

Learn about the latest releases of the Aranda Integration Center.

Here you can access the latest updates to AIC’s functionalities

Release Notes AIC 9.7.2

ASMS Integration – Azure DevOps – Description Mapping with Additional Fields

An adjustment is made to the Azure DevOps – ASMS integration to allow the description to be mapped with an additional ASMS field.

This parameterization is done by mapping the Azure DevOps field System.Description to an additional ASMS field in the Model section of the configuration file in AIC.

For more information on this change [View the manual](#)

ASMS Integration – Jira Server – Include idByProject Parameter in Integration

An adjustment is made in the Jira Server – ASMS integration to allow adding the case ID in the configuration file, so that it can be used in an additional field of Jira server.

For this it was added in the Case in the configuration file the idByProject property.

```
"idByProject": {
  "type": "",
  "key": ""
}
```

Property	Description
type	Field Mapping Type: FieldValue
Key	Identifier of the additional field in Jira Server that will be used to display the ASMS case ID

For more information on this change [View the manual](#)

AIC Website Installer

AIC 9.7.2.4

AIC Website Download Link

- [Aranda.AIC.Installer.9.7.2.4.exe](#)

📖 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

ASMS Integration – Jira Cloud – Include New Parameters in the Integration

CASE CHG-76010-19-301968:

An adjustment is made in the Jira Cloud – ASMS integration to allow the following parameters to be added:

Parameter	Description
Services	Case Service at ASMS
category	Full hierarchy of the case category, each level of the hierarchy is separated by a period (.)
creationDate	Case creation date in ASMS
priority	Case Priority in ASMS

For this they were added in the Case of the configuration file the following parameters:

```
"services": {
  "type": "",
  "key": ""
}
```

```
"category": {
  "type": "",
  "key": ""
}
```

```
"creationDate": {
  "type": "",
  "key": ""
}
```

```
"priority": {
  "type": "",
  "key": ""
}
```

Where:

Property	Description
type	Allowed Mapping Type: FieldValue
Key	Identifier of the additional field in Jira that will be used to display the corresponding value

For more information on this change [View the manual](#)

ASMS Integration – Jira Server – Include New Parameters in the Integration

An adjustment is made in the Jira Server – ASMS integration to allow the following parameters to be added:

Parameter	Description
Services	Case Service at ASMS
category	Full hierarchy of the case category, each level of the hierarchy is separated by a period (.)
creationDate	Case creation date in ASMS
priority	Case Priority in ASMS

For this they were added in the Case of the configuration file the following parameters:

```
"services": {
  "type": "",
  "key": ""
}
```

```
"category": {
  "type": "",
  "key": ""
}
```

```
"creationDate": {
  "type": "",
  "key": ""
}
```

```
"priority": {
  "type": "",
  "key": ""
}
```

Where:

Property	Description
type	Allowed Mapping Type: FieldValue
Key	Identifier of the additional field in Jira that will be used to display the corresponding value

For more information on this change [View the manual](#)

ASMS Integration – Jira Cloud – Allow User Search Using the SearchBy Parameter

The enhancement is implemented, to perform user search between ASMS and Jira Cloud using the SearchBy parameter.

The searchBy property is OPTIONAL, is only valid for the type “FieldValue” and for the responsible, applicant, and client fields.

This tag allows you to define the property by which the user search will be performed between the ASMS and Jira Cloud platforms; the supported properties are “Email” and “Name”. By default it will search by the “Name” property if the “searchBy” tag is not added

Email Use Case

For proper use of the “Email” search property, users of the two platforms must have the same email per user. The following is an example of the applicant property with the option to search by “Email”.

```
{
  "applicant": {
    "type": "FieldValue",
    "key": "Custom.applicant",
    "searchBy": [ "Email" ]
  }
}
```

Use case by Name

For proper use of the “Name” search property, users of the two platforms must have the same name. The following is an example of the applicant property with the option to search by “Name”.

```
{
  "applicant": {
    "type": "FieldValue",
    "key": "Custom.applicant",
    "searchBy": [ "Name" ]
  }
}
```

For more information on this change [View the manual](#)

ASMS Integration – Jira Server – Allow User Search Using the SearchBy Parameter

The enhancement is implemented, to perform user search between ASMS and Jira Server using the SearchBy parameter.

The searchBy property is OPTIONAL, is only valid for the type “FieldValue” and for the responsible, applicant, and client fields.

This tag allows you to define the property by which the user search will be performed between the ASMS and Jira Server platforms; the supported properties are “Email” and “Name”. By default it will search by the “Name” property if the “searchBy” tag is not added.

Email Use Case

For proper use of the “Email” search property, users of the two platforms must have the same email per user. The following is an example of the applicant property with the option to search by “Email”.

```
{
  "applicant": {
    "type": "FieldValue",
    "key": "Custom.applicant",
    "searchBy": [ "Email" ]
  }
}
```

Use case by Name

For proper use of the “Name” search property, users of the two platforms must have the same name. The following is an example of the applicant property with the option to search by “Name”.

```
{
  "applicant": {
    "type": "FieldValue",
    "key": "Custom.applicant",
    "searchBy": [ "Name" ]
  }
}
```

For more information on this change [View the manual](#)

Release Notes AIC 9.7.1

ASMS Integration – Jira Cloud – Include idByProject Parameter in Integration

CASE CHG-73714-19-301876:

An adjustment is made in the Jira Cloud – ASMS integration to allow adding the case ID in the configuration file, so that it can be used in an additional Jira cloud field.

For this it was added in the Case in the configuration file the idByProject property.

```
"idByProject": {
  "type": "",
  "key": ""
}
```

Property	Description
type	Field Mapping Type: FieldValue
Key	Identifier of the additional field in Jira Cloud that will be used to display the ASMS case ID

For more information on this change [View the manual](#)

ASMS Integration – Jira Cloud – Jira Cascade Field Support

CASE CHG-74558-19-301902:

The enhancement is implemented to enable compatibility of additional Cascade fields in Jira Cloud with Additional Dependent List and Catalog List fields in ASMS. Only dependent lists of two levels, i.e. parent and child, are allowed.

This additional field type only allows you to configure the Type FieldValue in the AIC configuration file, so it is necessary that the values of the dependent lists in ASMS have the same values in the Jira waterfall type field. For more information on this change [View the manual](#)

ASMS Integration – Azure DevOps – Allow Mapping the Specialist Group with the Area Path Field

CASE CHG-75304-19-301938:

The enhancement is implemented, to allow mapping the group responsible for the ASMS case with the Azure DevOps Area Path field. This implementation allows you to make use of the Mapper or FieldValue type in the AIC configuration file.

Additionally, you can map the Azure DevOps Path Area field with the additional fields in the Model section in the AIC configuration file. The following types of additional case fields are related to the “Area Path”

Additional field types
Short Text
List
Catalog (List)
Catalog (Tree)

For additional fields, you will not be able to add the “value” property if it relates to “System.AreaPath”.

This setting frees up the AreaPath field that was previously used to send the Service and the Case Category. Therefore, the Service and Category are no longer sent to DevOps.

For more information on this change [View the manual](#)

AIC Website Installer

AIC 9.7.1.1

AIC Website Download Link

- [Aranda.AIC.Installer.9.7.1.1.exe](#)

📌 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

Case creation failed in ASMS integration – Jira Cloud

CASE PM-75003-19-202026:

An issue occurs in the ASMS – Jira Cloud integration, when using the Invoke WebServices action in ASMS rules, an error is generated in AIC.

A setting is implemented in the integration, it is now possible to use the Invoke Webhook action, in this way the error no longer occurs when running the integration through ASMS rules.

Record Type field clears its value in ASMS from Jira

CASE PM-76061-19-202050:

A problem occurs in the ASMS – Jira Cloud integration, when making a change from Jira to ASMS, the Record Type field was modified, leaving it empty. A tweak is implemented in the integration, now when making a change from Jira to ASMS, no field that is not modified in Jira is modified in the case of ASMS, including the Record Type field.

ASMS Integration – Azure DevOps – Allow User Search Using the SearchBy Parameter

The enhancement is implemented, to perform user search between ASMS and DevOps using the SearchBy parameter.

The searchBy property is OPTIONAL, is only valid for the type “FieldValue” and for the responsible, applicant, and client fields.

This tag allows you to define the property by which the user search will be carried out on the ASMS and DevOps platforms; the supported properties are “Email” and “Name”. By default it will search by the “Name” property if the “searchBy” tag is not added.

Email Use Case

For proper use of the “Email” search property, users of the two platforms must have the same email per user. The following is an example of the applicant property with the option to search by “Email”.

```
{
  "applicant": {
    "type": "FieldValue",
    "key": "Custom.applicant",
    "searchBy": [ "Email" ]
  }
}
```

Use case by Name

For proper use of the “Name” search property, users of the two platforms must have the same name. The following is an example of the applicant property with the option to search by “Name”.

```
{
  "applicant": {
    "type": "FieldValue",
    "key": "Custom.applicant",
    "searchBy": [ "Name" ]
  }
}
```

For more information on this change [View the manual](#)

Release Notes AIC 9.7.0

ASMS Integration – HP TechPulse (AIC) – Automatically Associate Affected IC to Case

CASE CHG-45647-19-301306:

The enhancement is implemented, to associate the CI coming from TechPulse to the case in ASMS. If the CI already exists in the Aranda CMDB (the check is performed by device name), the existing CI is related to the case. If the CI does not exist in the Aranda CMDB, the CI is created and associated with the case.

For more information on this change [View the manual](#)

AIC Website Installer

AIC 9.7.0.3

AIC Website Download Link

- [Aranda.AIC.Installer.9.7.0.3.exe](#)

📌 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

Implementation of new design Login

The Login for the AIC web application is updated, with a more modern design and adaptable to the size of the screen, thus improving the user experience.

Change of manager from DEVOPS is not reflected in the ASMS console

CASE PM-73624-19-201989:

An issue occurs in the DevOps/ASMS integration when performing the ASMS Specialists query, when adding the ASMS API url with the word ASMSAPI in capital letters, during the integration setup in AIC. An adjustment is made to the integration to allow capitalization in the ASMS API configuration url. Example: https://asms-site/ASMSAPI

For more information on this setting [View the manual](#)

Implementing reCAPTCHA v2 and v3

The implementation of reCAPTCHA v2 and v3 is carried out, which can be optionally enabled. reCAPTCHA is a security system developed by Google, designed to protect websites from bots and spam. Its main function is to distinguish between human users and automated programs, and it currently supports the reCAPTCHA v2 and reCAPTCHA v3 versions.

For more information on this setting [View reCAPTCHA security settings](#)

Implementing Tokens for Webhooks

Implementation of integration tokens is performed for webhooks running the following AIC integrations, in order to improve security when running the integrations. The integrations that include this change are as follows:

- ASMS / DevOps
- ASMS / Jira Cloud
- ASMS / Jira Server
- ASMS / ServiceNow

To generate the integration token, enter the AIC application to the option Configuration / Token Integration [View the manual](#).

Add the token to the webhook

In the ASMS rule webhook, in the Header tab add a header with the key “X-Authorization” and in VALUE add the token generated on the AIC platform as follows “Bearer {AIC token}”

▮ Note: It is mandatory to add the integration token to each of the webhooks that are parameterized for each integration in ASMS. Otherwise, an authentication error is generated and the integration will fail.

For more information on this change [View the manual](#)

Release Notes AIC 9.6.1

Add ASMS Case IDs in the ASMS-DevOps Integration Configuration File

CASE CHG-70987-19-301810:

An adjustment is made in the DevOps - ASMS integration to allow the case ID to be added in the configuration file, so that it can be used in an additional DevOps field.

For this it was added in the Case in the configuration file the idByProject property.

```
"idByProject": {
  "type": "",
  "key": ""
}
```

Property	Description
type	Field Mapping Type: Mapper, Value, FieldValue
Key	Identifier of the additional field in DevOps that will be used to display the ASMS case ID

For more information on this setting [View the manual](#)

AIC Website Installer

AIC 9.6.1.7

AIC Website Download Link

- [Aranda.AIC.Installer.9.6.1.7.exe](#)

▮ Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

Loop in ASMS and DevOps Integration Notes

CASE PM-73333-19-201981:

An adjustment is made in the DevOps - ASMS integration to avoid an error that generates a loop in the creation of notes in DevOps continuously and to avoid duplication of notes.

Notes are not sent from DevOps to ASMS

CASE PM-74969-19-202024:

An adjustment is made in the DevOps - ASMS integration, now notes created in DevOps can be sent back to ASMS.

Release Notes AIC 9.6.0

Solution to incident found in ASMS integration - DevOps

Hotfix ASMS Integration - DevOps

- The solution to a bug found in the ASMS - DevOps integration related to the case attachments is implemented.

Hotfix ADM Integration - ServiceNow

- The solution to a bug found in the ADM - ServiceNow integration related to device types is implemented.

AIC Website Installer

AIC 9.6.0.18

AIC Website Download Link

- [Aranda.AIC.Installer.9.6.0.18.exe](#)

📖 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

Inconsistencies with ADM Integration - ServiceNow

CASE PM-64619-19-201777:

An adjustment is made to the ADM-ServiceNow connector to allow filtering only devices that have the states: Inventory and Not updated, to prevent unserial, unlicensed devices from being created in ServiceNow.

For more information on this setting [View the manual](#)

Release Notes AIC 9.5.0

Adjustments to ASMS (Aranda Service Management Suite) Integration - DevOps

Release 9.5.0.10

Adjustments are made to the case creation process from TFS to ASMS to allow attachments to be created in the ASMS case.

- Allow attaching files to the case in ASMS when creating items from TFS using the Item Created.

Mapping the RegistryType Field in the ASMS-TechPulse Integration

CASE CHG-52320-19-301455:

A change is made to the ASMS-TechPulse connector to allow the field to be mapped Record Type, for this the field was enabled registryType within the integration configuration file, there you can enter the Id of the type of record with which the integrated cases will be created. With this change, now when executing the case integration from TechPulse to ASMS, cases will be created with the record type parameterized.

For more information on this setting [View the manual](#)

Aranda Service Management Suite (Specialist) Integration - Azure DevOps/TFS

CASE CHG-53067-19-301522

The implementation of the AIC connector is carried out that allows relating the different types of cases of Aranda Service Management Suite (Specialist) with the different types of Issue Type of Azure DevOps/TFS, this through the use of rules configured in ASMS and webhook services in DevOps or TFS. The connector has the following features:

- Creation and updating of cases in both directions between Aranda Service Management Suite (Specialist) and Azure DevOps/TFS.
- Relationship of the case properties in ASMS:

```
|Applicant|
|Customer|
|Company|
|Responsible Group|
|State|
|Responsible|
|Record Type|
|Affair|
|Impact|
|Urgency|
|Additional Fields (see documentation)|
|Solution|
```

These fields can be related to equivalent fields in Azure DevOps/TFS previously configured.

- List of values between platforms in the following fields:

```
[Customer]
[Company]
[Responsible Group]
[State]
[Responsible]
[Record Type]
[Impact]
[Urgency]
[Additional Fields (see documentation)]
```

- Allows you to share case attachments between ASMS and Azure DevOps/TFS (deletion not available).
- Allows you to share case notes between ASMS and Azure DevOps/TFS.

For more information about the connector [View the manual](#)

AIC Website Installer

AIC 9.5.0.10

Download link AIC website

- [Aranda.AIC.Installer.9.5.0.10.exe](#)

📌 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

Release Notes AIC 9.4.0

Including fields for processor-like devices in ADM/ServiceNow integration

CASE CHG-42960-19-301246:

A change is made to the ADM/ServiceNow connector to allow adding information corresponding to the processors related to the CIs. With this change, it is now possible to display processor relationships to ServiceNow CIs.

The following are the processor fields added to parameterize in the JSON file:

Name	Data type
coreCount	Integer
family	String
Features	String
frequency	Integer
label	String
logicalProcessors	Integer
manufacturer	String
model	String
serial	String
Socket	Integer
speed	Integer

For more information on this setting [View the manual](#)

Creating Cases from Jira (Cloud/Server) to ASMS

CASE CHG-49745-19-301411:

Previously the source for case creation was only from ASMS, therefore a change is made to the Jira connector in AIC to allow case creation also from Jira (Cloud/Server) to ASMS. To enable this functionality, the dataSource inside the Project section of the JSON file. Depending on the value entered in the field dataSource The platform that will create the cases is determined.

The following are the values that can be parameterized in the dataSource.

Name	Description
Both	Both platforms can create and update tickets
Aranda	ASMS acts as the source of truth and allows the system to create and update tickets on the Jira Cloud platform. The Jira Cloud platform is only allowed to update tickets in ASMS
External	The Jira Cloud platform acts as the source of truth and allows the system to create and update tickets in ASMS. ASMS can only update tickets on the Jira Cloud platform

For more information on this setting [View the manual](#)

Add CI Field in ASMS Integration Connector - Jira (Cloud/Server)

CASE CHG-49752-19-301413:

A change is made to the Jira connector in AIC to allow the name of the main case CI to be mapped in ASMS, with a custom field in Jira. To enable this functionality, the Ci within the Case file file. This new parameter has the same functionality as the existing ones, such as: Client, Company, typeRegister.

For more information on this change [View the manual](#)

AIC Website Installer

AIC 9.4.0.4

Download link AIC website

- [Aranda.AIC.Installer.9.4.0.4.exe](#)

📖 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

ASMS Integration Execution Issue - TechPulse

CASE PM-59234-19-201669:

Previously, there was an error in the execution of the integration ASMS - TechPulse, which prevented integrating cases from TechPulse to ASMS.

One adjustment was made. Now, case integration between both applications runs. ASMS creates cases that originate from TechPulse, and ASMS allows you to update the status and priority of cases in TechPulse.

Release Notes AIC 9.3.2

Upgrading Common to version 9.8.1.2

Release 9.3.2.2

The common is updated to version 9.8.1.2.

Adjustments to ASMS (Aranda Service Management Suite) integration - Jira

Release 9.3.2.2

Adjustments are made to the Json file validations of the AIC connector that manages the integration between ASMS and Jira.

- Allow in the Json configuration file to parameterize several categories related to a single Jira project and more than one model, without making use of the Reference value in the Model section.
- Allow in the Json configuration file to parameterize several categories related to several Jira projects and more than one model, making use of the Reference parameter in the Model section.

For more information on the scenarios allowed when parameterizing the aSMS connector - Jira [View the manual](#)

AIC Console Installer

AIC 9.3.2.2

Download link AIC Console

- [Aranda.AIC.Installer.9.3.2.2.exe](#)

🔗 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

Release Notes AIC 9.3.1

Updating Common to version 9.8.0.5

Release 9.3.1.1

The common is updated to version 9.8.0.5.

AIC Console Installer

AIC 9.3.1.1

Download link AIC Console

- [Aranda.AIC.Installer.9.3.1.1.exe](#)

🔗 Note: To configure each of the integrations allowed by the console, follow the instructions in the [AIC Integrations Handbook](#)

Release Notes AIC 9.3.0

Aranda Service Management Suite (Specialist) Integration - Jira

Release 9.3.0

The implementation of the AIC connector is carried out, which allows the different types of cases of Aranda Service Management Suite (Specialist) to be related to the different types of Issue Type of Jira. The connector has the following features:

- Creation and update of cases in the direction of Aranda Service Management Suite (Specialist) to Jira.
- Relationship of the case properties in ASMS:

```
|Applicant|
|Customer|
|Company|
|Responsible Group|
|State|
|Responsible|
|Record Type|
|Affair|
|Impact|
|Urgency|
|Additional Fields (see documentation)|
|Solution|
```

These fields can be related to equivalent fields in Jira that were previously configured.

- List of values between platforms in the following fields:

```
|Customer|
|Company|
|Responsible Group|
|State|
|Responsible|
|Record Type|
|Impact|
|Urgency|
|Additional Fields (see documentation)|
```

- Allows you to share case attachments between ASMS and Jira (deletion not available).
- Allows case notes to be shared between ASMS and Jira.

For more information about the connector [View the manual](#)

Aranda Service Management Suite (Specialist) Integration - ServiceNow

Release 9.3.0

The implementation of the AIC connector is carried out, which allows the different types of cases of Aranda Service Management Suite (Specialist) to be related to the following entities problem, incident, change_request by ServiceNow.

- Creating cases from ServiceNow to Aranda Service Management Suite (Specialist).
- Relationship of the case properties in ASMS:

```
|Applicant|
|Customer|
```

|Company|
|CI|
|Responsible Group|
|State|
|Responsible|
|Record Type|
|Affair|
|Impact|
|Urgency|
|Supplier|
|Organizational Area|
|Additional Fields (see documentation)|
|Solution|

These fields can be related to equivalent fields in Jira that were previously configured.

- List of values between platforms in the following fields:

|Customer|
|Company|
|CI|
|Responsible Group|
|State|
|Responsible|
|Record Type|
|Impact|
|Urgency|
|Supplier|
|Organizational Area|
|Additional Fields (see documentation)|

- Notification by means of an error or in Ticket Notes when the item to be registered in the integration platforms is not found, for the following fields:

|Customer|
|Company|
|CI|
|Responsible Group|
|Responsible|
|Record Type|
|Urgency|
|Supplier|
|Organizational Area|
|Additional Fields (see documentation)|

- Add defaults:

|Customer|
|Company|
|CI|
|Responsible Group|
|Responsible|
|Record Type|
|Urgency|
|Supplier|
|Organizational Area|

- Allows you to share case attachments between ASMS and Service Now (deletion is not available).
- Allows you to share the notes of each ticket between ASMS and Service Now.

For more information about the connector [View the manual](#)

Aranda Service Management Suite (Administrator-CMDB) Integration - CMDB ServiceNow

Release 9.3.0

The implementation of the AIC connector is carried out, which allows the different types of CIs of Aranda Service Management Suite (Administrator-CMDB) to be related to the different entities of the CMDB ServiceNow.

- Creation and Updating of CIs in both directions ServiceNow - Aranda Service Desk (Administrator-CMDB).

- List of properties:

|Name|
|Description|
|State|
|Inventory Label|
|Serial|
|Impact|
|Cost Center|
|Brand|
|Model|
|Responsible|
|Unit of Measure Value|
|Supplier|
|Maker|
|License number|
|Price|
|Location|
|Risk|
|Additional Fields (see documentation)|

With equivalent fields in the ServiceNow CMDB.

- List of values between platforms in the following fields:

|State|
|Impact|
|Cost Center|
|Brand|
|Model|
|Responsible|
|Supplier|
|Maker|
|Location|
|Risk|

|Additional Fields (see documentation)|

- Notification by means of an error or in CI Notes when the item to be registered in the integration platforms is not found, for the following fields:

|Cost Center|
|Brand|
|Modell|
|Responsible|
|Supplier|
|Maker|
|Location|
|Risk|

- Add defaults:

|Cost Center|
|Brand|
|Modell|
|Responsible|
|Supplier|
|Maker|
|Location|
|Risk|

- Allows you to block the following fields from being edited:

|Name|
|Description|
|State|
|Inventory Label|
|Serial|
|Impact|
|Cost Center|
|Brand|
|Modell|
|Responsible|
|Unit of Measure Value|
|Supplier|
|Maker|
|License number|
|Price|
|Location|
|Risk|
|Additional Fields (see documentation)|

- Allows you to share attached documents (deletion is not available).
- Allows you to share the notes of each ticket.

For more information about the connector [View the manual](#)

Release Notes AIC 9.2.0

Integrating Processors into the ADM Project - ServiceNow

CHG-42960-19-301246

- The “Processor” component is added to the integration.
- Adjustments are made to the configuration of the integration file allowing the integration of different processors, using the ClassDevice “Processor”.
- The integration is executed by bulk uploads of devices and their respective components.

Release Notes AIC 9.0.2

Registration of one-off customers by Aranda Service Desk project

CASE CHG-25063-19-300464:

- Adjustments are made to the configuration of the integration file allowing the integration of different clients, users and/or devices (tenants) for each existing project in ASDK V8.
- Added to the configuration file the ability to fill in additional fields in ASDK V8