

HCLSoftware

Version 6.5.1 Release Notes



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New Features:

1. **Integration with GitLab Runner:** Enabled seamless integration with GitLab Runner as a Runbook Automation (RBA) tool.

Runbook Tools *
Choose the Runbook Automation tools that execute runbooks via product.

☐ ITPAM
☐ SCORCH
☐ Micro Focus OO
☐ ANSIBLE TOWER/AWX
☐ Bligfix
☐ ANSIBLE Inside
☐ Bligfix_SA
☒ GitLab Runner

☐ vRO
☐ BMCAO
☐ ANSIBLE CLI
☐ SNOW
☐ StackStorm
☐ Jenkins
☐ ADO

Cancel Submit

2. **Gamification UI- Implemented Leaderboard and Agent Profile Views:**
The Gamification UI has been enhanced with the successful implementation of both the leaderboard and agent profile views. These new features provide users with a comprehensive overview of agent performance and progress, fostering a sense of achievement within the platform.

HCL iAutomate
Home > Runbook Management > Leaderboard

Leaderboard

Points Box Journey

Sort by Weekly Monthly Quarterly All time

Search...

Name	Total Points	Badges
User 1	1354	Master
User 2	40	Apprentice

1-2 of 2 items

Note: User is listed only after taking action on a ticket.

HCL iAutomate
Home > Runbook Management > Profile View

USER
user1@hcl.com IBM iAA

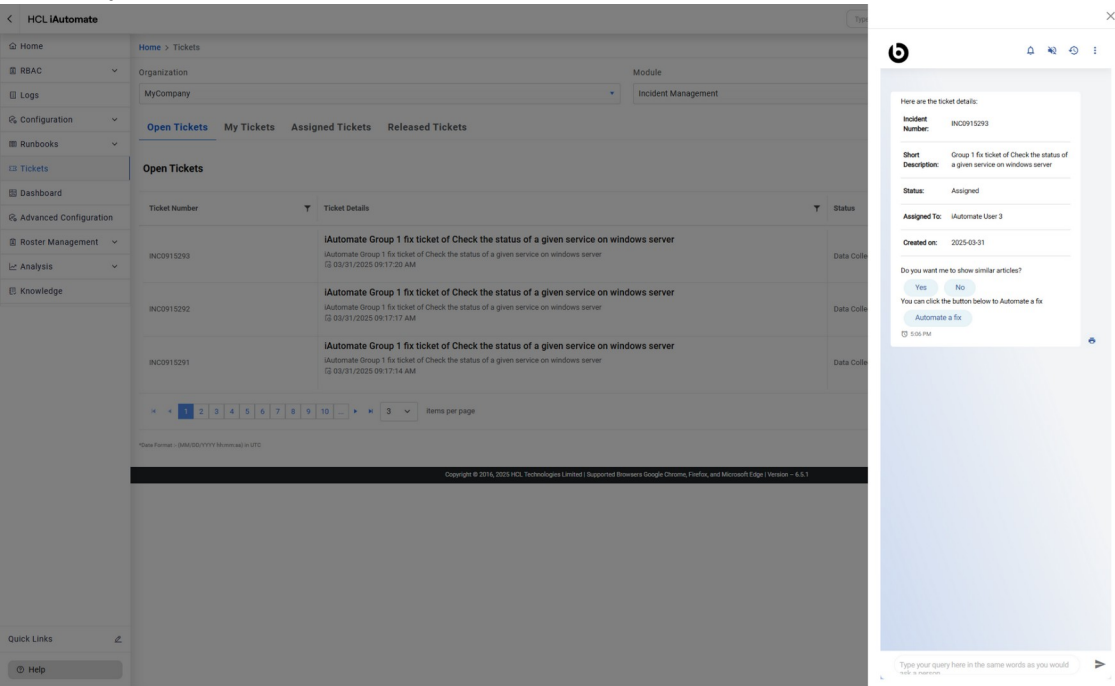
Novice! 35 Points
View Points History

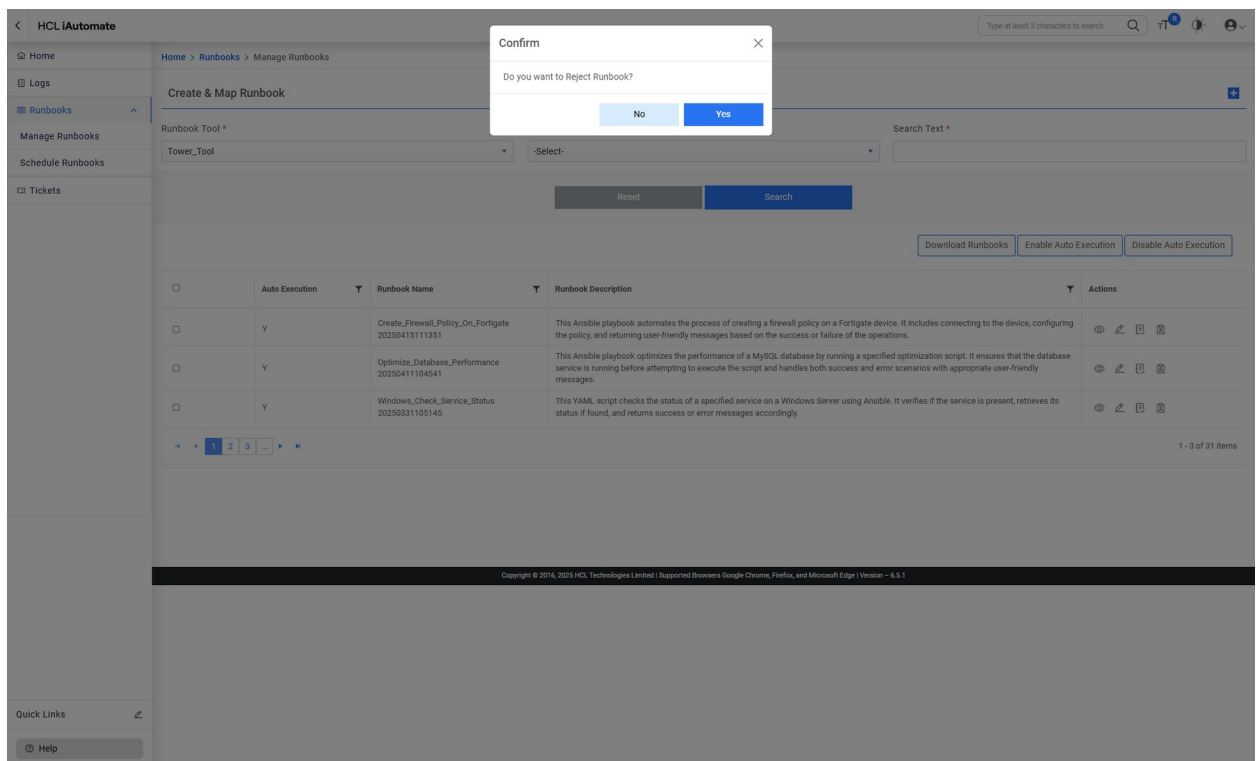
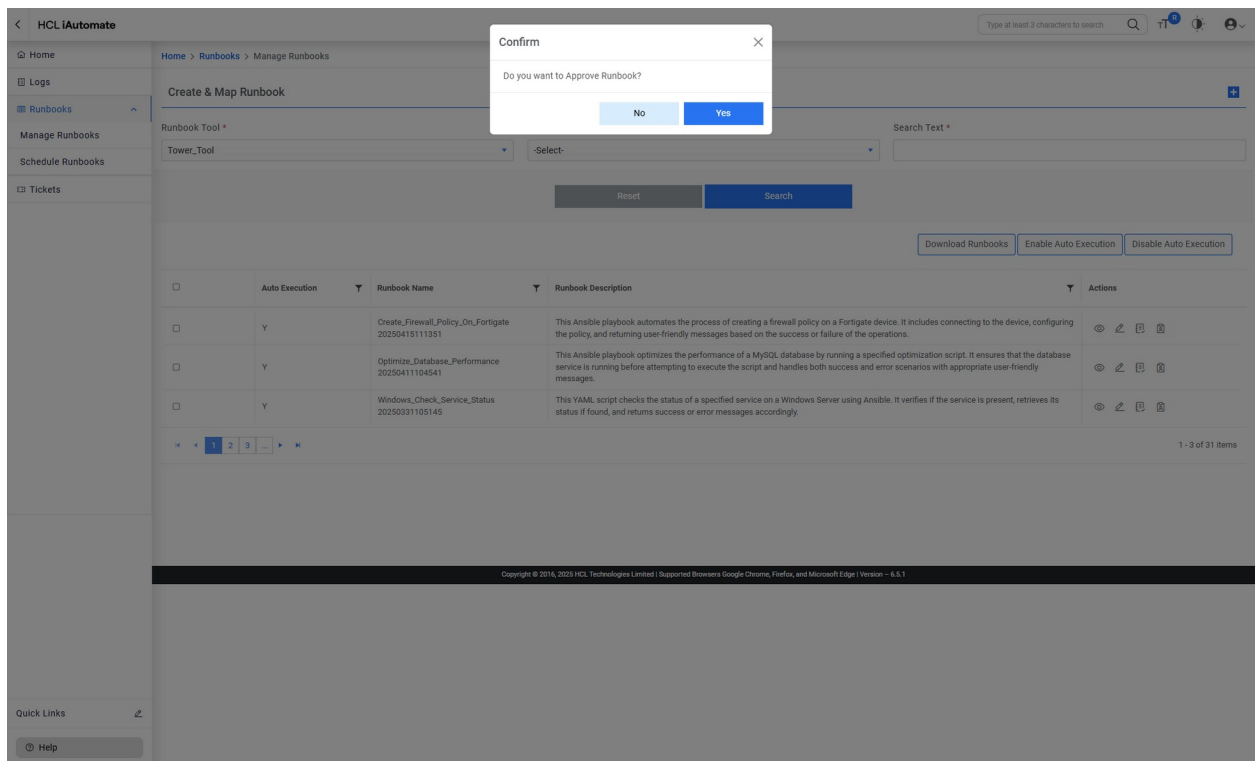
Overview
Total 0.00% Growth this month

My Level 35
My Badges 1
My Certificates 0

3. **Playbook Generation: Dynamic content insertion, error handling & validation, Approval Process:**

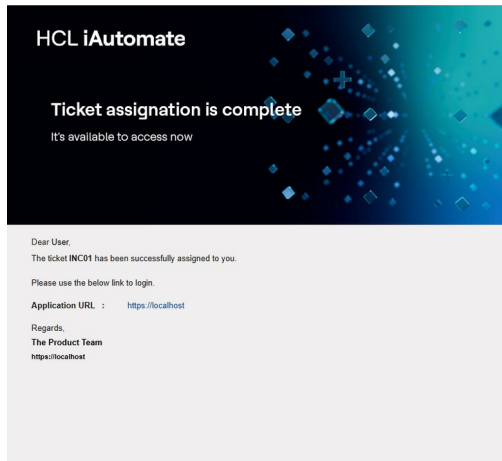
Enables automatic addition of relevant content, improved error management and validation checks to ensure accuracy, and a streamlined approval workflow for greater efficiency and collaboration.



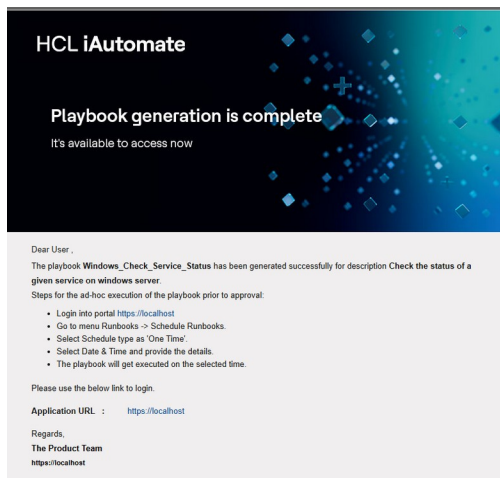


4. Notification Types:

- **Agent assignment notifications:** Notifications are now triggered upon task or incident assignment, ensuring timely awareness and action by the designated agent or team.



- **Runbook generation notifications:** Notifications are sent to the relevant team or agent upon runbook generation, including issue details, recommended actions, and approval links.



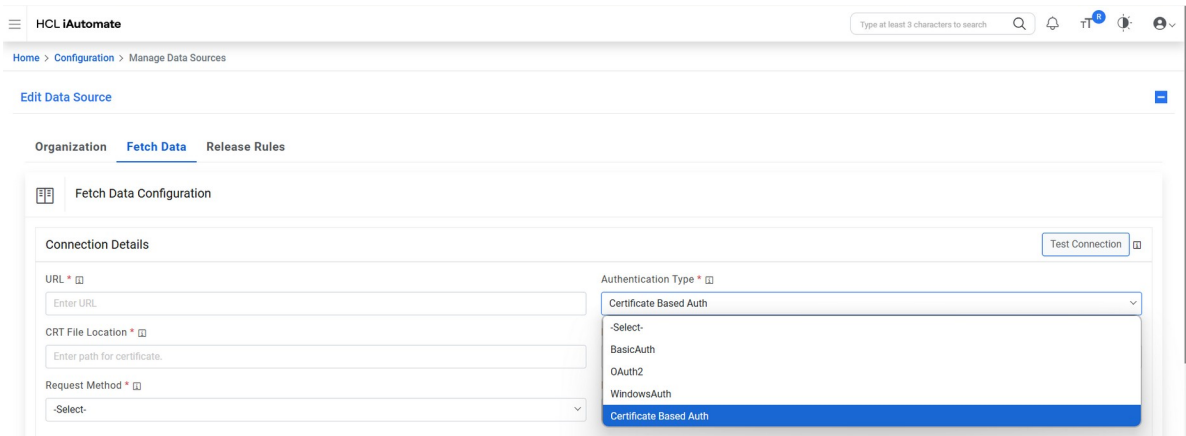
5. New screen in NetBot to track Change Request, task history including reference of execution.

This provides users with an enhanced screen dedicated to monitoring Change Requests. The new screen displays the Change Requests themselves along with a comprehensive overview of task history, including valuable execution references for each task. This enhancement allows users to track the progress of Change Requests and gain insights into the specific actions taken during the execution of associated tasks.

Enhancement

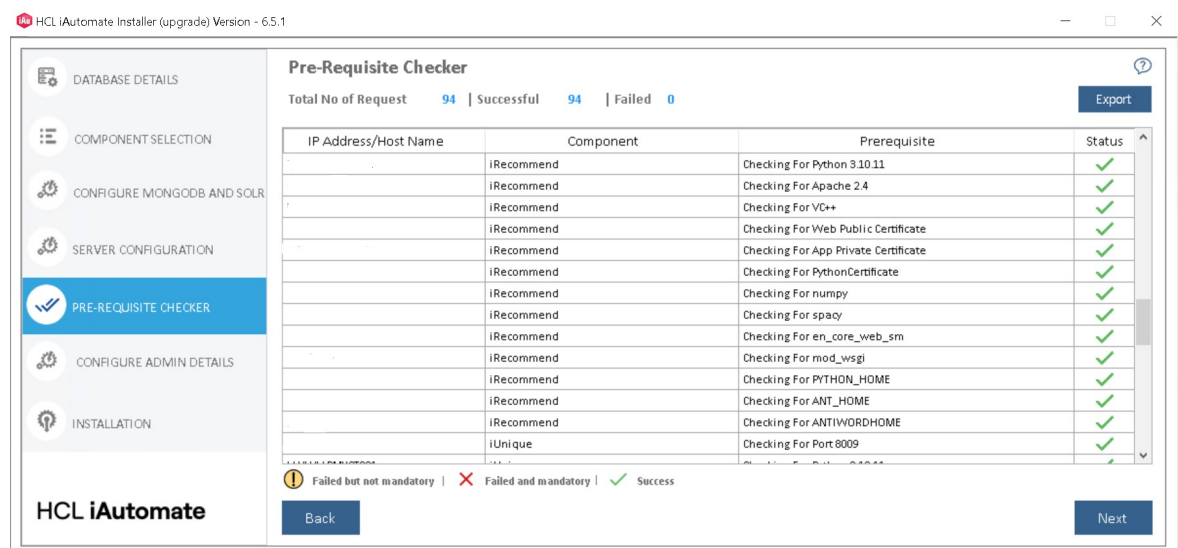
1. Support Certificate based Authentication for Service Now

- 1.1. **New Security Feature:**
Introduced an additional layer of security by enabling user authentication via digital certificates instead of traditional passwords.
- 1.2. **Attachment Upload/Download for SR & CR:**
Enabled the upload and download of attachments for Service Requests (SR) and Change Requests (CR) for enhanced functionality.



2. **Installer Enhancement - Ensure the pre-requisite checker validates Python module versions (e.g., NumPy, spaCy)**

The installation process has been enhanced with a robust pre-requisite checker that validates the versions of key Python modules, including NumPy and spaCy. This ensures that the correct module versions are installed, preventing compatibility issues. By confirming these dependencies upfront, the enhancement minimizes the risk of conflicts during installation. This results in a smoother and more reliable setup, ensuring the software operates as intended.



3. **Dashboard for Ticket Analysis Enhancements.**

The Dashboard for Ticket Analysis has been enhanced to provide users with better

[Home](#) > [Dashboard](#)

[Resolution View](#)
[Ticket View](#)
[Runbook View](#)
[MTTR View](#)
[Analysis View](#)
[ROI](#)

Environment
CSV

Organization
MyCompany

03/15/2025 - 04/15/2025

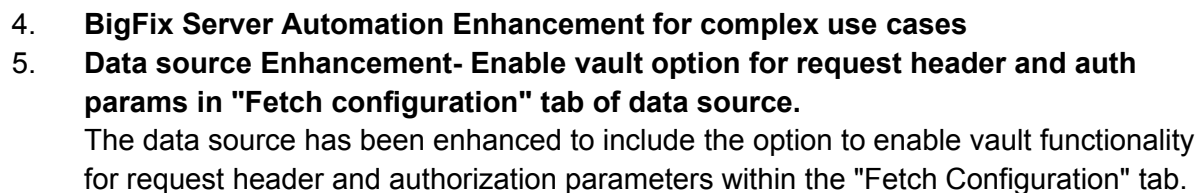
Analysis 1

Analysis Name TestingAgentAssignment	Module Name Incident Management
Created on 03/23/2025 06:11:14 AM	Status Pending Verification
Type Environment	

[Download Data](#)
[Download Report](#)
[View](#)

1 - 1 of 1 items

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This improvement allows for secure storage and management of sensitive data, ensuring better protection of credentials used in API calls and data-fetching operations.

The screenshot shows the 'Edit Data Source' page in HCL iAutomate. It features a top navigation bar with 'Home', 'Configuration', and 'Manage Data Sources'. Below this, there's a 'Fetch Data Configuration' section. The 'Request Authentication Parameters' table is the focus, with a 'Vault Parameter' selected in the 'Value' column. Other sections like 'Request Header Parameters' and 'Connection Details' are also visible.

6. Configured runbooks can now be exported.

The latest update introduces the ability to export configured runbooks, enabling users to securely save and share customized automation workflows. This enhancement fosters collaboration, supports workflow standardization, and enhances reusability across various environments.

The screenshot displays the 'Manage Runbooks' page. It includes a 'Create & Map Runbook' section at the top. Below this is a table with columns: 'Runbook Tool', 'Search Column', 'Search Text', and 'Actions'. Two runbooks are listed: 'Check_Service_Linux' and 'Check_Service_Windows'. The 'Actions' column for each runbook contains icons for 'Download Runbooks', 'Enable Auto Execution', and 'Disable Auto Execution'.

7. Implement Wrapper for Ansible CLI

8. Enhancement in Agent Ranking & Roster Management

1. **Enable Admin to select the status that should be changed when assigning a ticket-** Admins can now preset the ticket status that's automatically applied when assigning tickets to agents.

The screenshot shows the 'Agent Configuration' page. It features a section for 'Assignment Ticket Status'. This section contains a table with columns for 'Status' and 'Action'. The 'Status' column has a dropdown menu with 'Assign' and 'Inprogress' options. The 'Action' column has a 'Submit' button.

2. **Display shift of logged in user in user info section-** The enhancement enables the display of the current shift of the logged-in user. This information will be readily available in the user info section of the interface, allowing users to quickly view their assigned

shift.

user

Organization Admin

Shift: 03:30-23:30 (GMT)

Change Password

Logout

3. **Display priority of tickets in ticket description popup on Tickets Console-** In the Tickets Console, the display priority of each ticket will now be prominently visible within the ticket description popup. This enhancement allows users to quickly assess the urgency and importance of a ticket without needing to navigate to a separate field or screen.

<

HCL iAutomate

Home

RBAC

Logs

Configuration

Runbooks

Tickets

Dashboard

Advanced Configuration

Roaster Management

Analysis

Knowledge

Netbot Troubleshooting

Home > Tickets

Organization

MyCompany

Open Tickets

My Tickets

Assigned Tickets

Released Tickets

Open Tickets

Ticket Number

Ticket Details

INC0907029

Check the status of Database. Display the database status.
G 12/17/2024 08:18:34 AM

INC0906995

This playbook will check the status the given service in windows.
G 12/16/2024 10:09:57 AM

INC0906983

This playbook will check the status the given service in windows.
G 12/16/2024 10:04:57 AM

1321 1322 1323 1324

3 items per page

Quick Links

Help

Ticket Number: INC0907029

Ticket Summary

Check the status of Database. Display the database status.

Date Time

12/17/2024 08:18:34 AM

Description

Check the status of Database. Display the database status.

Priority

3

Select Runbook

View Logs

Related Tickets

Knowledge Guide

Runbook Name

Description

Confidence Score %

SME Approved

Actions

Check_the_status_of_a_give...

Check the status of a given service on Linux server

61

N

View SOP

Parameter Name

Value

role_name

Api_role_name

job_id

Api_job_id

snow_incident_id

Api_snow_incident_id

Execute

1 - 1 of 1 items

4. **Enable users to apply leaves for the next 6 months since shift creation is enabled for 6 months-** The latest update allows users to submit leave requests for the next six months, aligning with the existing shift creation and scheduling timeframe.

HCL iAutomate

Home > Roster Management > Leave Management

Search...

Leave details of user@mycompany.com

Email	Days Off	Shift Start	Shift End	Start Date *	End Date *
user@mycompany.com	169 days	04/15/2025	09/30/2025	4/15/2025	9/30/2025

10 items per page 1 - 1 of 1 items

Cancel Save

*Date Format - (MM/DD/YYYY)
Note - Leaves are shown for the next 6 months only.

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- Shift creation now includes customizable interval selection for each user-**
Administrators now have the capability to assign specific interval selections to each individual user. This enhanced functionality allows for greater flexibility and customization in managing work schedules, ensuring that each employee's shift aligns with their specific requirements and availability.

HCL iAutomate

Home > Roster Management > Default Shift Management

Default Shift

Time Zone *

GMT (GMT GMT+00:00)

Interval *

8

Start Time *

03:30

End Time *

11:30

Week Off

☒ Sun ☒ Mon ☐ Tue ☐ Wed
☐ Thu ☐ Fri ☒ Sat

Update

*Time Format - (hh:mm in 24-hr format)

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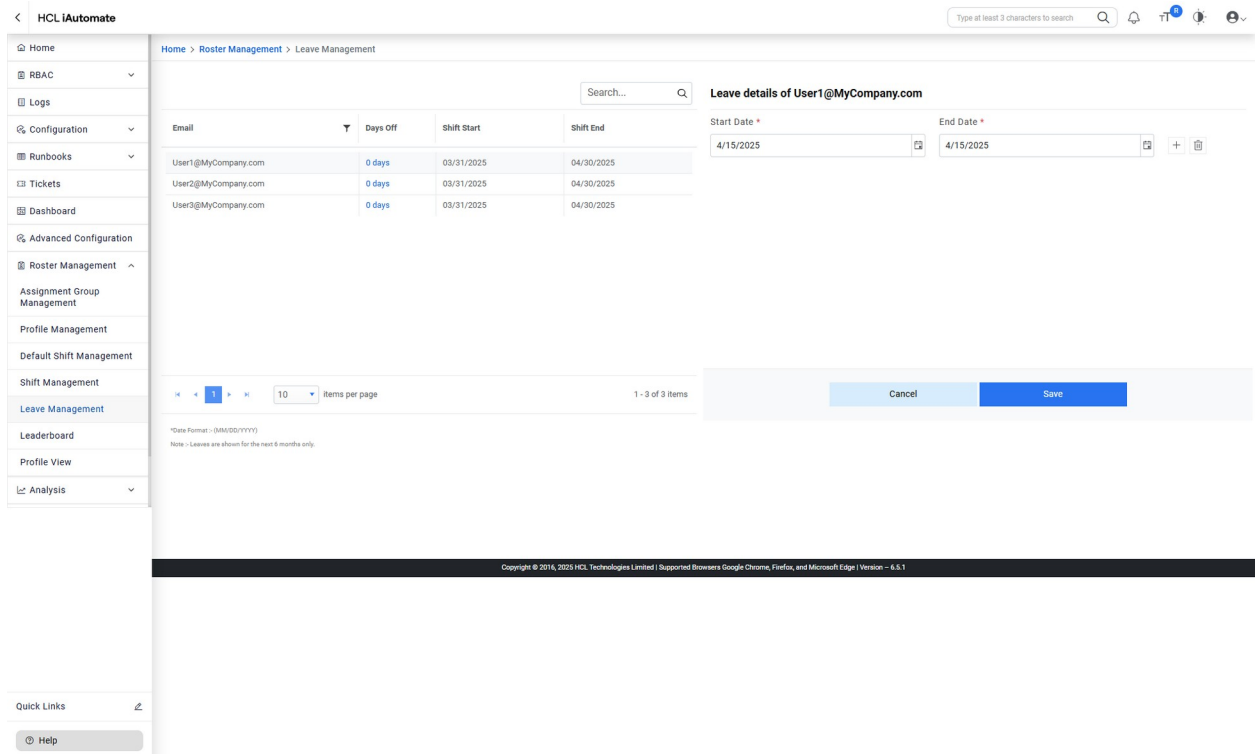
- Enable Admin to re-assign, status change for other users Assigned Tickets.-**
Administrators now can re-assign and change the status of tickets currently assigned to other users, allowing for improved ticket tracking and management.

The screenshot displays the HCL iAutomate interface. On the left is a sidebar menu with options: Home, RBAC, Logs, Configuration, Runbooks, Tickets (selected), Dashboard, Advanced Configuration, Roster Management, Analysis, Knowledge, and Netbot Troubleshooting. The main content area is titled 'Home > Tickets'. It includes filters for Organization (MyCompany) and Module (Incident Management). Below these are tabs for Open Tickets, My Tickets, Assigned Tickets (active), and Released Tickets. The 'Assigned Tickets' section features a search bar, a download icon, and an 'Auto Refresh' button. A table lists assigned tickets with columns: Ticket Number, Ticket Details, Assignee, Status, Runbook, and Actions. Three tickets are shown, all with status 'Assignment Completed'. The first ticket (INC0009346) is assigned to User1, the second (INC0009345) to User2, and the third (INC0009344) to User3. Each ticket detail is 'Check the status of the given service on Linux server_SDK'. The Actions column for each ticket includes icons for 'Related Tickets', 'Knowledge Graph', 'Change Status', and 'Reassign Ticket'. At the bottom of the table, there is a pagination bar showing '1 - 3 of 24 items' and a 'Data Format' note.

- 7. Separate menu for Agent Profile Management screen-** The Agent Profile Management screen now has a dedicated menu for improved organization and easier access to agent profile information.

The screenshot shows a vertical menu titled 'Roster Management' with a dropdown arrow. Below the title are several menu items: 'Assignment Group Management', 'Profile Management' (highlighted in light blue), 'Default Shift Management', 'Shift Management', 'Leave Management', 'Leaderboard', and 'Profile View'.

- 8. Add Leave Deletion & Edit Functionality in Leave Management Page-** Leave management enhancements include 'Delete Leave' to remove entries and 'Edit Leave' to modify them, improving data accuracy and streamlining the process.



9. Enable Agent Assignment feature for all modules other than Incident Module-

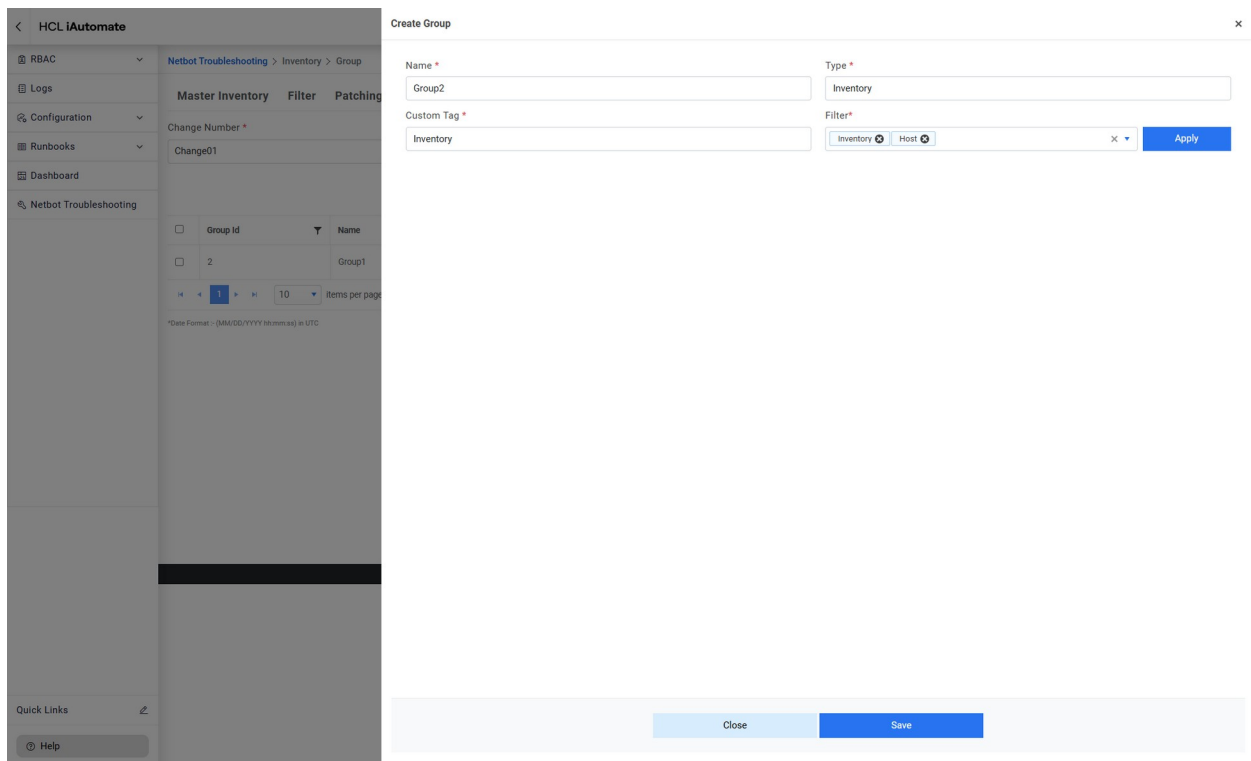
Previously restricted to the Incident Module, the Agent Assignment feature is now accessible across all modules, enhancing flexibility and control in agent assignment and resource allocation.

9. NetBot Enhancement

1. Column names used are as per ServiceNow for Master / Patching Inventory

Upload- The column names utilized in this process adhere to the established standards dictated by ServiceNow for both Master and Patching Inventory Uploads. These standardized naming conventions ensure consistency and compatibility with ServiceNow's data model, facilitating seamless integration and accurate tracking of inventory data, including hardware assets, software installations, and patch management activities.

2. Support to add multiple filters in the same group- Enhanced filter functionality, empowering users to apply multiple filters within a single group. This enhancement allows for more granular and precise data filtering.



3. **Auto-refresh features on screen for updating the execution status/progress-** Automatic UI refresh, dynamically updating execution status and progress, eliminating manual tracking.

The image shows the HCL iAutomate dashboard. It includes a sidebar with navigation links (Home, RBAC, Logs, Configuration, Runbooks, Tickets, Dashboard) and a main content area with a table of execution results.

Table Headers:

- CI Name
- Status
- TaskNumber
- ActivityCode
- Action

Table Data:

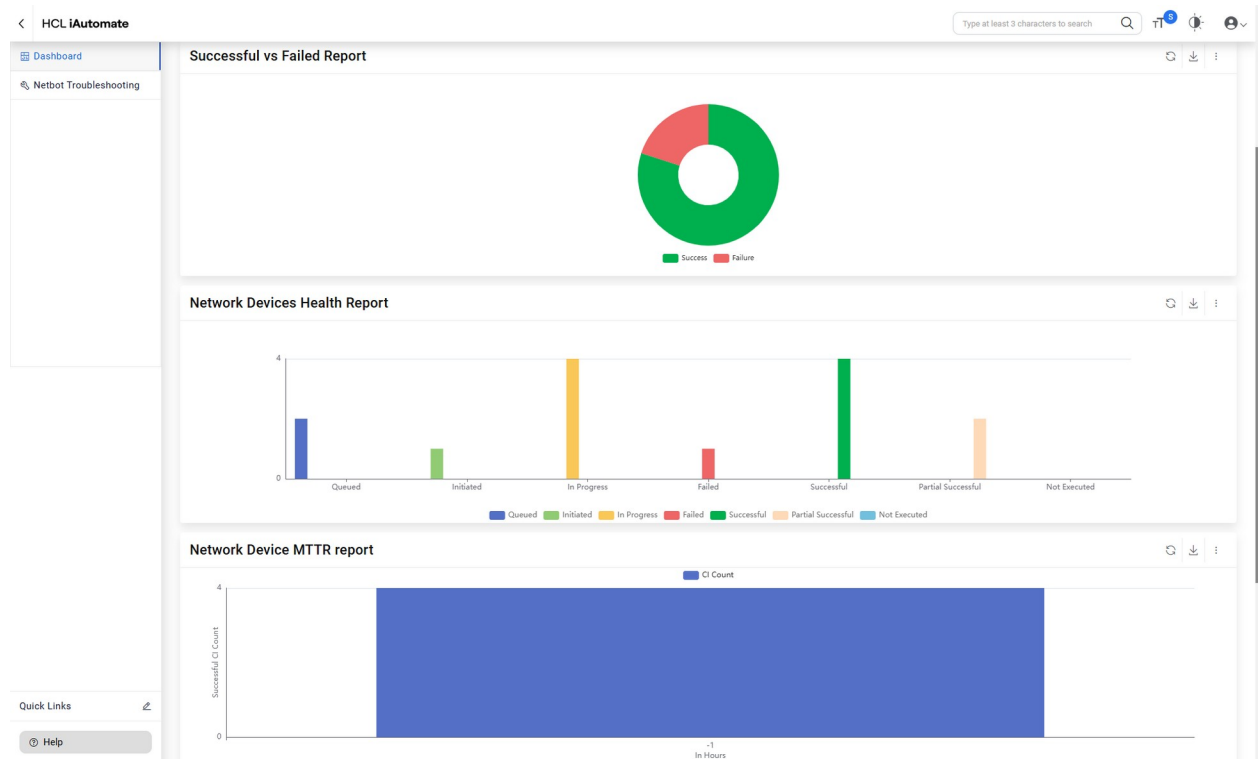
CI Name	Status	TaskNumber	ActivityCode	Action
L001	Initiated	Inventory1	Stage 2	Download
L002	Initiated	Inventory1	Stage 2	Download
L003	In Progress	Inventory1	Stage 2	Download
L004	In Progress	Inventory1	Stage 2	Download
L005	In Progress	Inventory1	Stage 2	Download
L006	Successful	Inventory1	Stage 2	Download
L007	Successful	Inventory1	Stage 2	Download
L008	Queued	Inventory1	Stage 2	Download
L009	Failed	Inventory1	Stage 2	Download
L010	Queued	Inventory1	Stage 2	Download

Additional UI Elements:

- Change Number ***: NetBotInventory
- Group ***: GroupInventory
- Buttons**: Refresh, Search..., Auto Refresh
- Footer**: 1 - 10 of 12 items

4. **Partial Successful status added in dashboard for NetBot widget-** The dashboard's NetBot widget now shows a "Partial Successful" status, providing more detailed

information about NetBot operation results.



Bug Fixes

1. **Proxy Configuration Support for Download/Upload Attachment API:** Resolved an issue where the Download/Upload Attachment API lacked support for proxy configurations. This fix ensures seamless functionality when proxy settings are in use.
2. **Log Content Retrieval Issue:** An issue with log content retrieval has been resolved. The master server is now correctly included as a request parameter in the BigFix SA Adapter, ensuring proper functionality.
3. **Data Mismatch in Dashboard Widget:** A data mismatch issue in the Resolution Rate and Consolidated View dashboard widget has been resolved, ensuring accurate data display.
4. **Manage Proxy Page Error:** An error on the Manage Proxy page, triggered by the entry of special characters in the username field, has been resolved. Previously, this caused the contents of both the Username and Proxy Address fields to be incorrectly reset.
5. **DAG Logging Issue:**
A DAG logging issue has been resolved by whitelisting the Python logger package, ensuring proper logging functionality.

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