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.

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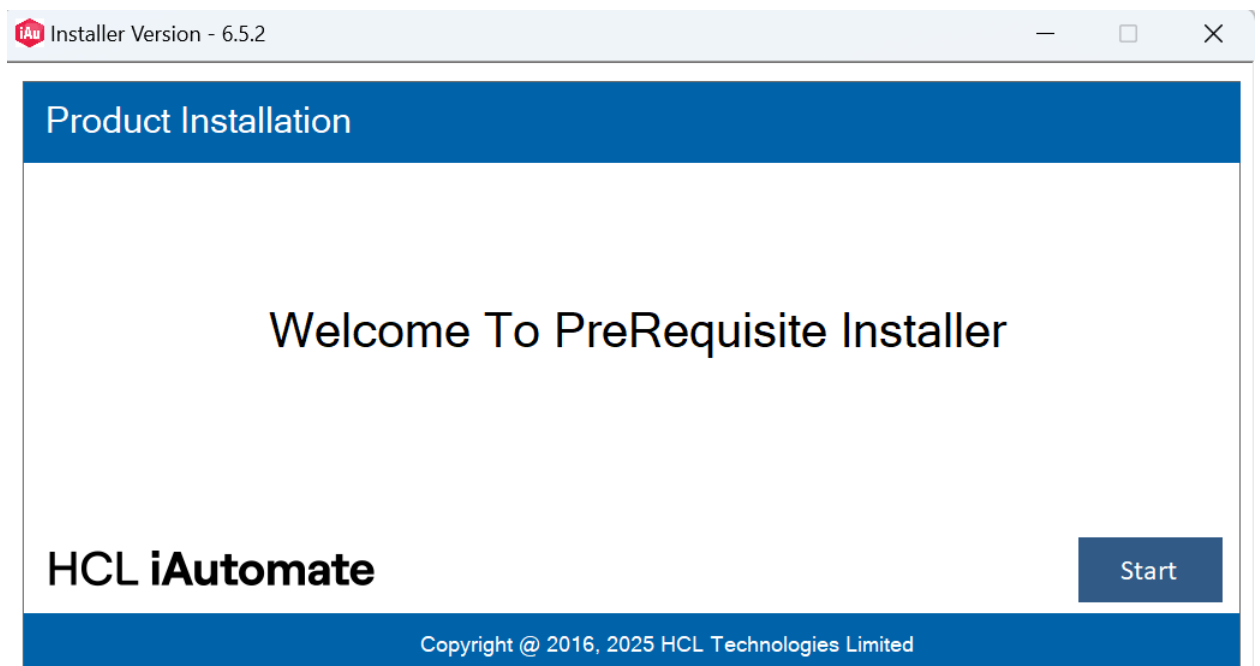
3. **On-premises Gen AI Installer:** Introduced an installer for deploying the GenAI Studio within on-premises environments. This enables organizations to leverage GenAI-powered features such as automated playbook generation, identification of related tickets and knowledge articles, and intelligent agent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

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.

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.


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 Assignation (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.

Playbook Generation View
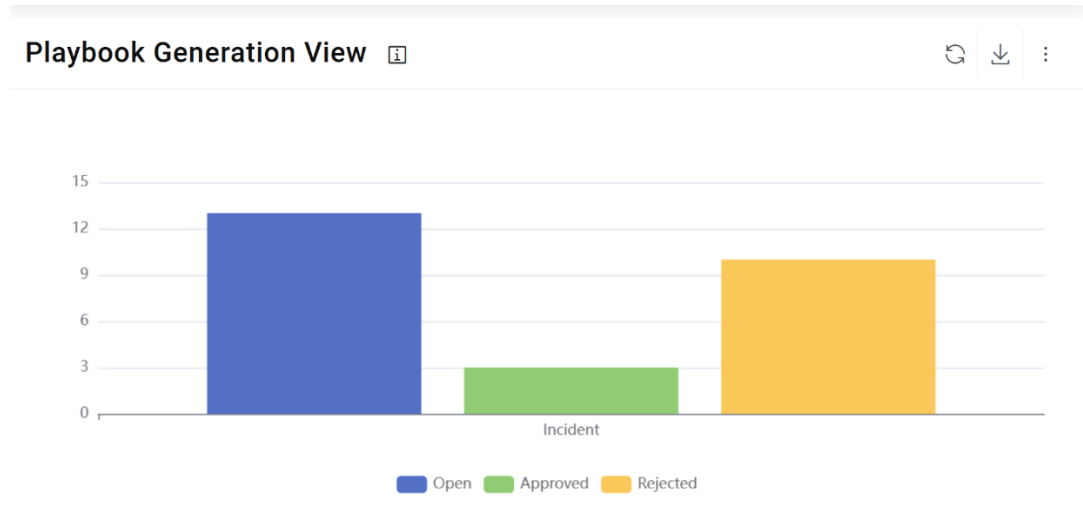
3. **Access Control: Implement role-based access control to ensure only authorized users can generate and execute playbooks:** Implemented role-based access control to restrict playbook generation and execution capabilities to authorized users only. Dedicated roles have been introduced within the product 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

4. **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.
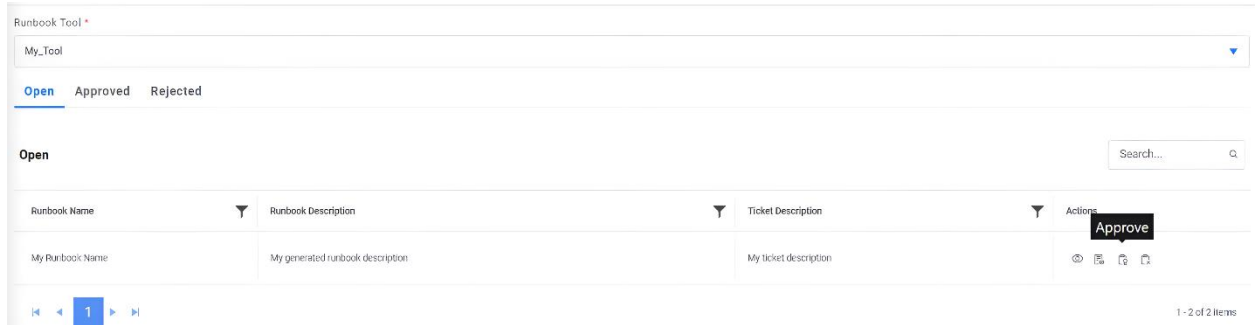
5. **NetBot Enhancement:** iAutomate API that can be used by Ansible to send execution zip files to iAutomate VM/target location upon completion of playbook execution.

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.
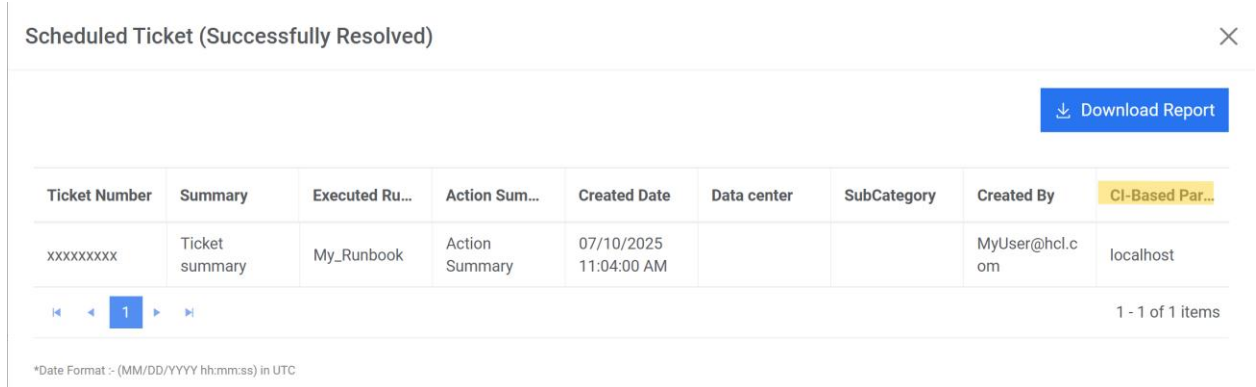
7. **Generic Enhancement**
   i. **Collapsible Menu:** Implemented a collapsible menu within the application interface to enhance user navigation and screen space utilization. This feature allows users to expand or collapse the side menu as needed, providing a cleaner and more focused workspace, especially during complex task execution.
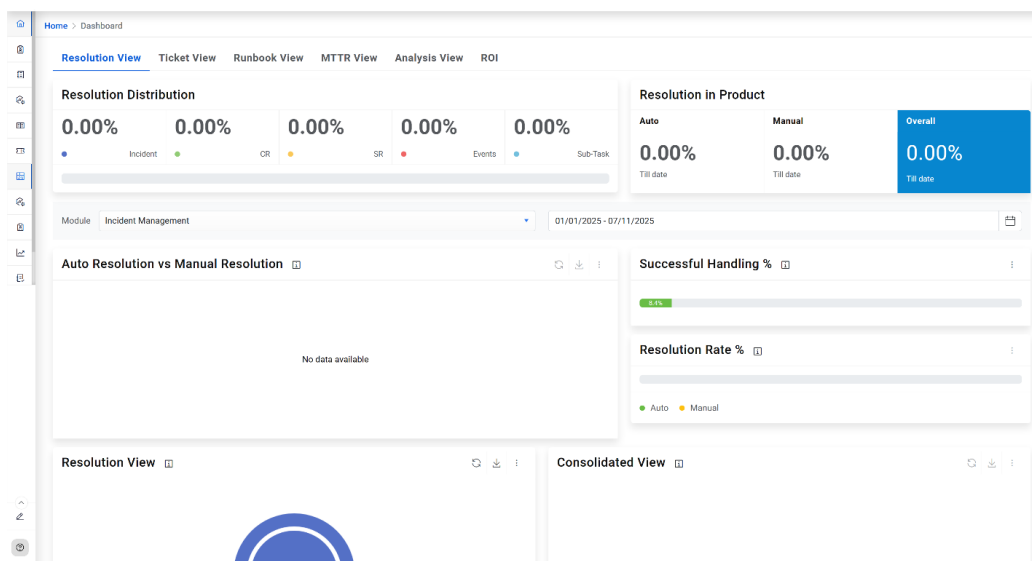
ii. **Separate Data source configuration for Attachment API and User Assignation:** Introduced independent data source configurations for the Attachment API and User Assignation functionalities. This enhancement helps with the API of upload/download attachment in ServiceNow and ticket assignment through roster management, offering greater flexibility, modular control, and improved system integration management.

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.

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.
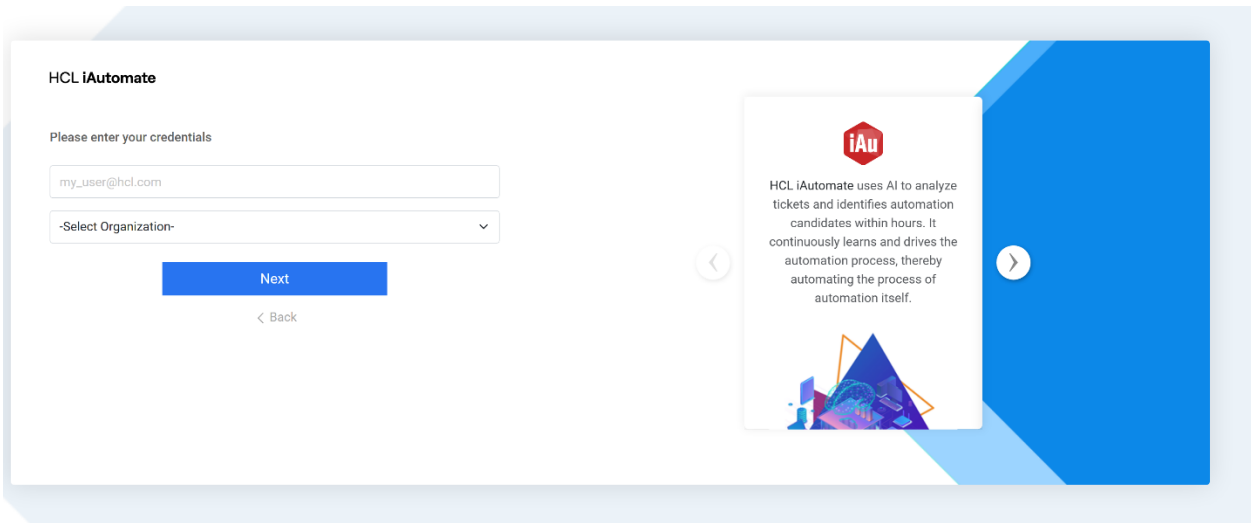
10. **API Enhancements**
    i. Get the count of incidents successfully resolved by iAutomate last week\month
   ii. Get the count of incidents successfully "NOT" resolved by iAutomate in last week\month
    iii. Get the Top 5 runbooks that are failed in execution
    iv. Get the Top 10 CIs whose incident 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
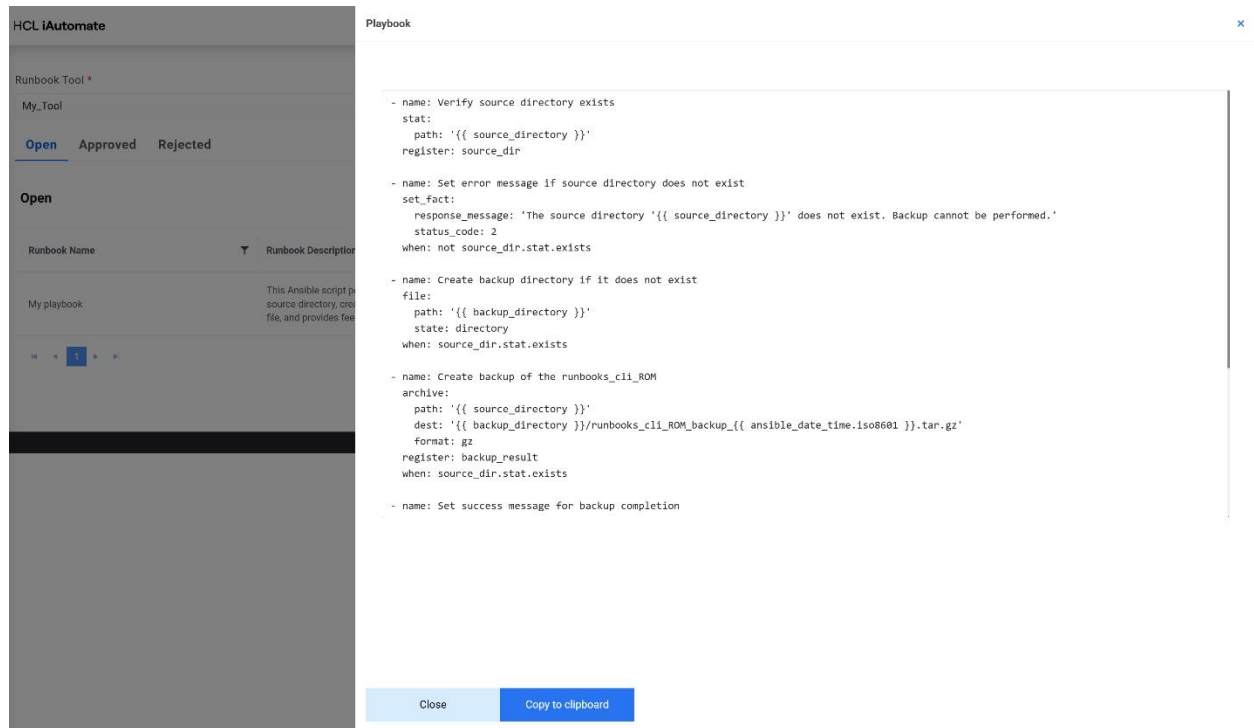
ii.   Emails should be triggered to the requestor also in case the generated playbook is being approved or rejected with the proper remarks
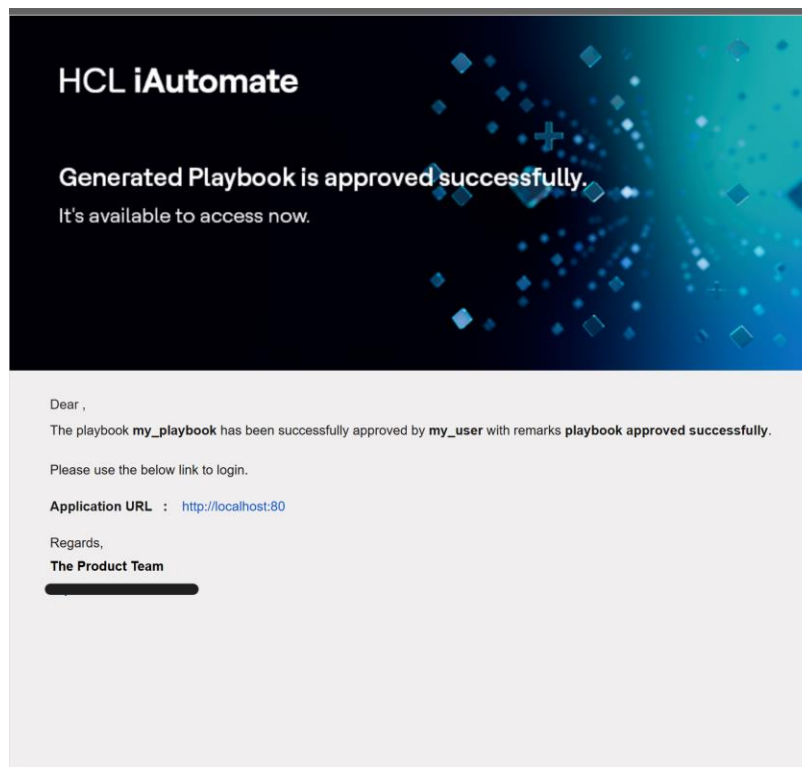
iii. New Screen to display a list of all generated playbooks along with their approval status, approver remarks, and an option for the requestor to Cancel/Revoke the request.
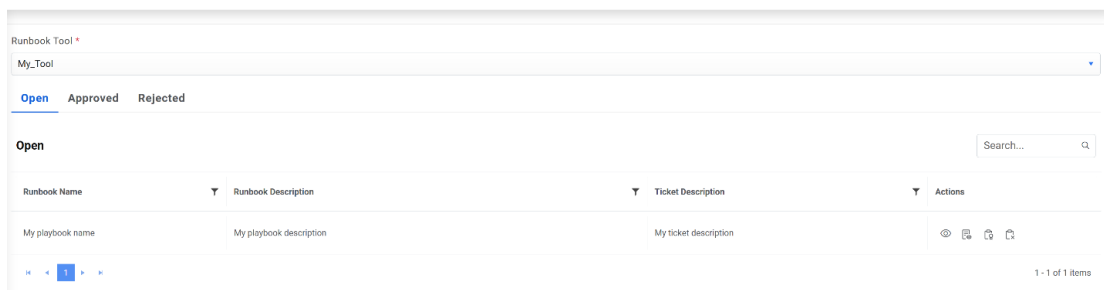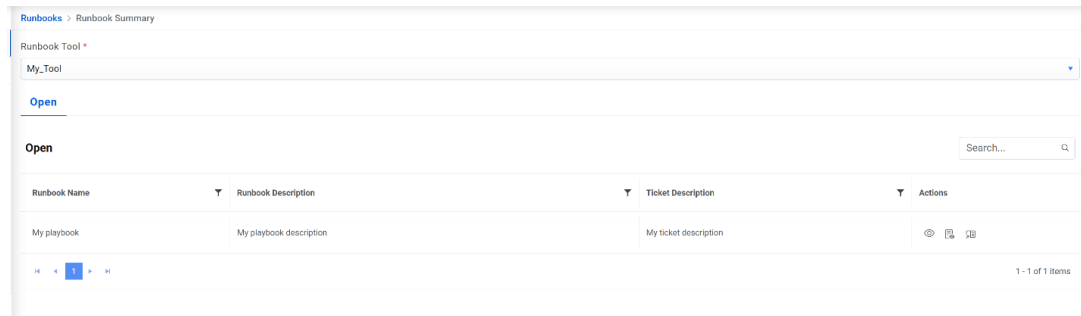
Bug Fixes

- 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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