

HCLSoftware

BigFix Runbook AI 11.1 Release Notes



HCL BigFix
Runbook AI

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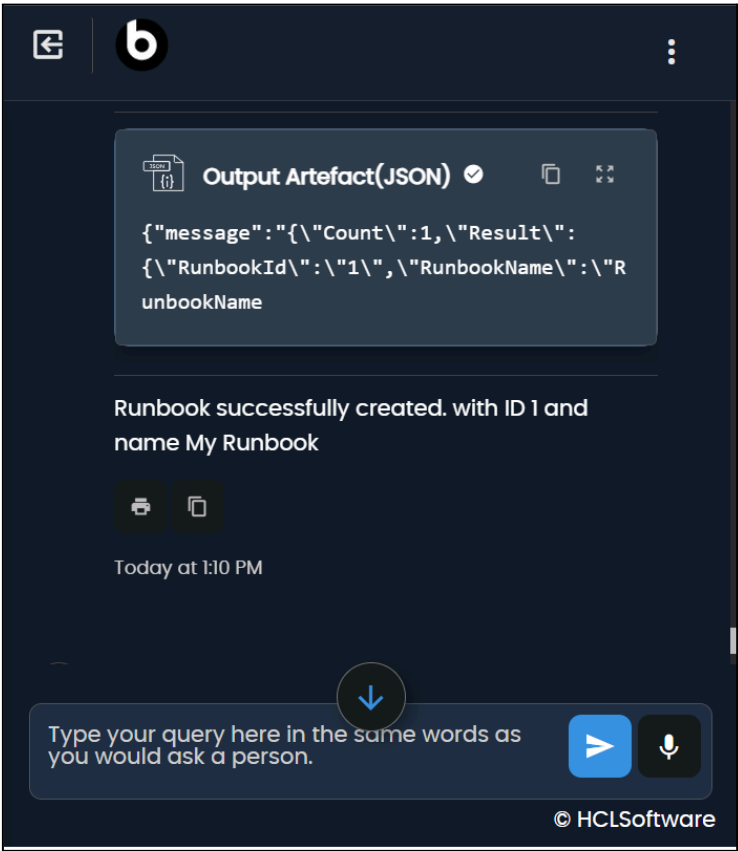
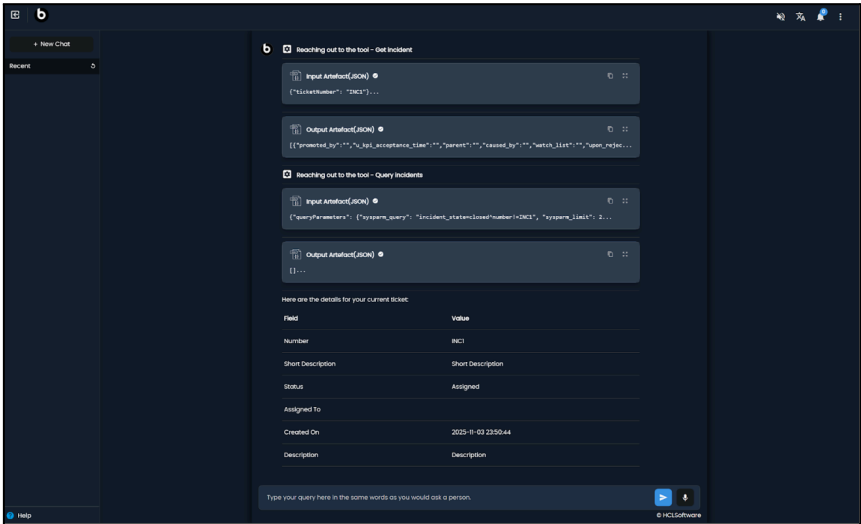
Release Details

Product / Service Name	HCL BigFix Runbook AI
Version Number	11.1
Release Date	27th November 2025

New Features:

1. Agentic AI Use Cases

Introduced the ability to define and incorporate *Agentic AI* use cases within the platform. This feature enables automation-driven decision-making, dynamic task handling, and proactive workflows to improve operational efficiency.



2. **GenAI-Driven SOP for Playbook**

Implemented *Generative AI* capabilities to automatically create and refine Standard Operating Procedures (SOPs) within playbooks. This feature enhances accuracy, reduces manual effort, and ensures consistent process documentation.

Home > Runbooks > Runbook Summary

Runbook Tool *

MyTool

OpenApprovedRejected

Approved

Search...

Runbook Name	Runbook Description	Ticket Description	Generated By	Created On	Approved By	Remarks	Actions
Runbook Name	Runbook Description	Ticket Description	Mygenerator@hcl.com	10/03/2025 06:09:28 AM	Myaprover@hcl.com	Approve	<div>View SOP</div>

3. **Sync Assignment Groups & Users from ServiceNow – Roster Management System**

Added integration to automatically sync *assignment groups* and *user data* from ServiceNow into the Roster Management System. This ensures real-time alignment of personnel and team structures between platforms.

ITSM Tools and Modules Information *

Select IT Service Management (ITSM) tools and all modules which you want to be handled via product.

Incident Management

-Select-

Change Request Task

-Select-

SR Request Item

-Select-

Change Request

-Select-

User Management

ServiceNow

Event Management

-Select-

Service Request Task

-Select-

CMDDB CI

-Select-

Service Request

-Select-

Group Management

ServiceNow

Vulnerability Management

-Select-

Sub-Task Management

-Select-

User Management

-Select-

-Select-

ServiceNow

4. **Saviynt Tool Integration**

Added support for integrating with the *Saviynt Tool*. This enables secure and automated management of user identities, roles, and access across enterprise applications.

Add/Edit Key Vault Configuration

Tool Name *
Saviynt

Configuration Name *

Description *

Account Id *

Cancel
Save

Secret Selector

Input Type
Saviynt

Value
MyTestKey

Key	Value
Description	MyTestKey
Account Id	MyTestKey

Cancel
Save

5. Kafka Adapter

Developed a new *Kafka Adapter* for seamless data streaming and real-time communication for Ticket fetch and pushing runbook execution.

Home > Advanced Configuration > Configure Kafka Details > Configure Kafka Details View

Kafka Server *
Enter Server

Port *
Enter Port

Clear
Submit

6. ServiceNow Vulnerability Module – ITSM Integration

Integrated the *ServiceNow Vulnerability Response Module* with IT Service Management (ITSM). This provides automated ticketing, risk prioritization, and workflow management for identified vulnerabilities.

ITSM Tools and Modules Information *

Select IT Service Management (ITSM) tools and all modules which you want to be handled via product.

Incident Management

ServiceNow

Service Request Task

-Select-

Change Request Task

-Select-

CMDM CI

-Select-

SR Request Item

-Select-

Service Request

-Select-

Change Request

-Select-

Group Management

-Select-

User Management

-Select-

Vulnerability Management

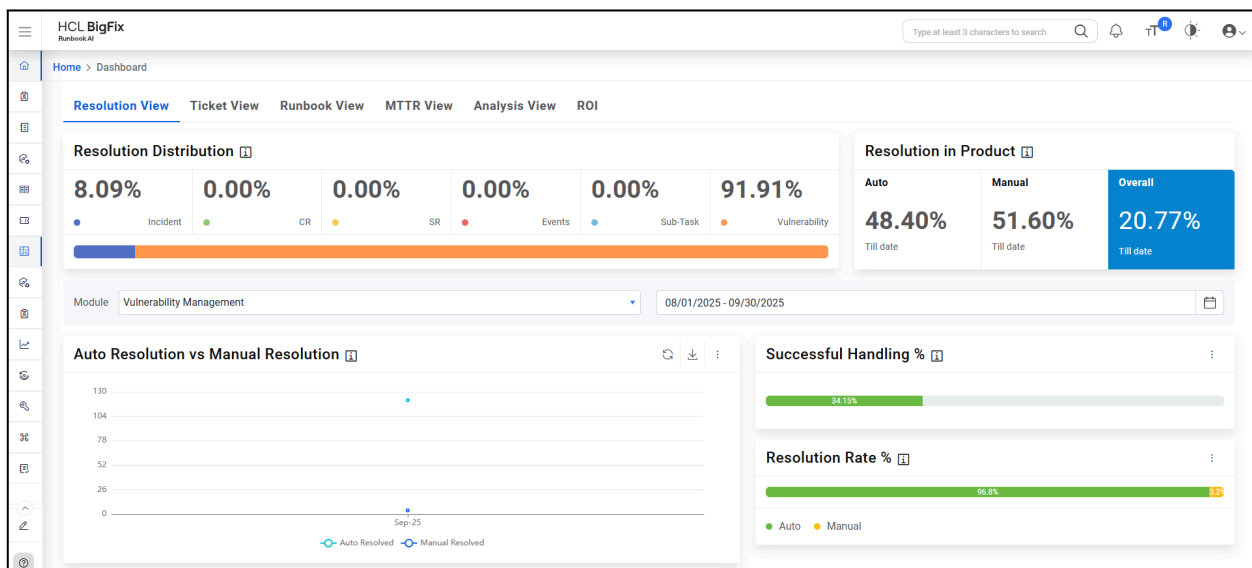
ServiceNow

Event Management

-Select-

Sub-Task Management

-Select-



DataSource Details

Fetch Data

Release Rules

Close Rules

InProgress Rules

DataSource Details

Module *

Vulnerability Management

Service *

ServiceNow

Integration Type *

REST API

Ticket Managed by Product Job

Closure

InProgress

Data Source Name *

MyDataSource

Unix Time Stamp

Disabled

Time Zone *

GMT (Greenwich Mean Time GMT+00:00)

Cancel

Next

Enhancement

1. Python Version Upgrade to 3.12.6

Upgraded the Python runtime to version 3.12.6 to ensure better performance, improved security, and compatibility with modern libraries.

2. OpenSSL Version Upgrade to 3.6.0

Enhanced encryption and data security by upgrading OpenSSL to version 3.6.0, ensuring compliance with the latest cryptographic standards.

3. Apache Version Upgrade to 2.4.65

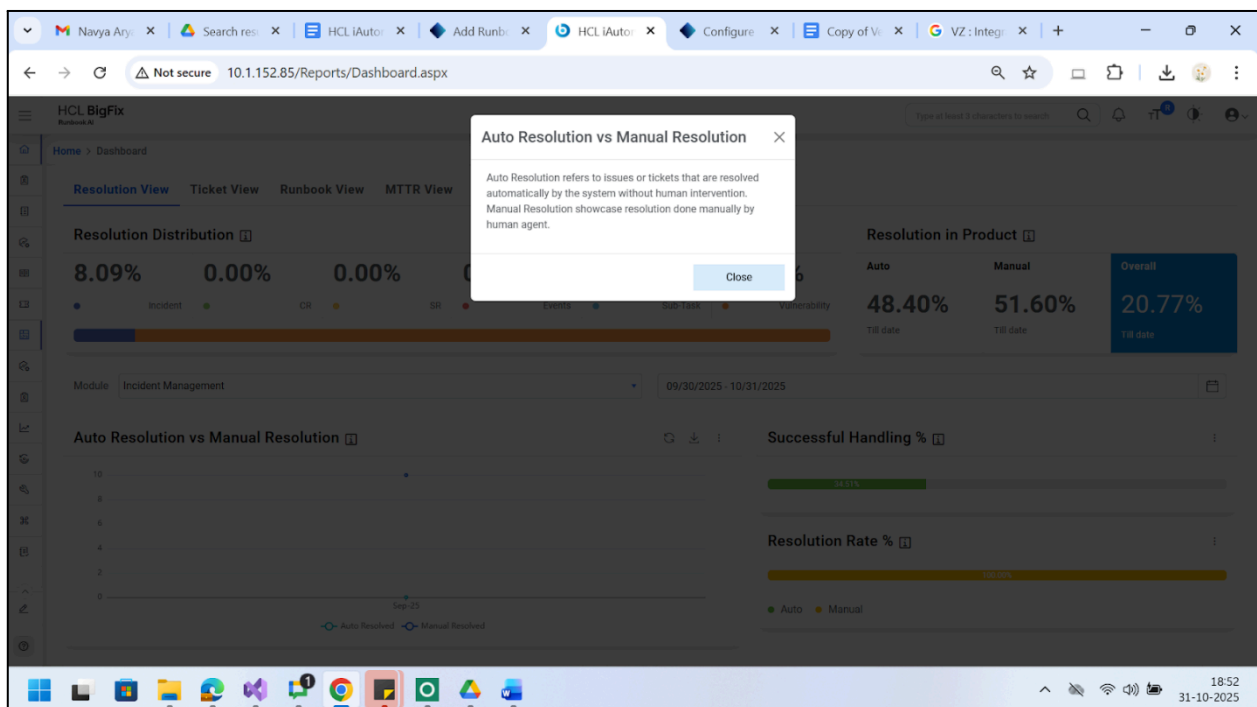
Updated Apache web server to version 2.4.65 for improved stability, security, and overall web performance.

4. iUnique – Reliability & Performance Enhancements

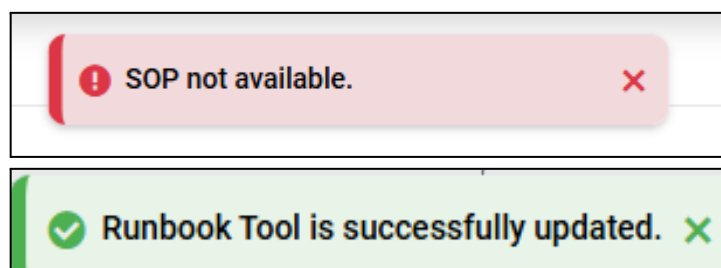
Improved system reliability and performance of the *iUnique* component through optimized code handling, reduced latency, and improved load balancing.

5. UI Enhancement

- Allow resetting on Manage SMTP page.
- Users can now expect clearer explanations and additional context for the data presented in each widget, making it easier to interpret metrics and understand trends briefly in Dashboard.



- Tooltips across the entire application have been reviewed and updated for consistency and clarity. This pervasive improvement aims to provide helpful information wherever users encounter interactive elements.
- KRS Theme has been updated in accordance with latest UI changes.
- All system alerts, error messages, and confirmation prompts have been standardized. The red alert usually shows failure of an event and green shows success of an event.



- Added pipelined to support to multiple pipeline execution in ADO.

- The "Manage SMTP" section has been renamed "Manage Notifications." This change aligns the terminology with the comprehensive notification management capabilities offered within this area.

6. Syslog Enhancement

Expanded Syslog capabilities for better monitoring and log management.

- Added backend service components' logs to the Syslog server.
- Introduced the ability to select specific service components for Syslog logging.
- Added an option to choose the log storage system (Database / Syslog).

Name	Log Type
Active Directory	<input checked="" type="checkbox"/> Database <input type="checkbox"/> Syslog
Assignment Service	<input checked="" type="checkbox"/> Database <input type="checkbox"/> Syslog
DAG Service	<input checked="" type="checkbox"/> Database <input type="checkbox"/> Syslog
Data Collector	<input checked="" type="checkbox"/> Database <input type="checkbox"/> Syslog
Email Service	<input checked="" type="checkbox"/> Database <input type="checkbox"/> Syslog

7. **Playbook Generation Enhancement**

Enhanced the playbook generation process to increase flexibility and control over logging and execution.

- Disabled the chat option if playbook is generated and ticket is 'marked for release'

Open Tickets My Tickets Assigned Tickets Released Tickets			
Open Tickets			
Type at least 3 ch... [Download] [Refresh] [Auto Refresh]			
Ticket Number	Ticket Details	Status	Actions
INC0000	Ticket Name Ticket Description 11/03/2025 02:35:42 AM	Marked For Release	<div>Ticket has been marked for release</div> <div>[Grid] [List] [Chat] [More]</div>

- A page that displays the history of playbook generation including details of each generation instance, information about the requester and the approval.

Home > Runbooks > Runbook Summary

Runbook Tool *

Ansible_CLI

Open

Approved

Rejected

Open

Search...

Q

Runbook Name	Runbook Description	Ticket Description	Generated By	Created On	Actions
Runbook Name	Runbook Description	Ticket Description		09/19/2025 09:00:06 AM	<div><div>View playbook</div><div><div><div></div><div></div><div></div><div></div><div></div><div></div></div></div></div>

1

1 - 1 of 1 items

- Added Disclaimer to all AI generated content.

Regards,
The Product Team

Disclaimer: This email contains content generated with the assistance of Artificial Intelligence (GenAI). While the system is designed to provide accurate and relevant information, the generated content may not always be fully complete or error-free. Please review and validate before taking action.

- Approvers can send remarks to the requestor regarding YAML code. it is noted that these remarks are for information only and will not trigger an Approve/Reject action.
- A feature allowing requestors to modify YAML code and resubmit it for approval.

Playbook:Name

-Playbook Description

Custom Credential

Execution Environment

Remarks*

CloseCopy to clipboardUpdate Playbook

8. Pre-Requisite Installer Enhancement

Improved the pre-requisite installation process for smoother deployments.

- Enable a re-run option for the installer if any prerequisite fails partially, without wiping previous success logs.
- Show Pre-requisites relevant to the server type.

BigFix Runbook AI Installer (install) Version - 11.1

SOFTWARE SELECTION

Pre-Requisite Selection

Select AllUnselect All

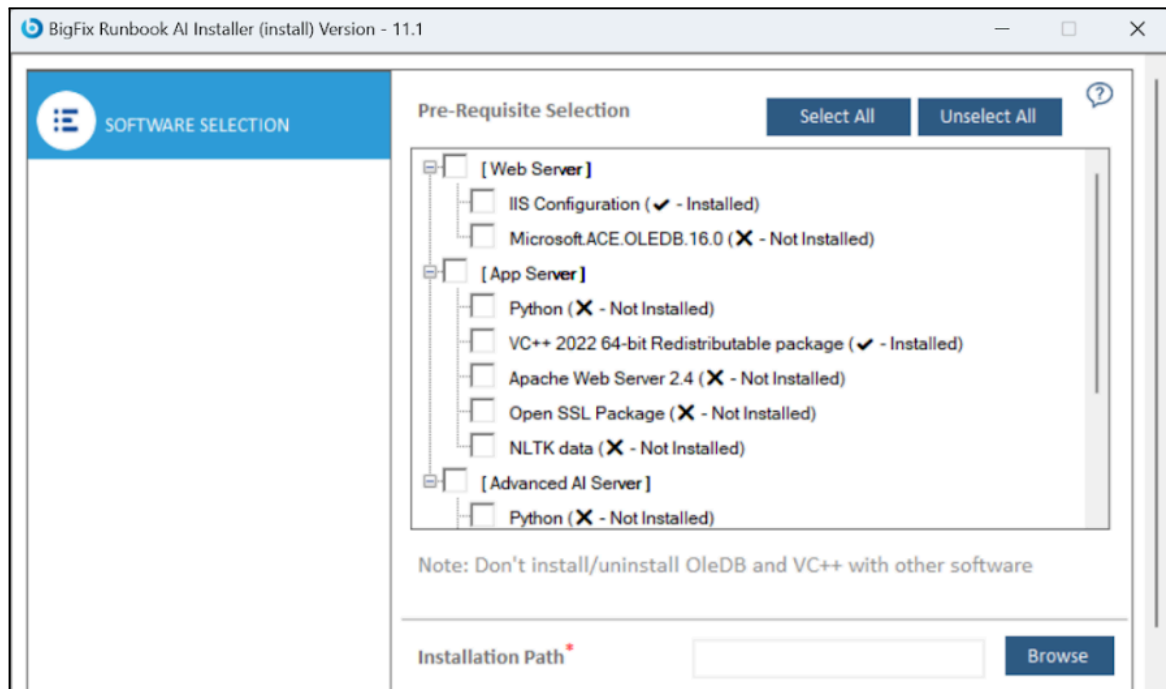
☐ [Web Server]
☐ [App Server]
☐ [Advanced AI Server]

Note: Don't install/uninstall OleDb and VC++ with other software

Installation Path*

Browse

- Show a clear message instead of attempting reinstallation in case of prerequisite is already present.



9. Indexing Support for Related Ticket & Knowledge Article APIs in AEX

Introduced indexing support to optimize search and retrieval performance for related tickets and knowledge articles via AEX APIs.

Bug Fixes

- While creating a runbook tool with the **Ansible CLI**, popup prompts for the authentication type. However, no authentication options are displayed in the popup, blocking the tool creation process.
- Users are unable to edit existing data configurations. When attempting to select a module, the expected configuration popup does not appear. This prevents any modifications to current configurations.
- On the Shift Management page, the days and corresponding dates are not displayed in a continuous flow.
- Schedule runbook tab, operation admin role unable to see module and runbook, when user logging in with Operation admin role, user is facing issue in selecting module and runbook tool.
- Runbook creation allows duplicate default parameter values.
- Inconsistent validation for mandatory parameters with BigFix_SA tool between runbook creation and editing.
- Request body textbox not cleared after clicking Reset button on fetch data tab in manage data source page.



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