.1.1 compatibility support**

Calm Plug-in version 1.4.2 now supports Nutanix Calm version 3.1.1 that has IAM v2 enabled.

### **CALM-21802 ServiceNow Calm Plug-in support for Calm on Public Cloud**

Along with Calm on-premise, ServiceNow Calm Plug-in also supports Calm on Public Cloud (Calm SaaS).

### **CALM-21699 ServiceNow Calm Plug-in support for the Calm multi-environment feature**

The ServiceNow Calm Plug-in supports the multi-environment feature introduced in Calm version 3.2.0 only at the time of catalog launch in the current release. The Plug-in will support this feature at the time of catalog creation in the upcoming release.



# KNOWN ISSUES

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The following issues are identified in this release.

- **CALM-25001** Username shows "centos" during the catalog launch even when a different credential username was used during the catalog creation.
- **CALM-25000** Even when you mark the Credential field as runtime on during the catalog creation, the field is not listing all available credentials during the catalog launch.
- **CALM-24999** Runtime changes done on the Credentials tab during the catalog creation do not reflect during the catalog edit.
- **CALM-24998** Macro resolution does not happen when a secret variable is referred in a dynamic variable of a runbook.
- **CALM-24997** Dependent service variable "String eScript depends on Date\_Simple" is not working as expected at on load and on change.
- **CALM-24996** During a runbook execution, whenever a value is selected or changed in the dynamic variables, the ordering of the variables is getting reversed.
- **CALM-24995** Dependent service variable "String Predefined depends on String Predefined MIA" shows partial value at catalog creation on load and on change.
- **CALM-24994** Dependent service variable "String\_Simple depends on Date\_Simple" is not working as expected.
- **CALM-24993** When you expand the service bar and edit the "String\_Predefined\_MIA" service variable, the service bar collapses automatically.
- **CALM-24992** The dependent service variable field is editable even when the "Use Calm to set/edit this field" message appears for the field.
- **CALM-24634** Data or Parameters mismatch on catalog creation, edit, and launch for Marketplace Items.
- **CALM-21698** The data related to the runbooks that are published as a global marketplace item at the Calm side are not fetched and stored at the ServiceNow side during the sync operations.
- **CALM-21607** Dependent variables do not show up during catalog launch as expected if you migrate catalog items from version 1.3 to 1.4.
- **CALM-20891** If the primary variable value is changed in runtime during catalog creation, the dependent variables value does not change.
- **CALM-18826** If you try to configure the guest customization in ServiceNow, the **Install Type** field does not display the value.
- **CALM-18593** LDAP group users are also displayed under the **Users** column with the assigned users.
- **CALM-18601** The **HTTP** variable value is different for Calm and ServiceNow.
- **CALM-18570** The eScript variable value is displayed as a drop-down menu in ServiceNow.
- **CALM-17458** If you go to **Orders > Select Order** after launching a catalog item in ServiceNow, the UUID is displayed instead of the project name.



- *CALM-17459* The format for date in Calm is DD/MM/YYYY and in ServiceNow the format for date is YYYY/MM/DD for service and profile variables.



# RESOLVED ISSUES

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The following issues are resolved in this release.

- **CALM-22613** The SSH Key field now shows the correct value when you edit the configuration of a catalog item.
- **CALM-24089** The Order Details page now shows all the values that you provide during the catalog launch.
- **CALM-22617** Appropriate message appears when you try to perform the "Create Image" and "App Edit" actions on a running single VM application with Azure. These actions are not supported for Azure Single VM applications.
- **CALM-24140** Profile variables are now able to fetch the values successfully during the catalog launch or edit.
- **CALM-22523** During the catalog creation for the Jira marketplace item, the SourceProject input variable now displays the values that are defined in Calm.
- **CALM-24139** Dependent variables no longer show the "No permission to access the resource" error message during the catalog edit or launch.
- **CALM-22633** Catalog items are now launched successfully and are reflected on the Calm side with the Close-Complete State on the ServiceNow side.
- **CALM-24083** Application name now checks for leading spaces before completing the order.
- **CALM-22661** The Credential field no longer disappears after you change the profile on the launch page.
- **CALM-24159** Services are listed successfully on the Service Configuration tab while creating catalog with the CSBP\_jenkins\_\_1\_0\_0\_3 blueprint.
- **CALM-22614** The catalog launch no longer shows duplicate profile variables and service variables.
- **CALM-22616** A running application no longer shows the "Illegal access to outbound HTTP in Nutanix Calm. Use an async business rule to perform outbound HTTP requests" error message.
- **CALM-22763** Appropriate Calm version appears on the Application Properties page in an IAM v2 enabled Calm 3.1.1 environment that is authenticated using CyberArk.
- **CALM-22770** Dynamic variables are now listing values for UWM blueprints.
- **CALM-22762** Owner name is reflected properly on the Calm side when an LDAP user (end user) launches catalog items from the ServiceNow side.
- **CALM-22277** Profile variables are now able to fetch the value successfully during the catalog creation, edit, and launch.
- **CALM-22274** Dependent variables no longer show the "No permission to access the resource" error message during the catalog creation, edit, or launch.
- **CALM-22761** Dependent service variables that are marked as Runtime editable on the Calm side shows appropriate message on the ServiceNow side.





- *CALM-22658* Multiple issues were resolved, and dependent variables are now working successfully during the catalog creation and launch for the profile, service, and custom action variables.
- *CALM-24519* Catalog items launched by an LDAP user (end user) reflect appropriately on the Calm side without any error message on the ServiceNow side.

