



Third-Party Integrations 1.6

ServiceNow Calm Plug-In 1.6 Release Notes

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Contents

- Scope of Integration..... 3
 - Key Benefits..... 4
- Features and Updates..... 5
- Known Issues..... 6
- Resolved Issues..... 7

SCOPE OF INTEGRATION

Nutanix Calm customers using ServiceNow can make Calm blueprints, runbooks, or marketplace items (published blueprints and runbooks) available as catalog items in ServiceNow. Any on-prem or SaaS Calm instance can be connected to a cloud ServiceNow instance by using the Calm plug-in for ServiceNow through MID server or without MID server.

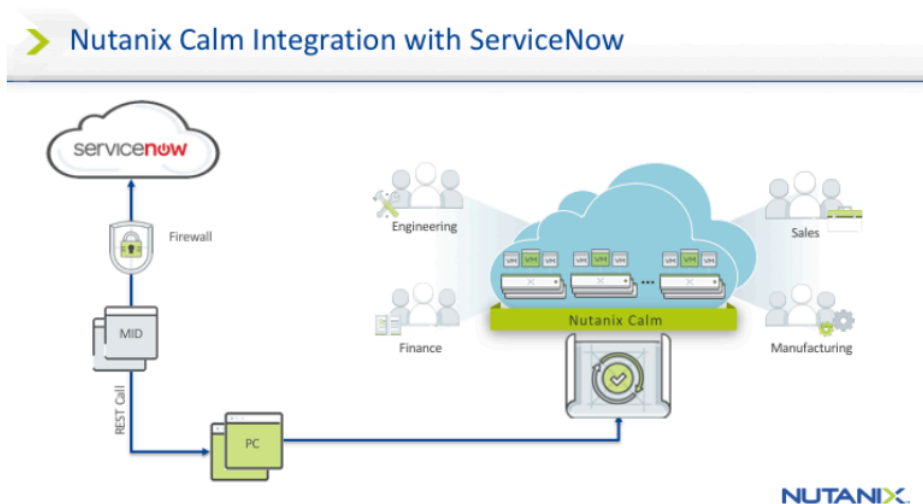


Figure 1: Nutanix Calm integration with ServiceNow

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

- Configure Calm blueprints, runbooks, or marketplace items as catalog items in ServiceNow. ServiceNow users with the right roles and permissions can order these catalog items.
- Configure catalog items such as runbooks (published or unpublished) or blueprints (published or unpublished) with required VM specifications (VM configuration or network).
- 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

New and Updated Features

This release includes the following feature.

FEAT-14616 **Custom Logos for Catalog Items**

You can now upload custom logo for Marketplace items and unpublished blueprints and runbooks while creating the catalog item. The uploaded logos will also be visible as icons in Catalogs and Service Portal. The supported file formats for the logo are *.png*, *.jpg*, *.jpeg*, and *.svg*. The minimum acceptable unit of image resolution is 100 px by 100 px and the maximum acceptable file size is 200 KB.

Enhancements

This release includes the following enhancements.

CALM-34519 **ServiceNow Tokyo compatibility support**

Along with Rome and San Diego versions of ServiceNow, Calm Plug-in version 1.6 is compatible with the Tokyo version of ServiceNow.

CALM-27328 **Changes in Catalog Item Associated Blueprints and Runbooks**

Catalog items no longer become inactive if the number of values in the multi-select variable are increased or decreased.

CALM-18935 and CALM-26304 **Optimize Inventory Sync Duration**

To optimize the inventory sync duration, the Sync Now operation now provides the **Projects, Blueprints, Runbooks, Marketplace Items, Applications**, and **All** options that you can select to run the inventory sync individually on demand or schedule them at different times.



KNOWN ISSUES

The following issues are identified in this release.

- *CALM-24999* Runtime changes done on the Credentials tab during the catalog creation do not reflect during the catalog edit.
- *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-18826* If you try to configure the guest customization in ServiceNow, the **Install Type** field does not display the value.
- *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-16183* Macro resolution does not happen when a secret variable is referred in a dynamic variable of a runbook.



RESOLVED ISSUES

The following issue is resolved in this release.

- *CALM-32297* Resolved an issue where the applications were not getting created when catalog items were launched through plugin user.
- *CALM-28138* Resolved an issue where the Environment field was appearing blank after editing the catalog item.
- *CALM-28137* Resolved an issue where after an upgrade from Calm Plug-in version 1.4.4, 1.4.5, or 1.5, the environments were not showing up on the catalog listing page for the migrated catalogs.
- *CALM-27781* Resolved an issue where when a catalog item was launched with auto approval or custom approval workflow, the item was showing the approval workflow twice.
- *CALM-27320* Resolved an issue where the Environment field was showing the environment ID instead of the environment name in newly-created catalog items.
- *CALM-27082* Resolved an issue where the catalog creation or catalog launch failed to fetch dependent variables for runbooks.
- *CALM-26005* Resolved an issue where the Delete option for blueprints on ServiceNow was not required and was removed.
- *CALM-25342* Resolved an issue where when a project without any environment and profile is changed to a project with an environment and profile in a catalog item, the project environment and profile appear blank on the launch page.
- *CALM-25001* Resolved an issue where username showed "centos" during the catalog launch even when a different credential username was used during the catalog creation.
- *CALM-24997* Resolved an issue where dependent service variable "String eScript depends on Date_Simple" was not working as expected at on load and on change.
- *CALM-24995* Resolved an issue where dependent service variable "String Predefined depends on String Predefined MIA" showed partial value at catalog creation on load and on change.
- *CALM-24994* Resolved an issue where dependent service variable "String_Simple depends on Date_Simple" was not working as expected.
- *CALM-20969* Resolved an issue where VMware Chef Marketplace items failed to launch from ServiceNow because the DRS cluster and storage cluster appeared as editable at runtime in Calm but uneditable at runtime in ServiceNow.
- *CALM-19958* Resolved an issue where there was an inconsistency in the availability of the "date_eScript" profile or service variable value in catalog items.
- *CALM-19954* Resolved an issue where the predefined Date and Time variables failed to display correctly while launching the catalog item.
- *CALM-19830* Resolved an issue where the Variable field was not showing up for the Service/VM on the Network Adapter tab in ServiceNow.
- *CALM-19074* Resolved an issue where the launch page in Portal was accepting invalid NIC value under the Network Adapters category.



- *CALM-18139* Resolved an issue where extra subnet values were appearing for NIC under the Network Adapters field.

