Ivanti Neurons for Service Mapping Release Notes
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

<table>
<thead>
<tr>
<th>Service Mapping</th>
<th>New feature or enhancement</th>
</tr>
</thead>
</table>
| 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.

<table>
<thead>
<tr>
<th>Service Mapping</th>
<th>Fix</th>
</tr>
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</table>
| 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.

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| 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.

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| 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.

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

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

<table>
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<td>ITSM relationship and component deletion (BETA)</td>
<td>Added back-end ability to delete relationships and components from the ITSM CMDB that are no longer discovered by Service Mapping discovery (BETA).</td>
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<tr>
<td>Discovered Items “Last Scanned On” property</td>
<td>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.</td>
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<tr>
<td>CI record “Last Scanned On” property</td>
<td>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.</td>
</tr>
</tbody>
</table>

**Fixes**

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