

HCLSoftware

HCL iAutomate

Version 6.5.2
Release Notes



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New Features:

1. **Integration with HCL IntelliOps Event Management (IEM):** Introduced seamless integration with HCL IntelliOps Event Management to enable automated event ingestion and processing. This integration allows users to receive, correlate, and act on IEM-generated alerts directly within the platform, enhancing incident visibility and response efficiency.

The screenshot displays the configuration interface for HCL iAutomate, divided into two main sections: "ITSM Tools and Modules Information" and "Runbook Tools".

ITSM Tools and Modules Information: This section includes several dropdown menus for selecting tools and modules:

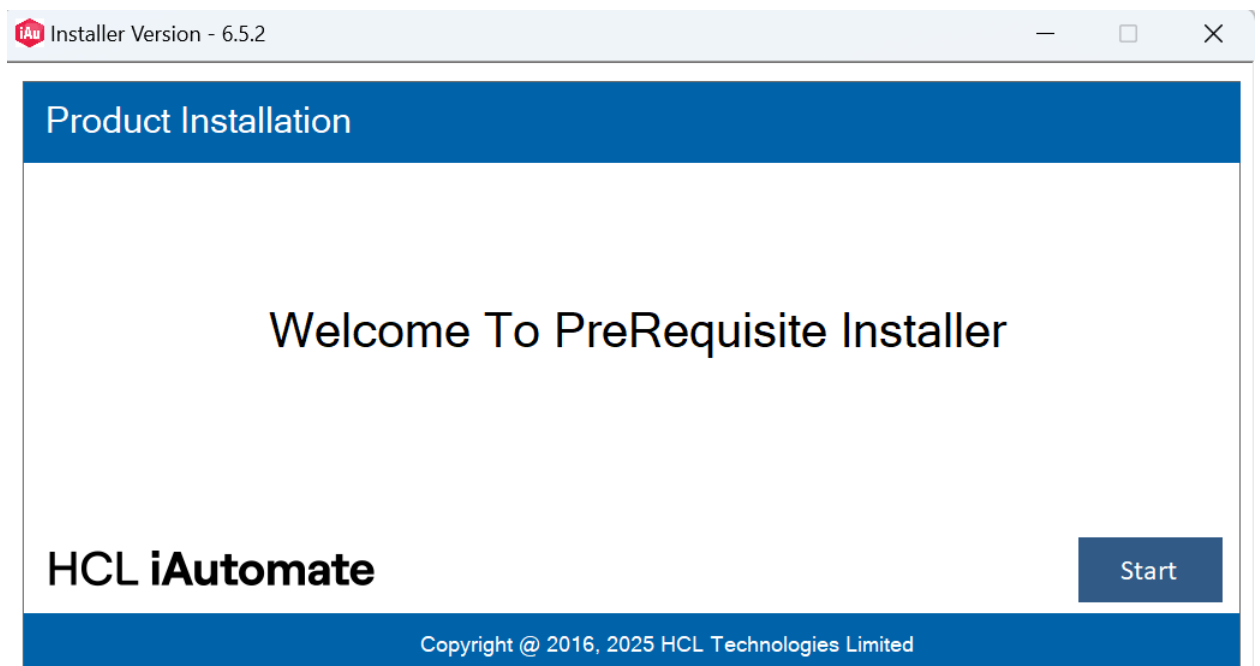
- Incident Management: -Select-
- Change Request Task: -Select-
- SR Request Item: -Select-
- Change Request: -Select-
- Sub-Task Management: -Select-
- Service Request Task: -Select-
- CMDB CI: -Select-
- Service Request: -Select-
- Event Management: -Select-

Runbook Tools: This section includes a list of tools with checkboxes for selection:

- ☐ ITPAM
- ☐ SCORCH
- ☐ Micro Focus OO
- ☐ ANSIBLE TOWER/AWX

Below the checkboxes, there is a scrollable list of additional tools, including Zenoss, Moogsoft, and IntelliOps Event Management.

2. **Pre-Requisite Installer:** Introduced a dedicated installer to automatically set up all necessary pre-requisite components required for product installation and operation. This streamlines the deployment process, reduces manual configuration, and ensures that all system dependencies are correctly installed before the main product setup.



3. **On-premises Gen AI Installer:** Introduced an installer for deploying the GenAI Studio within on-premises environments. This enables organizations to leverage GenAI-powered features such as automated playbook generation, identification of related tickets and knowledge articles, and intelligent agent assignment—all while maintaining full control over data residency and compliance.

AEX Configuration Generator Tool

Enter your configuration details below to generate encoded configuration string.

GENAI

Type
AOAI

Endpoint
[REDACTED]

Key
[REDACTED]

Embedding Model
text-embedding-ada-002

GPT-4o Model
gpt-4o

Vector DB

Mongo URL
[REDACTED]

DB Name
Mongodev_Jun

API Credentials

Username
GenAI

Password
[REDACTED]

iAutomate

URL
[REDACTED]

Username
s

Password
[REDACTED]

ServiceNow

URL
[REDACTED]

Username
d

Password
[REDACTED]

HTTPS Certificate

Private Key (.key)
-----BEGIN PRIVATE KEY-----
[REDACTED]

Certificate (.cert)
-----BEGIN CERTIFICATE-----
[REDACTED]

General Settings

Session Secret
A long random string

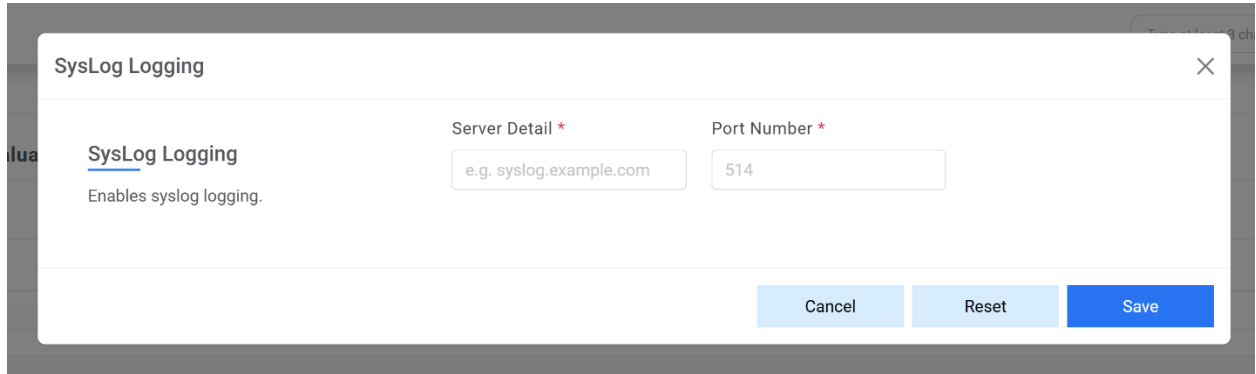
Exception Mailer Email
[REDACTED]

Address
0.0.0.0

Port
3000

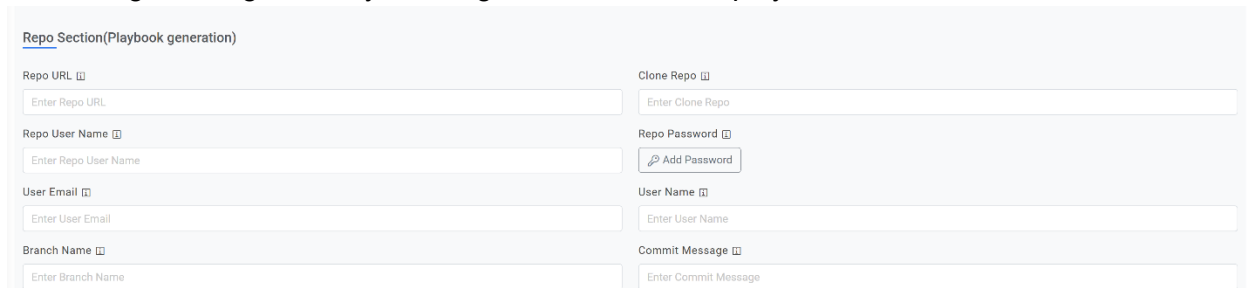
SHA Signing Key
Another secret key for signing

4. **Syslog Integration:** Implemented support for Syslog integration, allowing users to forward web application logs to external Syslog servers. This facilitates centralized log management, enhances monitoring capabilities, and supports compliance and audit requirements by integrating with enterprise logging infrastructures.



The screenshot shows a 'SysLog Logging' dialog box with a close button (X) in the top right corner. Inside the dialog, there is a section titled 'SysLog Logging' with a description: 'Enables syslog logging.' To the right of this section are two input fields: 'Server Detail *' with the placeholder text 'e.g. syslog.example.com' and 'Port Number *' with the value '514'. At the bottom right of the dialog are three buttons: 'Cancel', 'Reset', and 'Save'.

5. **Version Control: Ability to add a generated playbook to Code repo. (GitLab, GitHub):** Enabled the ability to push generated playbooks directly to version control repositories such as GitLab and GitHub. This ensures better collaboration, traceability, and change management by allowing users to maintain playbooks under source control.



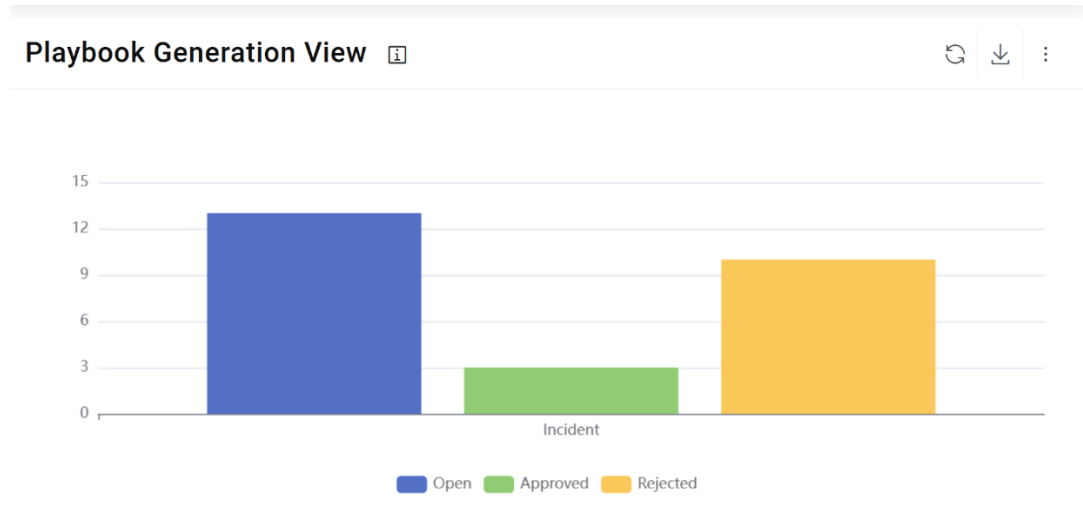
The screenshot shows a 'Repo Section(Playbook generation)' form. It contains several input fields arranged in two columns. The left column includes: 'Repo URL' (placeholder: 'Enter Repo URL'), 'Repo User Name' (placeholder: 'Enter Repo User Name'), 'User Email' (placeholder: 'Enter User Email'), and 'Branch Name' (placeholder: 'Enter Branch Name'). The right column includes: 'Clone Repo' (placeholder: 'Enter Clone Repo'), 'Repo Password' (placeholder: 'Add Password' with a key icon), 'User Name' (placeholder: 'Enter User Name'), and 'Commit Message' (placeholder: 'Enter Commit Message').

6. **Playbook Generation - with Ansible CLI:** Enhanced GenAI Studio with the capability to generate executable Ansible CLI playbooks based on ticket data. This accelerates automation development by providing ready-to-use playbooks, reducing manual effort and ensuring consistency across Ansible-based deployments.

Enhancement

1. **Enabling Agent Assignment (Roster management) to SX - without GenAI:** Introduced the ability to assign tickets to SX environments directly through roster management, without relying on the GenAI component. This simplifies the assignment workflow, reduces dependency on additional modules, and streamlines agent management in distributed setups.
2. **Widget in dashboard for tracking the playbook generation in the environment:** A new dashboard widget has been introduced to enable real-time monitoring of playbook generation activities across the environment. This feature provides users with insights

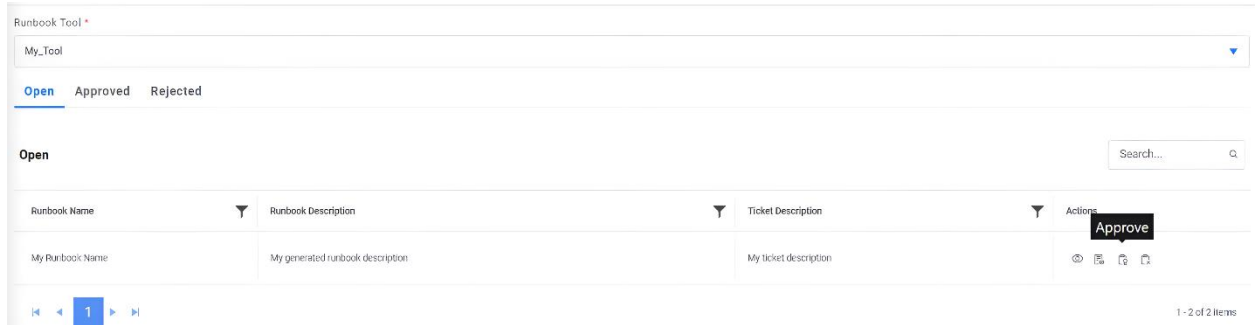
into the volume, status, and trends of generated playbooks, facilitating improved tracking, analysis, and governance of automation workflows.



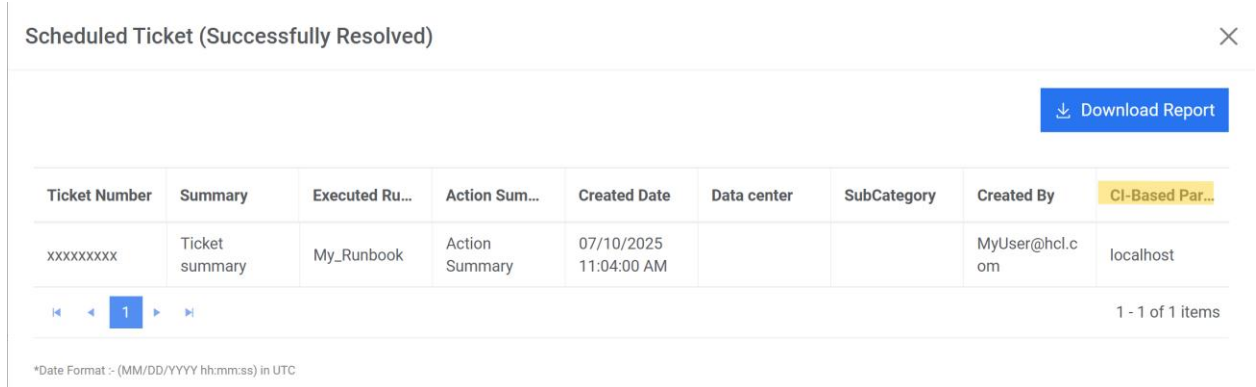
- Access Control: Implement role-based access control to ensure only authorized users can generate and execute playbooks:** Implemented role-based access control to restrict playbook generation and execution capabilities to authorized users only. Dedicated roles have been introduced within the product to manage permissions effectively, ensuring secure and controlled access to GenAI-driven automation functionalities.

| Roles | |
|-------------------|-------------|
| Name | System Role |
| Runbook Approver | Y |
| Runbook Generator | Y |
| Runbook Tester | Y |

- Real-Time Feedback/Approval:** Provide real-time feedback/approval and suggestions to users during the article generation process. Introduced real-time feedback and approval functionality within the playbook generation process. Users can now review, approve, or reject generated playbooks directly from the interface, enabling better quality control, collaborative validation, and continuous improvement of automated workflows.

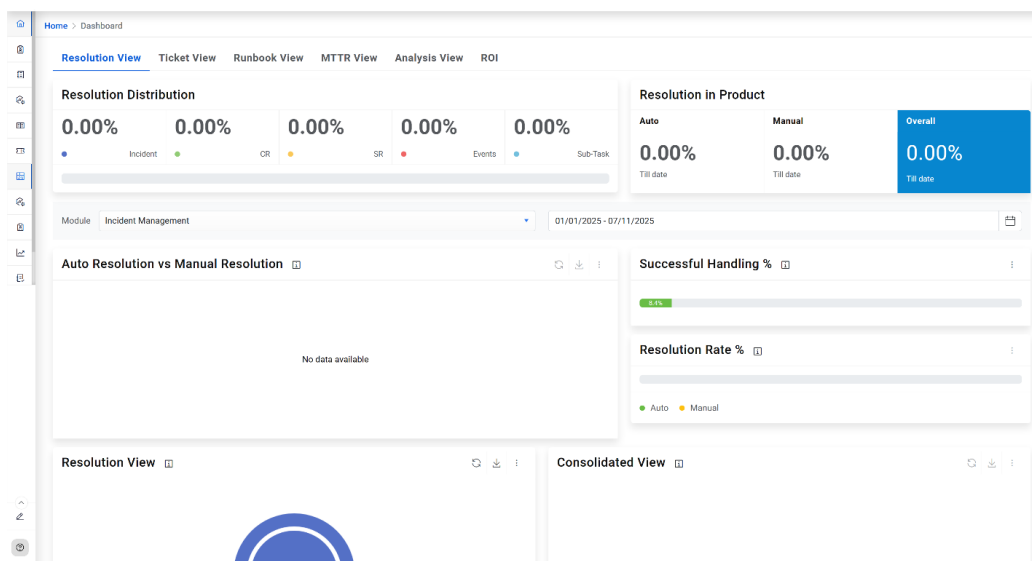


5. **NetBot Enhancement:** iAutomate API that can be used by Ansible to send execution zip files to iAutomate VM/target location upon completion of playbook execution.
6. **CI based Dashboard:** Enhanced the Scheduled Ticket widget to display the Configuration Item (CI) associated with the runbook scheduled on each ticket. This addition improves visibility in CI-specific automation activities and facilitates more informed tracking and analysis of scheduled operations.



7. Generic Enhancement

- i. **Collapsible Menu:** Implemented a collapsible menu within the application interface to enhance user navigation and screen space utilization. This feature allows users to expand or collapse the side menu as needed, providing a cleaner and more focused workspace, especially during complex task execution.



- ii. **Separate Data source configuration for Attachment API and User Assignment:**
 Introduced independent data source configurations for the Attachment API and User Assignment functionalities. This enhancement helps with the API of upload/download attachment in ServiceNow and ticket assignment through roster management, offering greater flexibility, modular control, and improved system integration management.

The screenshot shows the 'Attachment Rules Configuration' form. The top navigation bar includes 'Organization', 'Fetch Data', 'Release Rules', 'Close Rules', 'InProgress Rules', 'Attachment Rules', and 'Assignment Rules'. The form is divided into several sections: 'Connection Details', 'Url Path Parameters', 'Request Authentication Parameters', 'Request Header Parameters', and 'Request Body'. The 'Connection Details' section includes fields for 'URL', 'Authentication Type', 'Request Method', and 'Proxy Required'. The 'Request Authentication Parameters' section includes a note and buttons for '+ Add Authentication Parameters' and 'Delete All'. The 'Request Header Parameters' section includes buttons for '+ Add Request Header' and 'Delete All'. The 'Request Body' section includes a text area for entering the request body in a valid JSON format.

Organization Fetch Data Release Rules Close Rules InProgress Rules Attachment Rules **Assignment Rules**

Assignment Rules Configuration Same as Release

Connection Details Test Connection

URL * Authentication Type * -Select-

Request Method * -Select- Proxy Required ☐ Enable

Url Path Parameters

Request Authentication Parameters + Add Authentication Parameters Delete All

Note: Add parameter Key as 'RequestBody' to send information in request body for token.

Request Header Parameters + Add Request Header Delete All

Request Body

Enter Request Body in a valid JSON format

Note: Use the placeholders #Assignment_Group# and #Assigned_To# in the request body to dynamically populate the assignment group and assignee values, respectively.

Response Body

Enter Response Body in a valid JSON format

Cancel Update Back

- 8. Integration with Collaboration tools like - Teams and Slack, Google Chat for notification:** Expanded notification capabilities by integrating with popular collaboration platforms including Microsoft Teams, Slack, and Google Chat. This enhancement complements the existing SMTP notification feature, enabling users to receive alerts and updates directly within their preferred communication channels for faster and more efficient incident management.

Home > Configuration > Manage SMTP

Manage SMTP Teams Google Chats Slack

SMTP Information
Manage SMTP configurations for your organization.

SMTP Server *

SMTP Port *

User Name * Password * Add Password Test Connection

Mailto Cc * Mailto Bcc

Comma separated emails are allowed

From Email * Timeout *

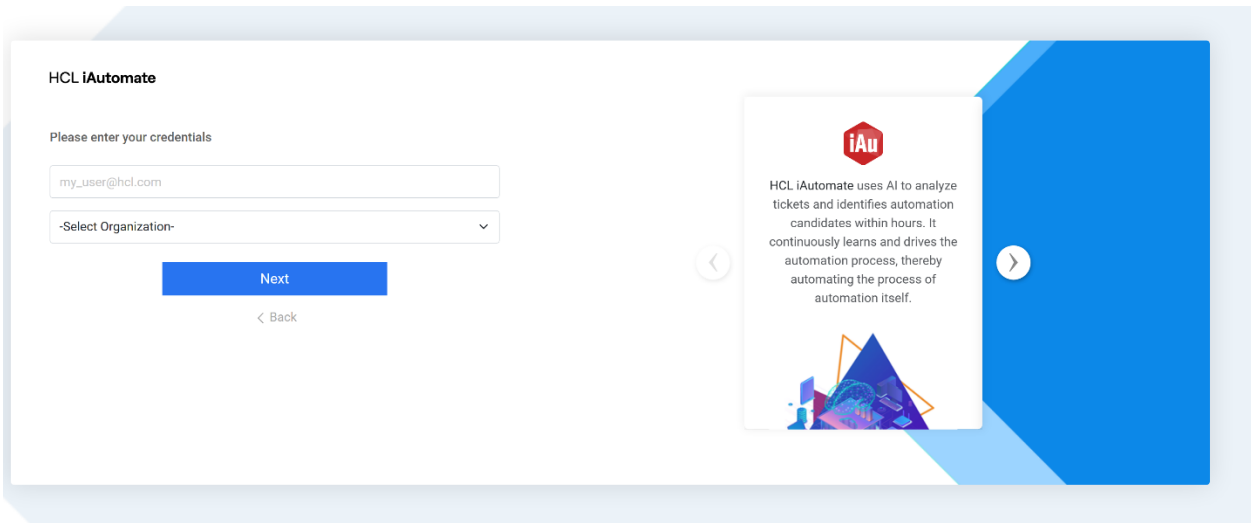
Timeout is in milliseconds.

SMTP Type * SMTP SSL

Preferred Notifications * -Select-

Update

- 9. Enabling User Access for multi-organization, multi-tenant:** Enhanced user access management by introducing support for multi-organization and multi-tenant environments. Users can now select their organization during login, ensuring a consistent experience across the platform. The selected organization is retained throughout the session and applied automatically to all configurations, eliminating the need for repeated selections and improving operational efficiency.

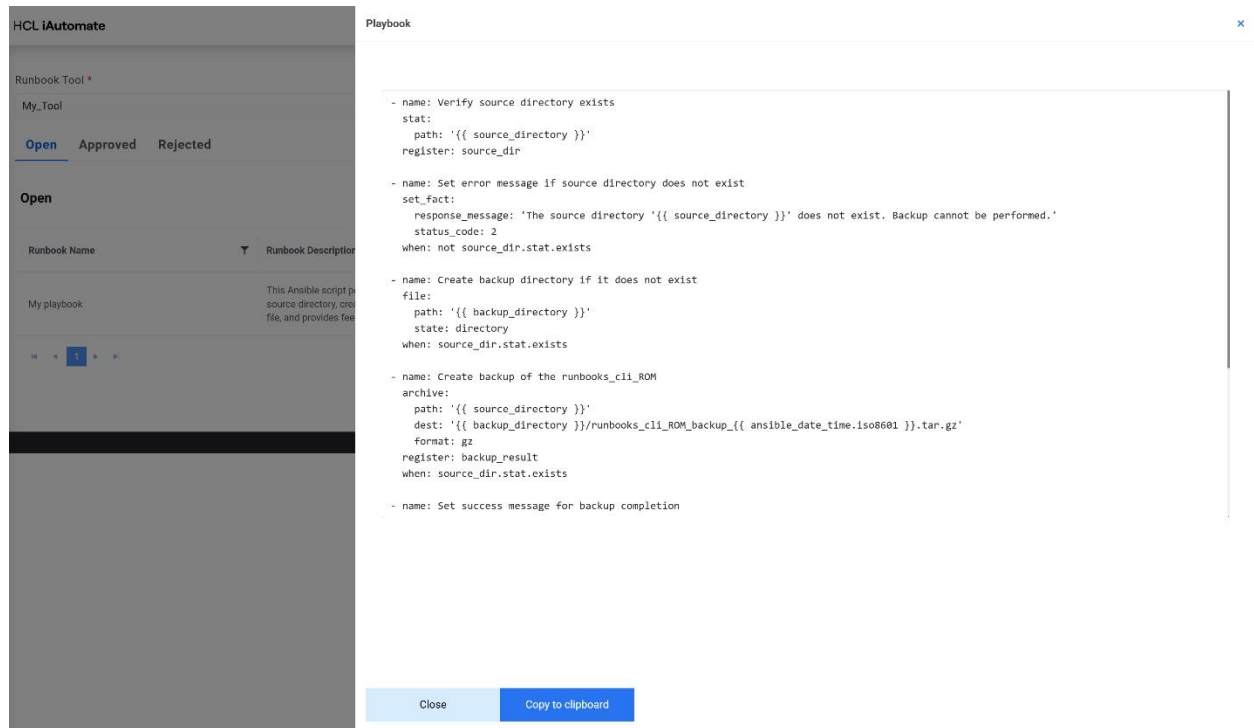


10. API Enhancements

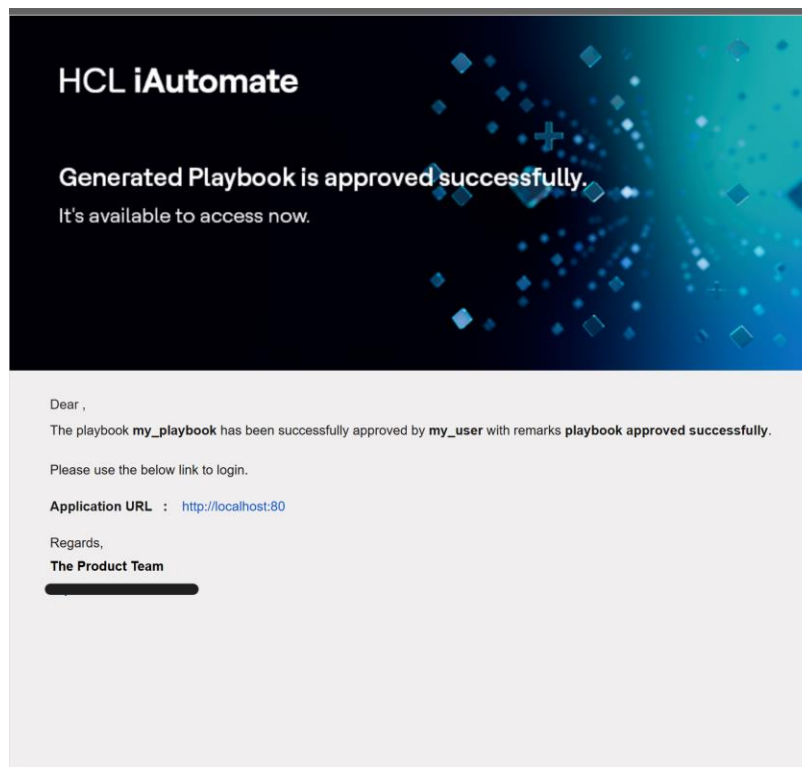
- i. Get the count of incidents successfully resolved by iAutomate last week\month
- ii. Get the count of incidents successfully "NOT" resolved by iAutomate in last week\month
- iii. Get the Top 5 runbooks that are failed in execution
- iv. Get the Top 10 CIs whose incident resolution is failed
- v. Get the status of incident resolution using Incident ID provided by user
- vi. Get the status of latest incident resolution using CI provided by user
- vii. Get mapped Runbooks
- viii. Get all CI details
- ix. Get actionable tickets
- x. Get actionable change request Item
- xi. Get actionable service request Item
- xii. Schedule Ad-hoc runbook
- xiii. Get status of scheduled runbook along with ticket details and worknotes.

11. Playbook Generation Enhancement

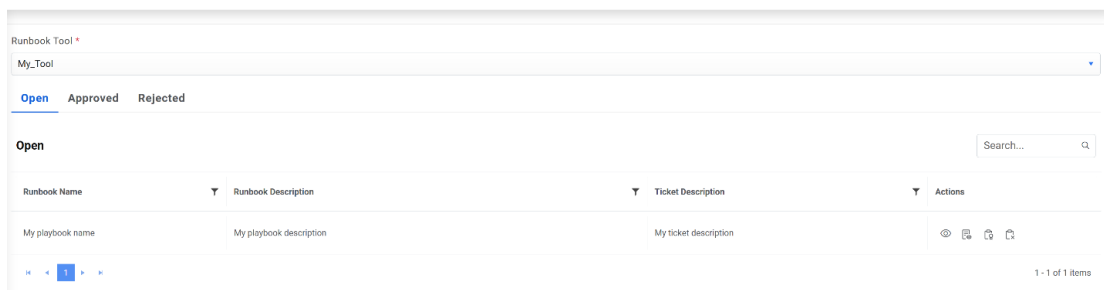
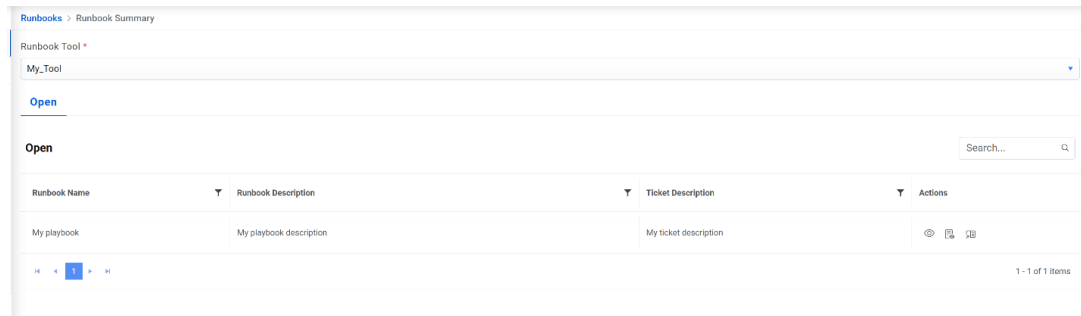
- i. Approval screen displays both the ticket description and the AI generated playbook code



- ii. Emails should be triggered to the requestor also in case the generated playbook is being approved or rejected with the proper remarks



- iii. New Screen to display a list of all generated playbooks along with their approval status, approver remarks, and an option for the requestor to Cancel/Revoke the request.



Bug Fixes

- Master Inventory: An incorrect alert message is displayed, and when the user enters data in the 'Last Patched On' field, the same data is reflected in the 'Device Created' field.
- 'Equals' and 'Not Equals' Filters Not Available on Map Runbook Page.
- Negative value accepted in auto execution threshold during runbook creation but fails validation on edit.
- Advanced knowledge service popup accepts invalid Threshold values (e.g., 0.1.10)
- iAutomate DC Job Fails to Load Certificate – Throws InvalidCastException (BouncyCastle)

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