

IDOL ServiceNow Connector

Software Version 12.10.0

Release Notes



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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.

To check for updated documentation, visit <https://www.microfocus.com/support-and-services/documentation/>.

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- 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. 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](#).

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New in this Release

The following new features were released in ServiceNow Connector version 12.10.0.

- The IDOL NiFi Ingest connector supports OAuth authentication. You can set the configuration parameters `UseOAuth`, `OAuth2SiteName`, and `OAuth2SitesFile` through the guided setup wizard.
- The third-party libraries `libxml2` and `libxslt` have been updated, to versions 2.9.11 and 1.1.34 respectively.

Resolved Issues

The following issues were resolved in ServiceNow Connector version 12.10.0.

- The QueueInfo action (with QueueAction=GetStatus) would return an error when the total number of actions exceeded 999.

Supported Operating System Platforms

ServiceNow Connector 12.10.0 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)

DEPRECATED: Support for Solaris x86-64 and SPARC 64 was deprecated in IDOL version 12.10, for all IDOL components except KeyView. IDOL components are currently still available for Solaris, but might not be available in future.

- Solaris 11
- Solaris 10

Documentation

The following documentation was updated for ServiceNow Connector version 12.10.0.

- *ServiceNow Connector Help*