HCLSoftware

# BigFix Runbook AI
# 11.1 Release Notes

HCL BigFix
Runbook AI

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# Release Details

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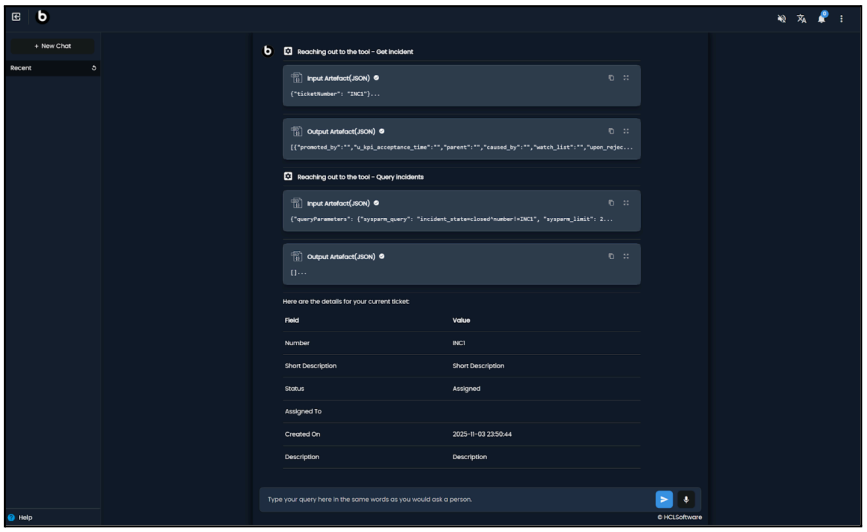
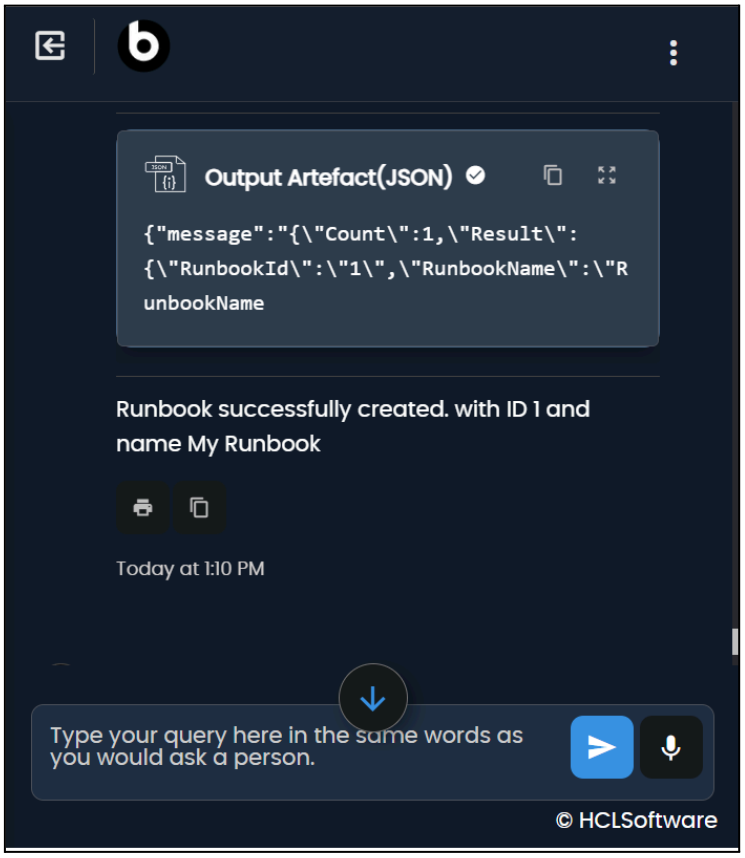
|---|---|
| Product / Service Name | HCL BigFix Runbook AI |
| Version Number | 11.1 |
| Release Date | 27th November 2025 |

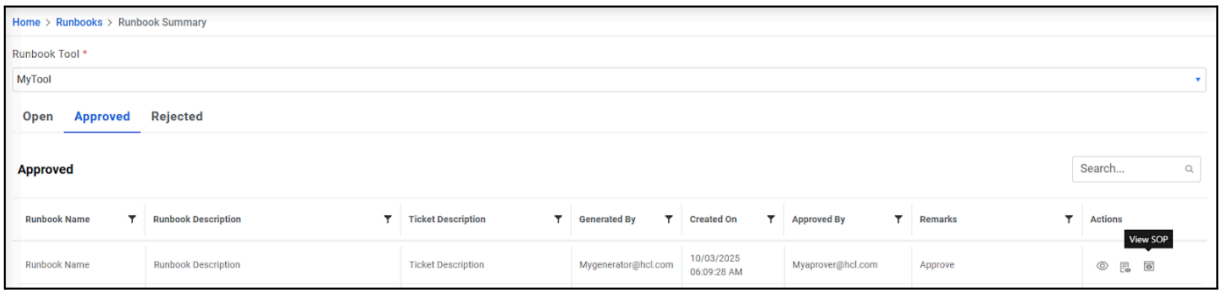
# New Features:

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.

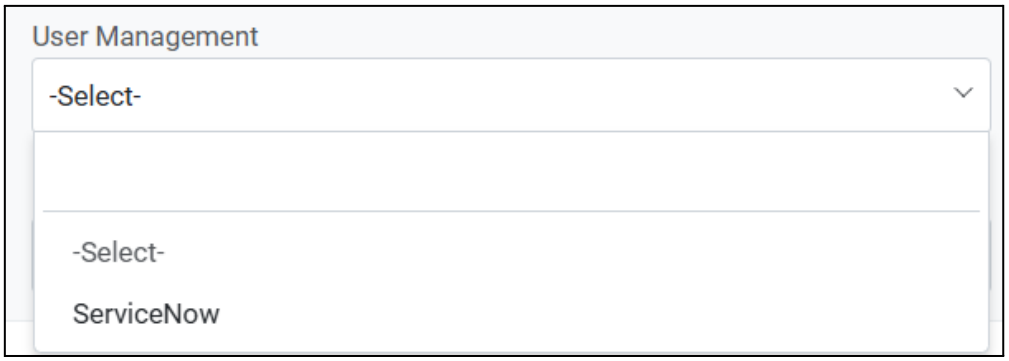


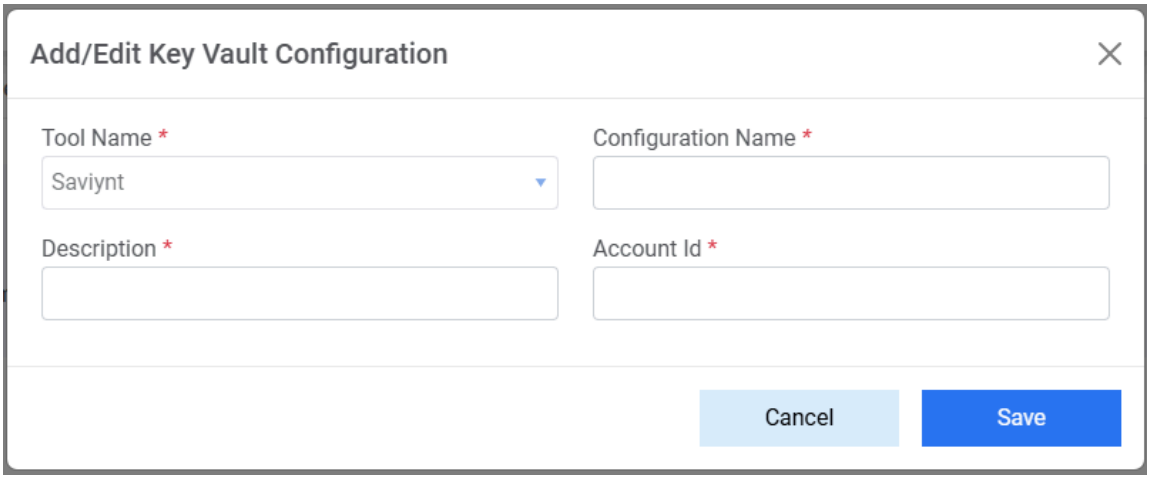
2. **GenAI-Driven SOP for Playbook**
   Implemented *Generative AI* capabilities to automatically create and refine Standard Operating Procedures (SOPs) within playbooks. This feature enhances accuracy, reduces manual effort, and ensures consistent process documentation.

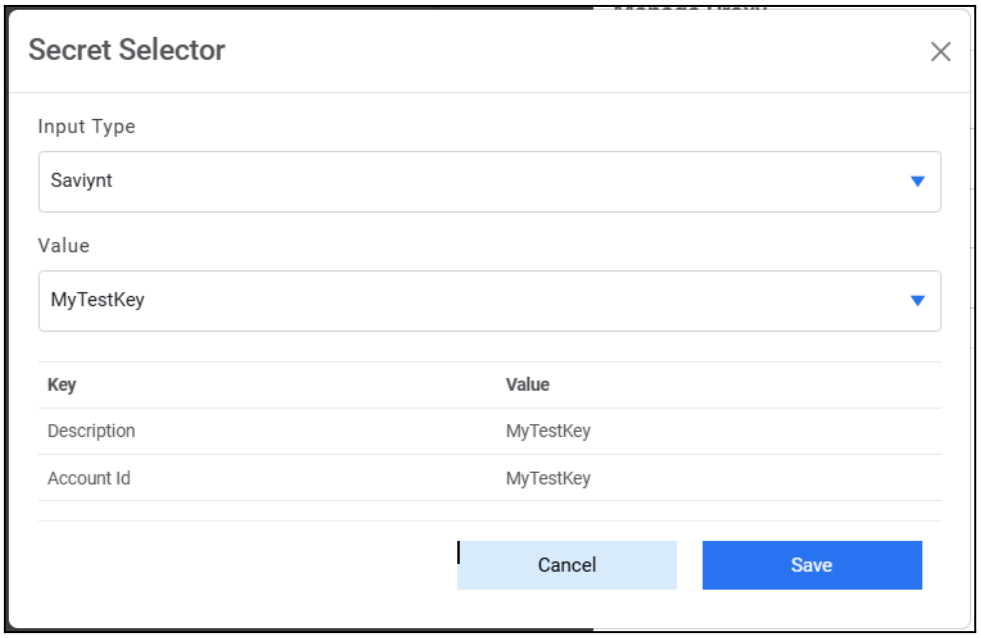



3. **Sync Assignment Groups & Users from ServiceNow – Roster Management System**
   Added integration to automatically sync *assignment groups* and *user data* from ServiceNow into the Roster Management System. This ensures real-time alignment of personnel and team structures between platforms.

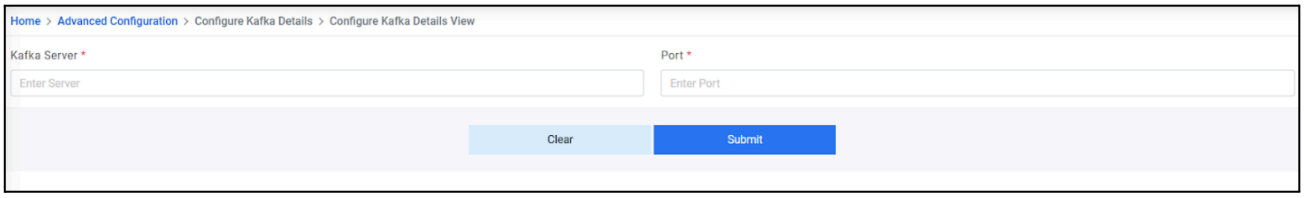



4. **Saviynt Tool Integration**
   Added support for integrating with the *Saviynt Tool*. This enables secure and automated management of user identities, roles, and access across enterprise applications.

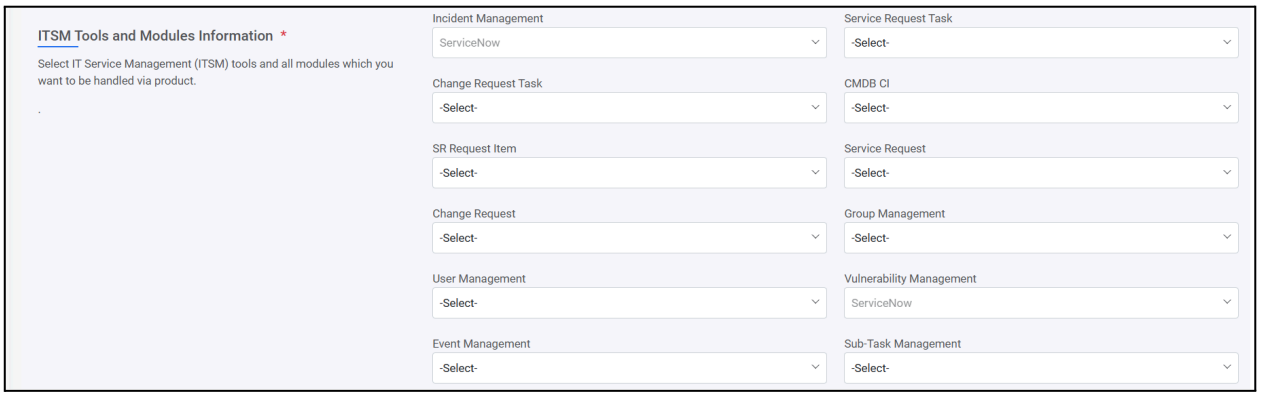


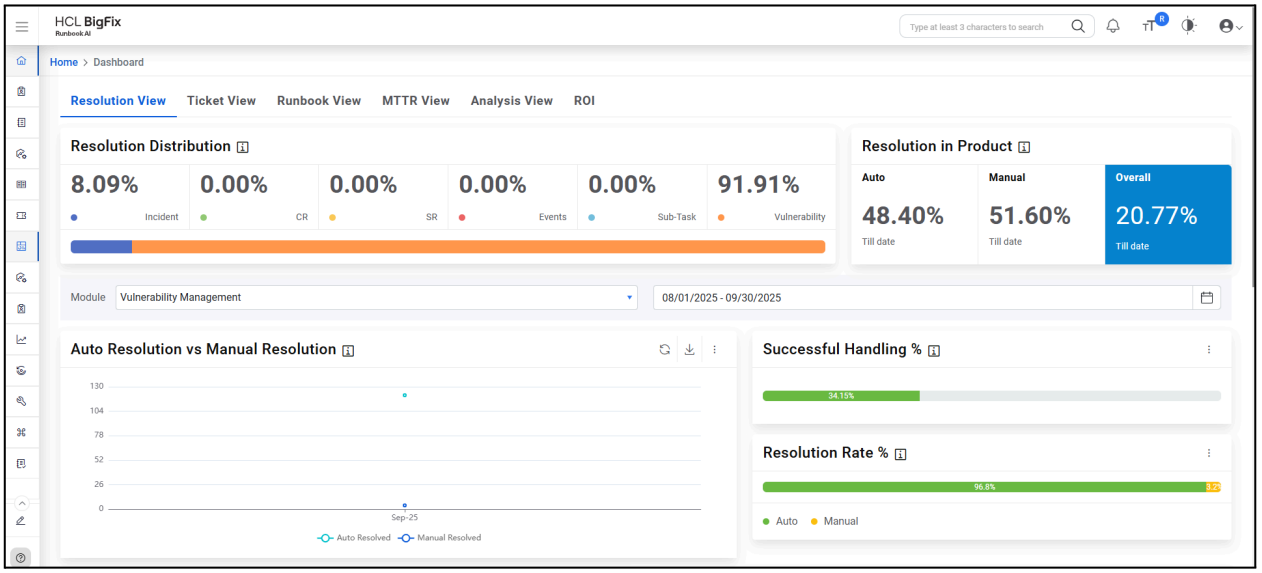



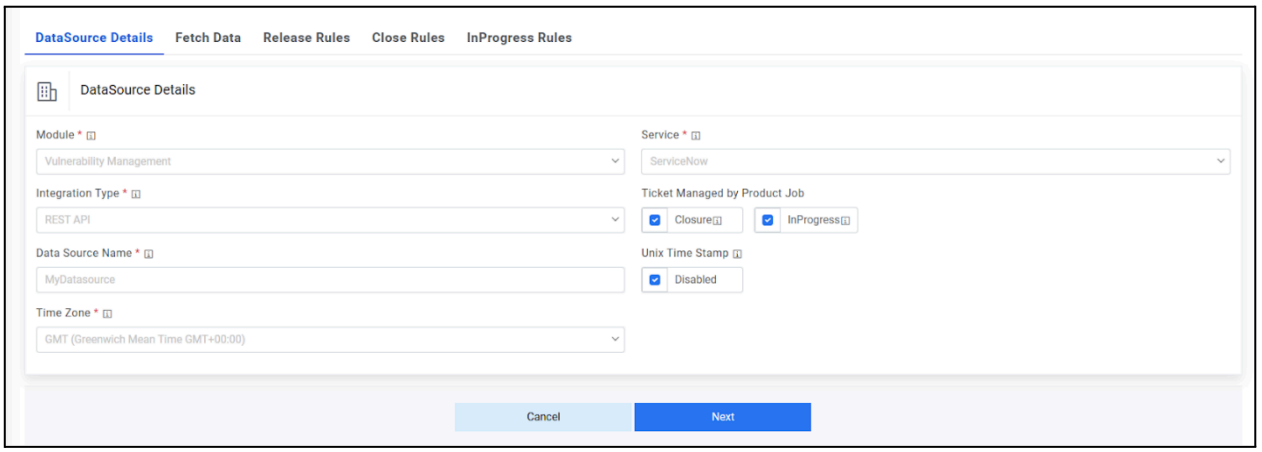

5. **Kafka Adapter**
   Developed a new *Kafka Adapter* for seamless data streaming and real-time communication for Ticket fetch and pushing runbook execution.




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.



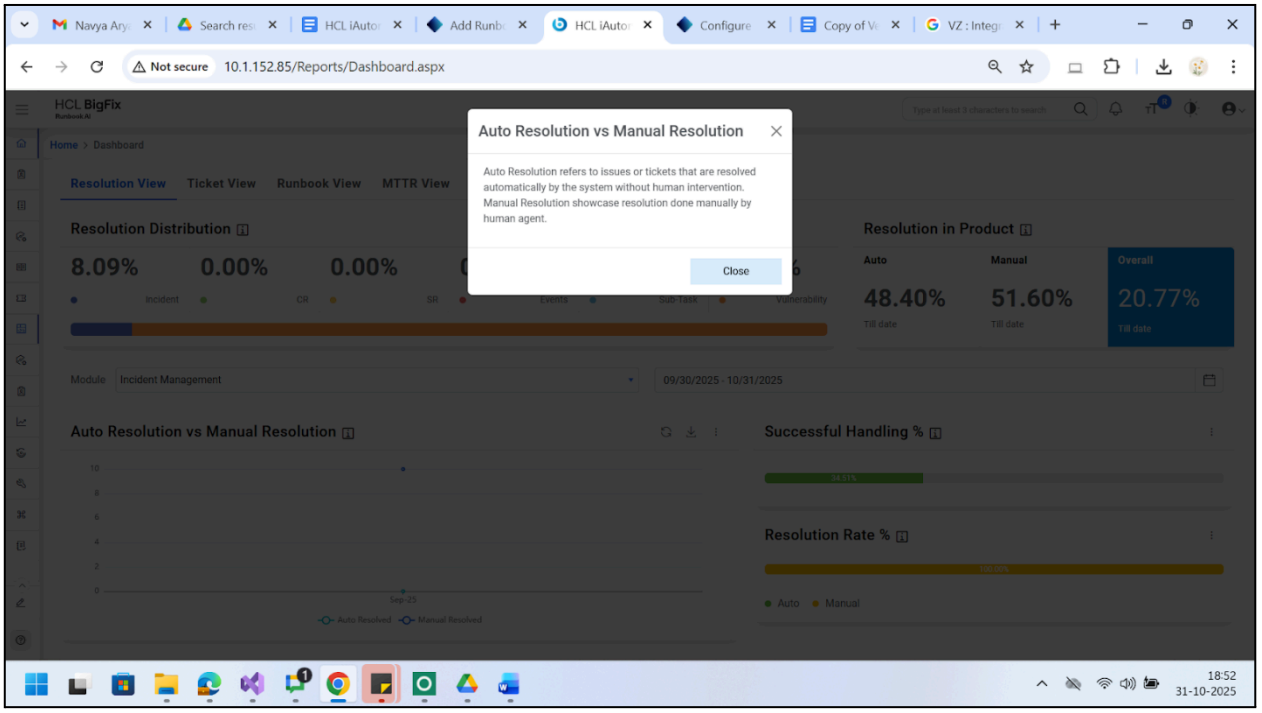



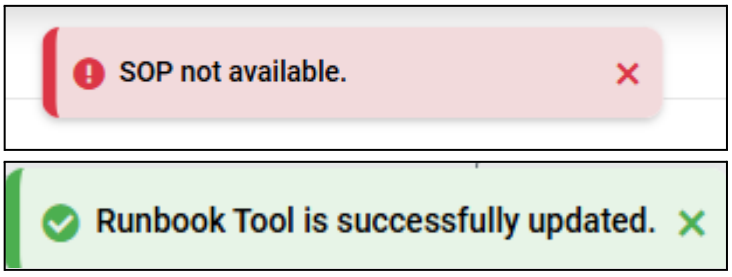

# Enhancement

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.

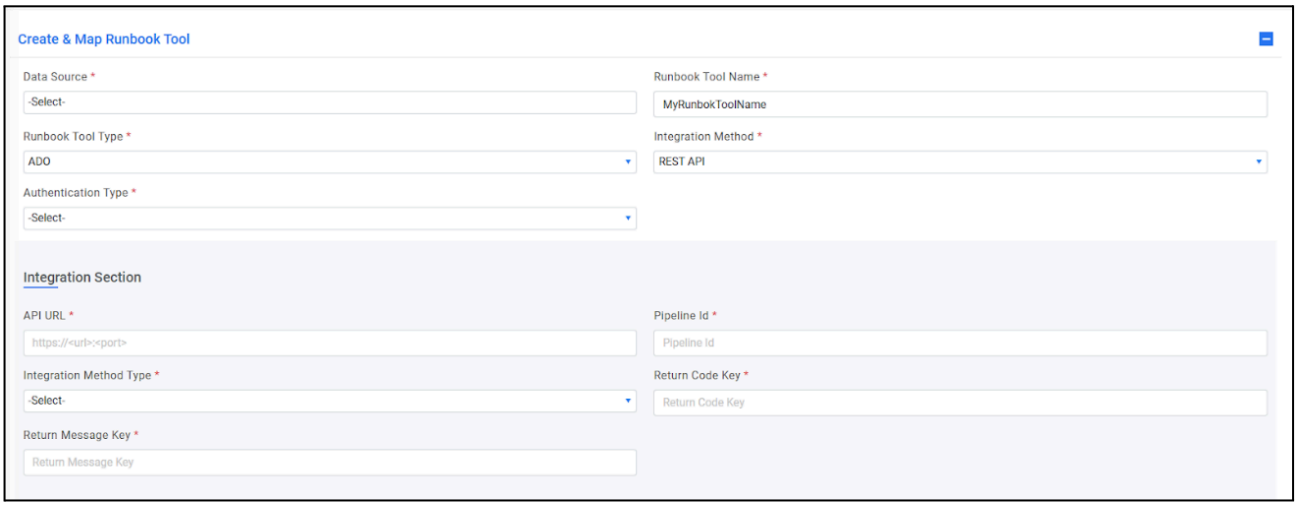
2. **OpenSSL Version Upgrade to 3.6.0**
   Enhanced encryption and data security by upgrading OpenSSL to version 3.6.0, ensuring compliance with the latest cryptographic standards.
3. **Apache Version Upgrade to 2.4.65**
   Updated Apache web server to version 2.4.65 for improved stability, security, 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.

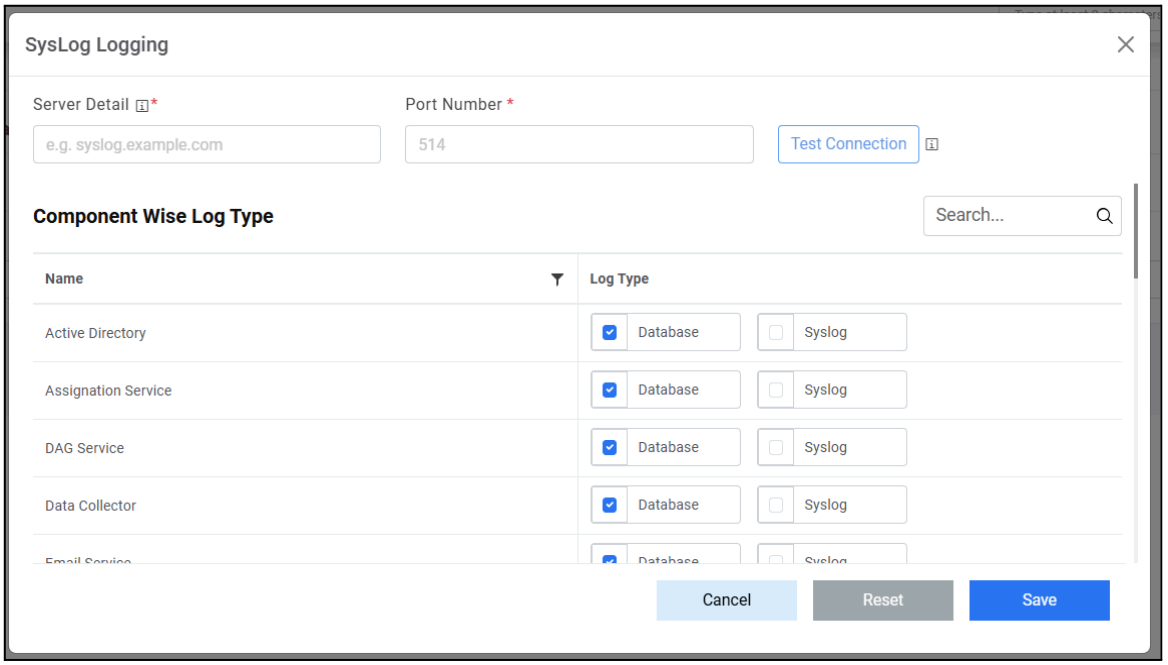



- The "Manage SMTP" section has been renamed "Manage Notifications." This change aligns the terminology with the comprehensive notification management capabilities offered within this area.

6. **Syslog Enhancement**

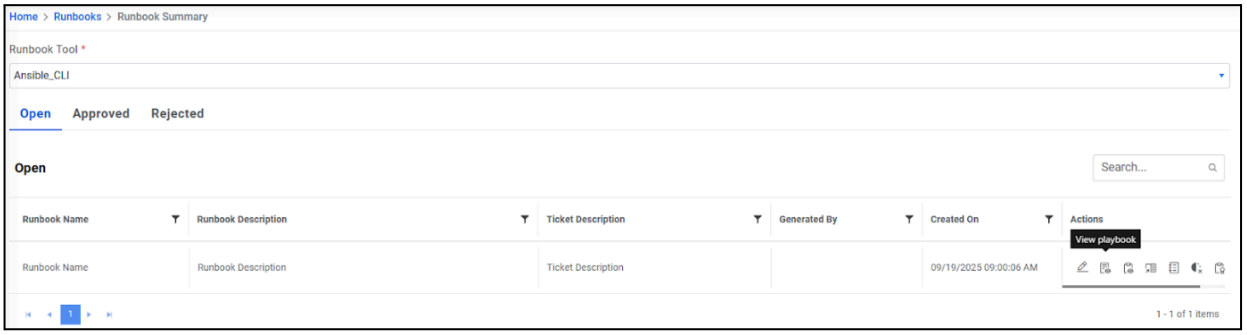
Expanded Syslog capabilities for better monitoring and log management.

- 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).

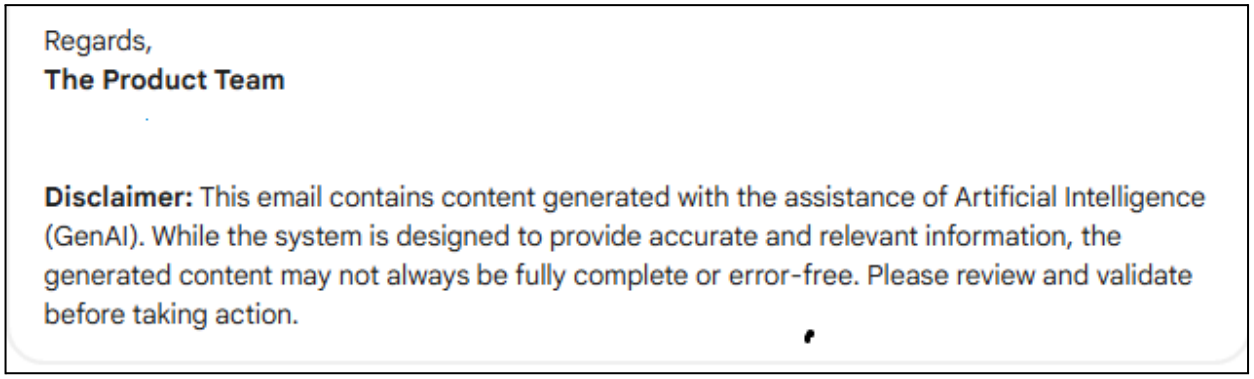


7. **Playbook Generation Enhancement**
Enhanced the playbook generation process to increase flexibility and control over logging and execution.
    - Disabled the chat option if playbook is generated and ticket is 'marked for release'

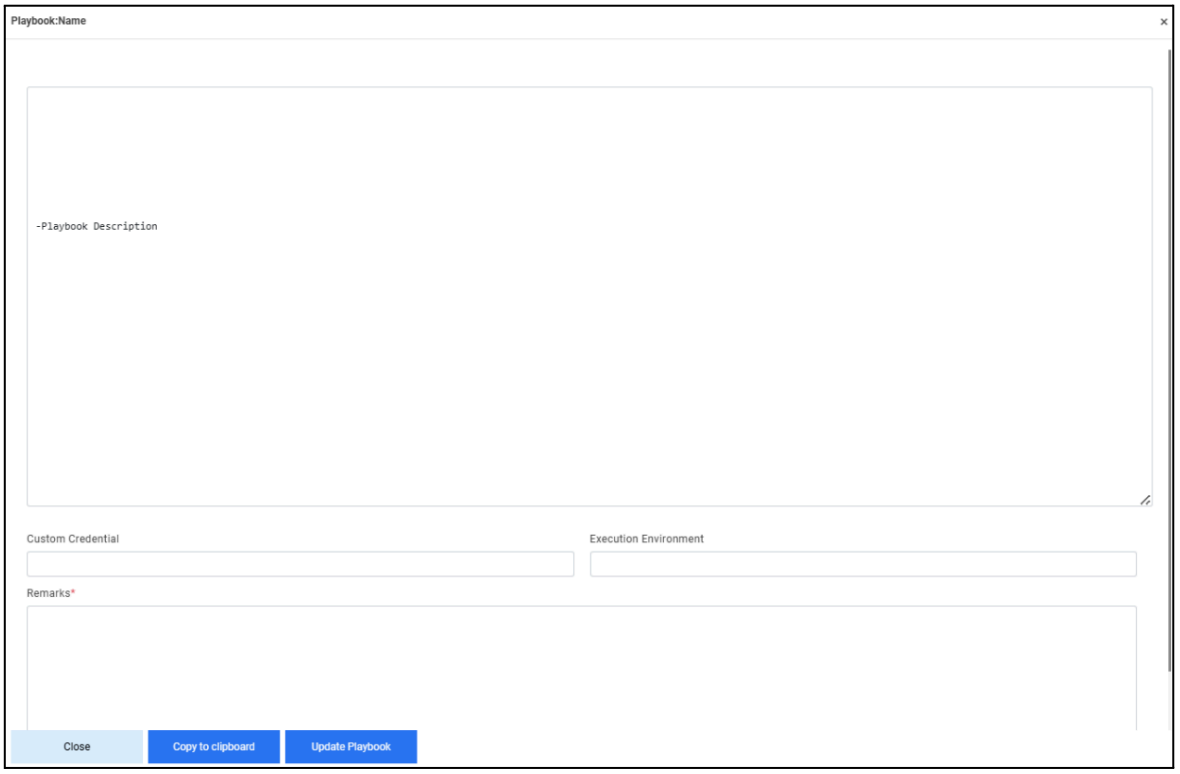
    - A page that displays the history of playbook generation including details of each generation instance, information about the requester and the approval.



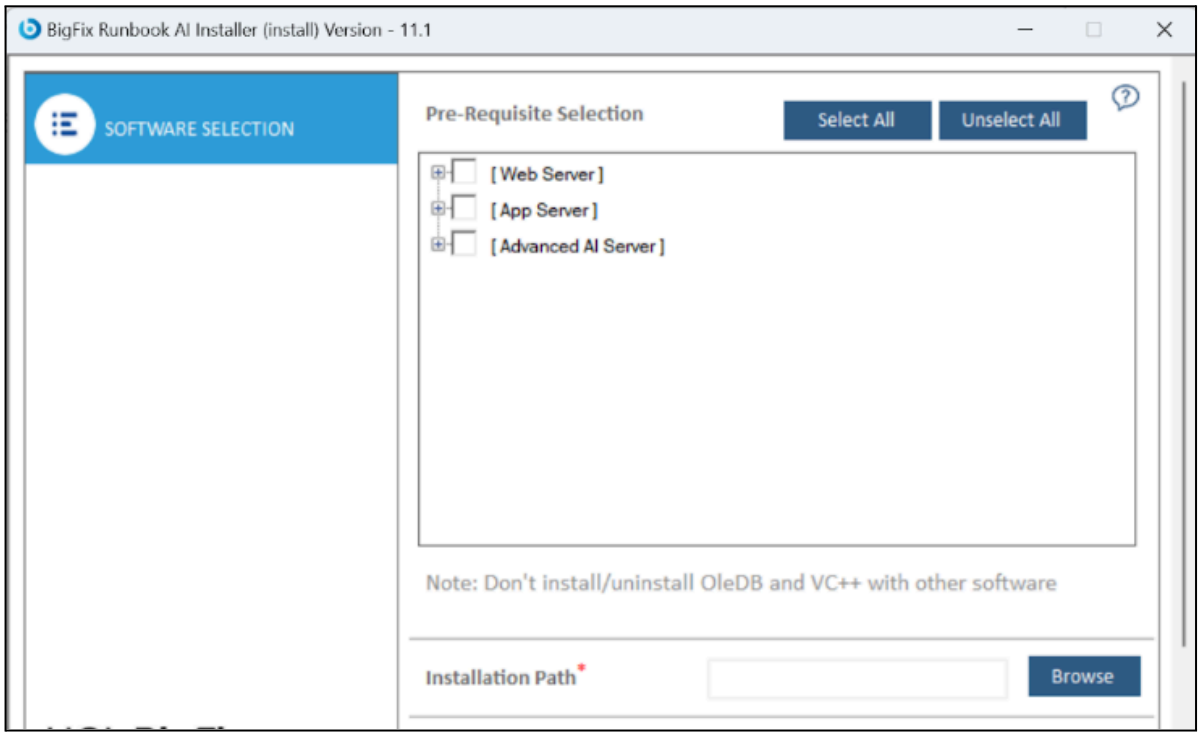

    - Added Disclaimer to all AI generated content.



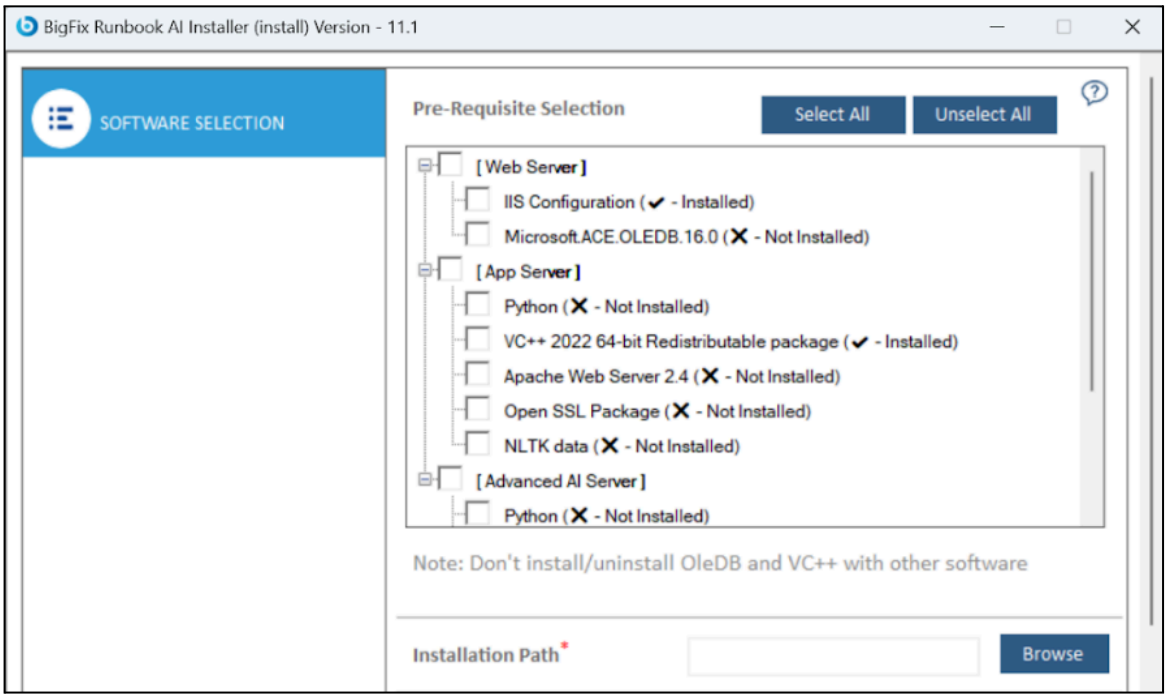

    - Approvers can send remarks to the requestor regarding YAML code. it is noted that these remarks are for information only and will not trigger an Approve/Reject action.
    - A feature allowing requestors to modify YAML code and resubmit it for approval.




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.



- 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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