Ivanti Neurons for Service Mapping Release Notes
v5.10 (Feb 2024)

Note: Before using Ivanti Neurons for Service Mapping post-release, you're advised to clear or delete your browser cache. To ensure a smooth transition, see below for other post-release actions to take.

What's new

Service Mapping	New feature or enhancement
Discovery	• Added a standalone probe to discover MSSQL servers without scanning the host server. • Enhanced the support to discover host applications configured in IIS redirections (ARR). • Added support for JBOSS and its application discovery.
CMDB	• Extended CI import functionality to include Warranty Start Date and Warranty End Date. • Added support to include getting connected devices for switches inside the Process Network Connection job. • Optimized Software Installation and ADM Process Jobs functionalities.
Integrations	• Enhanced JIRA integration functionality by adding support for filters to choose projects and issue types. • Added support to enable/disable mappings in JIRA. • Added clone and reset support for JIRA mappings. • Added support to reset JIRA integration settings (excluding sync logs). • Added support to include communication relationships syncs in ITSM. • Added an option to reverse sync data from ITSM into Virima. • Extended support to include Virima ID and Virima Asset ID inside Virima properties in ITSM mappings. • Added support to encrypt Ivanti and Cherwell API keys for data at rest.
Admin	• Added 'Copy to JIRA' support within Business rules. • Added support to autofill property order when a new CI property is added. • Added support to import CI properties. • Added support to include a 'Select All' option inside Business rule blueprint associations. • Renamed the Platform types in 'Discovery Scan configuration' to match scan types rather than Blueprints.
General	• Removed global search functionality support.
Discovery Application	• Added support for SHA-2 type key-based authentication. • Added proxy support for the Discovery agent.

	• Added log rotation support for stderr.log and stdout.log files inside the Discovery application. *(**Note**: Requires Discovery App version 1.0.4014 or higher)*

Fixes

These fixes automatically display upon upgrade and do not disrupt daily use for existing customers.

Fix	Description
Discovery	• Resolved a challenge with the NMAP scan. • Addressed an issue related to log.txt file rotation in the Discovery application and agent. • Addressed a situation where AWS import failed to bring in certain attributes from AWS resources. • Fixed an issue where SSL certificate discovery added certificates without names. • Addressed an issue associated with Meraki import. • Fixed a problem that prevented scheduled tasks from updating when the cron was changed. • Resolved an issue related to discovery export. • Addressed an issue where 'Recognized Virtual Machine' was not displayed inside the ESXi CI record. • Addressed an issue where a duplicate Windows OS type Software CI was created. • Resolved the issues related to Website Scan Probe. • Addressed an issue that failed to display the time for 'Created On' and 'Last Modified On' asset properties in the Discovery Tabular page. • Addressed an issue related to Azure import. • Resolved an issue where Dell Manufactured CIs failed to retrieve Warranty Date from Dell. • Addressed an issue where Printer discovery failed when Hostname was set as co-relator. • Addressed an issue that caused the scan results to display other scans results when ping check via NMAP is enabled.
Integrations	• Resolved an issue related to JIRA assets sync. • Fixed an issue that failed to show the 'Remaining Records to Sync' value inside JIRA sync logs. • Addressed an issue where certain components failed to sync in ITSM. • Fixed an issue where Virima Incidents were shown inside JIRA Incidents under CMDB ITSM. • Addressed an issue that displayed incorrect sync counts inside sync logs when a sync is aborted. • Fixed an issue that prevented certain object sub-types from appearing inside ITSM mapping page.

Admin	• Address a business rule issue causing duplicate discovered assets and Configuration Items (CIs) when the rule included a change blueprint action.
	• Fixed an issue resulting in the creation of duplicate CIs and Components during CI merge.
	• Addressed a problem where some user attributes from Active Directory could not be imported.
	• Resolved an issue where priority/order became mandatory when the business rules trigger was set to 'apply to existing'.
	• Addressed a filter issue within CMDB Property Groups.
	• Fixed filter issues within the Discovery Client page.
	• Addressed an issue that prevented the update of the Country field inside the Organizational Details page.
	• Resolved an issue with Hardware properties of CMDB inside Business rules.
	• Fixed an issue where certain user properties were not imported via Active Directory.
	• Addressed an issue where End Users records were not fetched inside Business Rules condition and action blocks.
	• Fixed an issue where SAML user modifications were not reflected inside Virima user records.
	• Addressed an issue preventing users from entering passwords after the user is imported.
	• Resolved an issue where the 'Apply to Existing' action failed inside Business Rules for Request Modules.
	• Addressed an issue where User email preference configuration was not getting updated.
Reports	• Fixed an issue related to export report data.
	• Addressed an issue where certain reports fetched incorrect data when drilled down.
	• Addressed an issue related to Hardware module properties.
General	• Resolved issues pertaining to search filters throughout the entire application.
	• Addressed an issue related to User Department exports.
Discovery Application	• Addressed an issue where the Discovery application failed to load the added credentials on application restart. *(**Note**: Requires Discovery App version 1.0.4014 or higher)*

Required actions post-release

After the release, follow these steps to ensure a smooth transition and to take advantage of the latest updates:

1. Clear your browser cache to view any recent updates.

2. Sign in to the Virima web application.
3. Navigate to the **Admin** portal > **Client (Discovery)** page.
4. Click the update icon to proceed with updating to version **1.0.4014**.

Note that if you've clicked the update icon but your application is still not updating to the latest version, restrictions on your network may be preventing the updates from downloading.

In such a case, try downloading and installing the most recent version of the application. To manually update the application, follow these steps:

1. Download the latest application.
2. Back up the following files:
   - C:\Program Files\Virima Discovery Application**cat.json**
   - C:\Program Files\Virima Discovery Application**hcm.json**
   - C:\Program Files\Virima Discovery Application\config**configuration.xml**
3. Uninstall the current application.
4. Install the latest application.
5. Replace the backed-up files.
6. Start the application.

v5.9 (Nov 2023)

Note: You're advised to clear or delete your browser cache before using Ivanti Neurons for Service Mapping post-release.

What's new

Service Mapping	New feature or enhancement
Discovery	• Added support for CyberArk integration. • Added support to fetch Azure SQL managed instances through Azure import. • Added Nmap support to identify hosts and host types during scans. • Added support to activate/deactivate credentials. • Added support for MS SQL discovery via agents. • Added support to include status history of the discovery application. • Added support to include the status history of the Discovery application. • Added support for proxy in Discovery application and agent.
CMDB	• Re-added support for CMDB drop-down type properties. • Removed the restriction that disallowed users to assign end users as owner and support user.
Integrations	• Added support for JIRA service management. • Optimized Ivanti and Cherwell sync functionality for better performance. • Added support to show sync progress inside Ivanti and Cherwell sync logs. • Added support for deleting sync log entries for Ivanti and Cherwell. • Added support to disable\enable Ivanti and Cherwell mappings. • Added email notification to notify users when a sync is aborted.
Admin	• Enhanced and optimized Hardware, Contract, and Vendor management features. • Added additional default ad-hoc reports.

Fixes

These fixes automatically display upon upgrade and do not disrupt daily use for existing customers.

Fix	Description
Discovery	• Addressed an issue with IBM AIX servers not getting discovered. • Resolved issues with Apache Web Server and Apache Tomcat Server discovery relationships.

	• Fixed an issue where the progress indicator for AWS and Azure imports was not visible. • Addressed an issue related to an MS SQL Server query scan. • Fixed an issue where AWS import for EC2 instances displayed empty fields. • Scan Total Time has been corrected when exporting a recent scan. • Fixed discovery monitoring properties. • Fixed a bug where the Location field on the Schedule Scan List page would always show an empty value. • Fixed an issue where MS SQL discovery was failing in some rare cases. • Fixed an issue that failed to fetch a process name for Linux processes. • Fixed an issue that failed to fetch a serial number for Linux hosts. • Addressed an issue in schedule scan bulk update. • Resolved an issue that prevented tags from being associated with imported assets on edit. • Addressed an issue where the MSQL server was not being discovered via WMIC probe. • Addressed an issue that failed to discover certain Cisco devices. • Added the default correlator property to the Network Storage blueprint. • Addressed an issue where Azure import status was not set to completed.
CMDB	• Fixed an issue related to exporting Software License Keys. • Fixed an issue where the blueprints' icons weren't updating when you clicked the update icon on the Blueprint page. • Addressed an issue with filters for the time zone property under CMDB Maintenance. • Resolved a problem with deleting properties in the CMDB. • Resolved an issue with the CMDB property group order. • Addressed an issue that allowed users to add duplicate property groups. • Addressed an issue in Merge CI that caused duplicate CIs.
Integrations	• Addressed an issue with operators inside mapping conditions. • Addressed filter-related issues in sync logs and mapping pages. • Fixed a problem where, despite failing, a CI was displayed in both the Success and Failed sections. • Addressed an issue where duplicate records were synced in ITSM. • Addressed an issue that failed to retrieve all the sub-types of an object.
Admin	• Addressed an issue where notification was not sent on add/edit/delete locations records. • Fixed issues related to business rule condition check. • Fixed an issue that allowed users to select invalid operators for Integer and Date fields inside business rules.

	• Addressed an issue where scheduled business rules were triggered, along with other rules, when cascade was set to true. • Addressed an issue in the business rules that caused duplicates when changing the blueprint of the triggered record. • Addressed an issue that failed to merge the CI/assets with the same co-relator value when the CI blueprint is changed.
Reports	• Fixed an issue related to CI relationship queries. • Fixed an issue in Custom Reports that showed duplicate values for certain queries.
General	• Fixed an issue related to page auto-refresh functionality. • Resolved a problem that prevented the application from showing recently added records at the top.

v2023.4 (Oct 2023)

Note: You're advised to clear or delete your browser cache before using Ivanti Neurons for Service Mapping post-release.

What's new

Service Mapping	New feature or enhancement
Discovery	• Added support for CyberArk integration. • Added support to fetch Azure SQL managed instances through Azure import. • Added Nmap support to identify hosts and host types during scans. • Added support to activate/deactivate credentials. • Added support for MS SQL discovery via agents. • Added support to include status history of the discovery application.
CMDB	• Re-added support for CMDB drop-down type properties.
Integrations	• Added support for JIRA sync. • Optimized Ivanti and Cherwell sync functionality for better performance. • Added support to show sync progress inside Ivanti and Cherwell sync logs. • Added support for deleting sync log entries for Ivanti and Cherwell. • Added support to disable\enable Ivanti and Cherwell mappings.
Admin	• Enhanced and optimized Hardware, Contract, and Vendor management features. • Added additional default ad-hoc reports.

Fixes

These fixes automatically display upon upgrade and do not disrupt daily use for existing customers.

Fix	Description
Discovery	• Addressed an issue with IBM AIX servers not getting discovered. • Resolved issues with Apache Web Server and Apache Tomcat Server discovery. • Fixed an issue where the progress indicator for AWS and Azure imports was not visible. • Addressed an issue related to an MS SQL Server query scan. • Fixed an issue where AWS import for EC2 instances displayed empty fields. • Scan Total Time has been corrected when exporting a recent scan.

	• Fixed discovery monitoring properties. • Fixed a bug where the Location field on the Schedule Scan List page would always show an empty value. • Fixed an issue where MS SQL discovery was failing in some rare cases. • Fixed an issue that failed to fetch a process name for Linux processes. • Fixed an issue that failed to fetch a serial number for Linux hosts. • Addressed an issue in schedule scan bulk update. • Resolved an issue that prevented tags from being associated with imported assets on edit.
CMDB	• Fixed an issue related to exporting Software License Keys. • Fixed an issue where the blueprints' icons weren't updating when you clicked the update icon on the Blueprint page. • Addressed an issue with filters for the time zone property under CMDB Maintenance. • Resolved a problem with deleting properties in the CMDB. • Resolved an issue with the CMDB property group order. • Addressed an issue that allowed users to add duplicate property groups. • Addressed an issue in Merge CI that caused duplicate CIs.
Integrations	• Addressed an issue with operators inside mapping conditions. • Addressed filter-related issues in sync logs and mapping pages. • Fixed a problem where, despite failing, a CI was displayed in both the Success and Failed sections.
Admin	• Addressed an issue where notification was not sent on add/edit/delete locations records. • Fixed issues related to business rule condition check. • Fixed an issue that allowed users to select invalid operators for Integer and Date fields inside business rules.
Reports	• Fixed an issue related to CI relationship queries. • Fixed an issue in Custom Reports that showed duplicate values for certain queries.
General	• Fixed an issue related to page auto-refresh functionality. • Resolved a problem that prevented the application from showing recently added records at the top.

v2023.3 (July 2023)

Note: You're advised to clear or delete your browser cache before using Ivanti Neurons for Service Mapping post-release.

What's new

New features include expanded discovery and relationship mapping for MySQL and Apache servers, enhanced SSL certificate discovery, and several integration improvements for Ivanti Neurons for ITSM and Cherwell Service Manager.

Service Mapping	New feature or enhancement
Discovery	• Added support to import Meraki devices from Meraki Dashboard. • Added support for scheduled import for Meraki. • Optimized agent module add/delete/search features inside the Discovery Client page. • Added support to discover MySQL and Apache servers. • Added support for bulk update/uninstall agents inside the Discovery Client page. • Added import metrics for Azure user import.
CMDB	• Added feature to manage blueprint custom properties and property groups. • Added Region filter inside Business Service Map. • Added support to generate extended relationships between AWS CIs. • Added a newly enhanced API for CI retrieval. • Extended support for SSL certificate notification. • Added support to generate relationships between MySQL and Apache servers. • Enhanced and optimized default CMDB Summary report for dashboards.
Integrations	• Optimized Ivanti Neurons for ITSM and Cherwell Service Manager sync functionalities for better performance. • Added column customization for Ivanti Neurons for ITSM and Cherwell Service Manager Sync Log pages. • Removed Virima Asset ID property dependency to retrieve Changes and Incidents from Ivanti Neurons for ITSM. • Added sync log default rotation feature that only retains logs from the past 6 months. • Added support to re-sync a particular property's pick-list values from Ivanti Neurons for ITSM inside the Virima to ITSM Mapping page. • Added feature that restricts performing a sync when the metadata sync is still in progress.
Admin	• Added support for runbook inside business rules and graphical workflow.

	• Added oAuth support inside SMTP, Mailbox, and Inbox configurations. • Enhanced and optimized Hardware, Contract, and Vendor management features. • In Department, Location, Roles, and User Group & User Modules, 'Last Modified On,' 'Created By User,' and 'Last Modified By User' are added to the records.
Users	• Added service-provider-initiated login for SSO users. • Added support to handle multiple SAML configurations and their association with users.

Fixes

These fixes automatically display upon upgrade and do not disrupt daily use for existing customers.

Fix	Description
Discovery	• Fixed a problem where the import schedule scan might fail when a file with special characters was imported. • Resolved a rare case issue where SSL certificates on hosts weren't discovered. • Added a relevant icon to the database blueprint. • Addressed an issue that allowed users to add duplicate schedules for a Windows Discovery Agent. • Addressed a problem when a Windows Discovery Agent was archived or deleted, the associated schedule scan was not deleted. • Addressed a filter issue in the Discovered Items List page. • Addressed a sort/filter issue in the Windows Discovery Agent tab on the Discovery App (Client) page. • Addressed an issue where software instance discovery was failing via a Windows Agent scan. • Addressed an issue where 'Major Software Name' was not auto-filled when adding major software from installed software or a software instance.
CMDB	• Fixed an issue related to exporting software license keys. • Addressed an issue where Basic export was not exporting all columns shown on the list page. • Addressed an issue inside 'Change Attributes' that showed a text field instead of a date picker for date properties. • 'Last Scanned on' property is now included in the list page column customization. • Addressed an issue that prevented users from filtering/sorting the Boolean type properties in the list page.

Integrations	• Addressed an issue related to peripheral device mapping in Ivanti Neurons for ITSM. • Addressed an issue where the page went unresponsive while adding Ivanti Neurons for ITSM credentials. • Addressed an issue where Ivanti Neurons for ITSM Business Object IDs were not matching upon resetting the mapping. • Addressed a few minor user-interface-related issues on the Ivanti Neurons for ITSM and Cherwell Service Manager Mapping pages. • Addressed an issue where duplicate records were shown under the Ivanti Neurons for ITSM and Cherwell Incident & Changes tab inside an ITSM CI record.
Admin	• Resolved a problem where the business rules were not updating the contracts with the hardware asset that the contract was created from.
Reports	• Fixed a report exporting issue where the capitalization of values was not retained in the exported file. • Addressed user-interface-related issues. • Addressed an issue that prevented a report from rendering all records matching the conditions when the response had a NULL value.
Users	• Addressed an issue related to user bulk edit. • Addressed issues with imported users.

v2023.1 (January 2023)

Note: You're advised to clear or delete your browser cache before using Ivanti Neurons for Service Mapping post-release.

What's new

These new features automatically display upon upgrade; they're usually smaller enhancements that do not disrupt daily use for existing customers.

Feature	Description
ITSM/CSM sync optimization	Optimized Ivanti Neurons for ITSM and Cherwell Service Manager (CSM) integration for faster sync performance with the Service Mapping CMDB.
Windows Discovery Agent schedule management	Added ability to manage Windows Discovery Agent schedule jobs from the Discovery App client.
New agentless discovery credentials	Added support for SNMPv3, AES192, and AES256 encryption-type credentials to be used with Service Mapping discovery.
Window Discovery Agent bulk add and delete improvements	Optimized bulk add and delete features for scheduling discovery agent scans.
Status and approval bulk updates	Added support for Status and Approval Status fields to be bulk updated within the Service Mapping CMDB.
Default CI editing	Edits to Service Mapping CIs no longer require the user to enable CI editing first.
CI status updates	CI status in the Service Mapping CMDB can be changed to any state without requiring a sub-state change.
User management	Added support for bulk user edits and updates.
Mailbox improvements	Added mailbox support for Microsoft oAuth and SMTP configuration.
Business rules and reports "within next"	Added support for "within next" operator inside business rules and reports.

These new features are immediately available to all customers but must be specifically configured.

Feature	Description
ITSM relationship and component deletion (BETA)	Added back-end ability to delete relationships and components from the ITSM CMDB that are no longer discovered by Service Mapping discovery (BETA).

Discovered Items "Last Scanned On" property	Discovered Items view now includes a Last Scanned On date showing when the asset was last scanned. Users must configure their personal Discovered Items view to display the date.
CI record "Last Scanned On" property	CI records can now include a Last Scanned On date showing when the asset was last scanned by Service Mapping discovery. System admins must configure which blueprints show the Last Scanned On property.

Fixes

These fixes automatically display upon upgrade and do not disrupt daily use for existing customers.

Fix	Description
Service Mapping CMDB	• Fixed an issue that was preventing the Process Network Connections job from running. • Addressed an issue with stop sync for ITSM and CSM. • Addressed an issue where a few relationships were not showing up in the Relationship tab for a CI. • Addressed an issue where the CI location was not getting updated on move. • Addressed an issue where the recycle date was not calculated when a CI was moved.
ITSM integration	• Addressed an issue where relationship copy was failing. • Addressed an issue where some picklist properties were not retrieved in the Mapping page.
Discovery	• Addressed an issue where some random discovery scan records threw errors while opening them. • Addressed an issue where the scheduled jobs were not getting updated/deleted in some Windows Discovery Agents. • Addressed pagination issue in Windows Agent's Tabular page. • Removed 'sudo' checkbox in the Credentials page inside the Discovery app and webapp, as this is handled inside probes. • Addressed an issue where the restart client function in the Discovery Client page was failing for some clients. • Addressed an issue where a few Windows Agents failed to run the scheduled scans when the scan was scheduled for multiple agents.

	• Addressed an issue where the Windows Agent sometimes was not returning IIS website, application, and Hyper-V details. • Addressed an issue where the SNMP scan failed to retrieve the serial number for some network device types.
Ad-hoc reports	• Fixed IN and NOT IN operator's functionality issue inside reporting module. • Fixed OR operator functionality issue inside reporting module. • Addressed an issue where some records were not pulled into the report query due to null values. • Addressed an issue that failed to generate the report when more than one WITHIN or NOT WITHIN operator was used in multiple query blocks.
Azure import	• Addressed an issue where the Virtual Machine's name was not retrieved for some of the Azure Virtual Machines.
User admin	• Addressed an issue that was always updating the existing user's Active flag to true while importing from Active Directory. • Addressed issues related to user group functions for sort and filter.
Business rules	• Fixed inside rule Actions, Hardware Asset, and License key search issue. • Fixed update triggered record action issue inside.
General	• Addressed an issue related to uploading attachments throughout the application.