

May 2019

Version Information

ForeScout Extended Module for ServiceNow® 1.3.

Module Requirements

- ForeScout CounterACT® version 8.0.1.
- A module license for the ServiceNow Module. See [ForeScout Extended Module License Requirements](#) for details.

Supported Vendor Requirements

- ServiceNow Cloud Service version Kingston or London.
- Verify connectivity between CounterACT and target ServiceNow servers on the configured HTTPS port.

 *HTTPS is always assumed for this connection.*

ForeScout Extended Module License Requirements

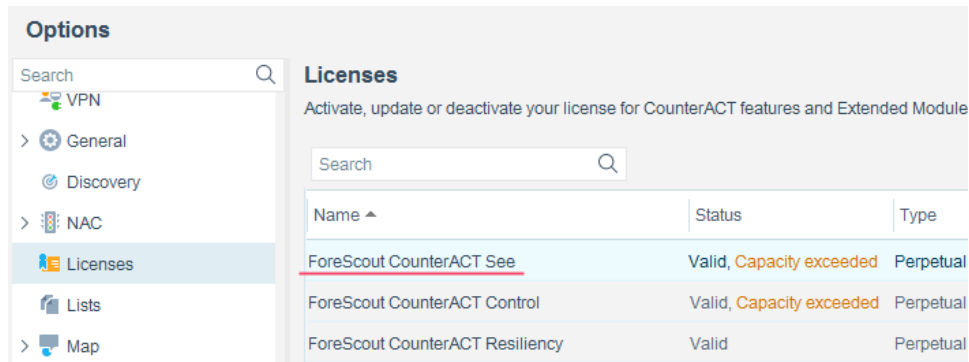
This ForeScout Extended Module requires a valid license. Licensing requirements differ based on which licensing mode your deployment is operating in:

- [Per-Appliance Licensing Mode](#)
- [Flexx Licensing Mode](#)

Identifying Your Licensing Mode in the Console

If your Enterprise Manager has a *ForeScout CounterACT See* license listed in the Console, your deployment is operating in Flexx Licensing Mode. If not, your deployment is operating in Per-Appliance Licensing Mode.

Select **Options > Licenses** to see whether you have a *ForeScout CounterACT See* license listed in the table.



Contact your ForeScout representative if you have any questions about identifying your licensing mode.

Per-Appliance Licensing Mode

When installing the module you are provided with a 90-day demo module license.

If you would like to continue exploring the module before purchasing a permanent license, you can request a demo license extension. Consult with your ForeScout representative before requesting the extension. You will receive email notification and alerts at the Console before the demo period expires.

To continue working with the module after the demo period expires, you must purchase a permanent module license.

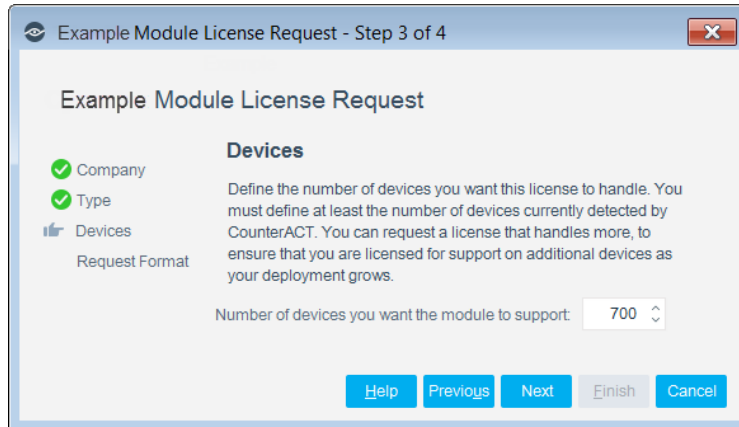
Demo license extension requests and permanent license requests are made from the CounterACT Console.

- 📄 *This module may have been previously packaged as a component of an Integration Module which contained additional modules. If you already installed this module as a component of an Integration Module, you can continue to use it as such. Refer to the section about module packaging in the CounterACT Administration Guide for more information.*

Requesting a License

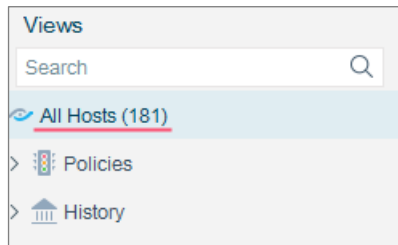
When requesting a demo license extension or permanent license, you are asked to provide the device *capacity* requirements. This is the number of devices that you want this license to handle. You must define at least the number of devices currently detected by CounterACT. You can request a license that handles more to ensure that you are licensed for support on additional devices as your deployment grows.

Enter this number in the **Devices** pane of the Module License Request wizard, in the CounterACT, Console Modules pane.



To view the number of currently detected devices:

1. Select the **Home** tab.
2. In the Views pane, select the **All Hosts** folder. The number in parentheses displayed next to the **All Hosts** folder is the number of devices currently detected.




Flexx Licensing Mode

When you set up your CounterACT deployment, you must activate a license file containing valid licenses for each feature you want to work with in your deployment, including Extended Modules. After the initial license file has been activated, you can update the file to add additional Extended Module licenses or change endpoint capacity for existing Extended Modules. For more information on obtaining Extended Module licenses, contact your ForeScout representative.

No demo license is automatically installed during system installation.

License entitlements are managed in the [ForeScout Customer Portal](#). After an entitlement has been allocated to a deployment, you can activate or update the relevant licenses for the deployment in the Console.

Each Extended Module license has an associated capacity, indicating the number of endpoints the license can handle. The capacity of each Extended Module license varies by module, but does not exceed the capacity of the See license.

 *Integration Modules, which package together groups of related licensed modules, are not supported when operating in Flexx Licensing Mode. Only Extended Modules, packaging individual licensed modules are supported. The Open Integration Module is an Extended Module even though it packages more than one module.*

More License Information

Refer to the *CounterACT Administration Guide* for information on Extended Module licenses. You can also contact your ForeScout representative or license@forescout.com for more information.

About This Release

This version contains important [Fixed Issues](#) and [Known Issues](#).

Installing this release also installs fixes and enhancements provided in previous releases. See [Previous Releases](#) for more information. See [How to Install](#) for installation details.

Fixed Issues

This section describes fixed issues for this release.

Issue	Description
SRN-338	Supports MAC address separator. You can enter a character to use as a MAC address separator, such as a colon or a dash. The separator character is inserted between MAC addresses in outbound requests. By default, MAC addresses from the Forescout platform do not have a separator. If MAC addresses from other sources are displayed in ServiceNow with a separator, you can configure this option for consistency.

Known Issues

This section describes known issues for this release.



Issue	Description
SRN-77	When the user configures ServiceNow property of type that cannot be cast to string, integer, date or Boolean and uses it as a policy condition, CounterACT displays Irresolvable as the property value. When the user hovers over the Irresolvable property value, CounterACT displays a detailed troubleshooting message. If the user configures the property that can be casted to string, integer, date or Boolean only, the problem is avoided.

How to Install

To install the module:

1. Navigate to one of the following ForeScout download portals, depending on the licensing mode your deployment is using:
 - [Product Updates Portal](#) - **Per-Appliance Licensing Mode**
 - [Customer Portal, Downloads Page](#) - **Flexx Licensing Mode**

To identify your licensing mode, select **Help > About ForeScout CounterACT...** from the Console.

2. Download the module `.fpi` file.
3. Save the file to the machine where the CounterACT Console is installed.
4. Log into the CounterACT Console and select **Options** from the **Tools** menu.
5. Select **Modules**. The Modules pane opens.
6. Select **Install**. The Open dialog box opens.
7. Browse to and select the saved module `.fpi` file.
8. Select **Install**. The Installation screen opens.
9. Select **I agree to the License Agreement** to confirm that you have read and agree to the terms of the License Agreement, and select **Install**. The installation will not proceed if you do not agree to the license agreement.
 -  *The installation will begin immediately after selecting Install, and cannot be interrupted or canceled.*
 -  *In modules that contain more than one component, the installation proceeds automatically one component at a time.*
10. When the installation completes, select **Close** to close the window. The installed module is displayed in the Modules pane.

 *Some components are not automatically started following installation.*

More Release Information

This section provides additional release information.

Rollback Support

Rollback is not available for this module. This means that if you upgrade to this module version and the module does not operate as expected, you cannot roll it back to a previous release.

Previous Releases

Installing this release also installs fixes and enhancements provided in the releases listed in this section. To view Release Notes of previous version releases, see:

<https://updates.forescout.com/support/files/plugins/snow/1.2.0/1.2.0-12000003/RN.pdf>

<https://updates.forescout.com/support/files/plugins/snow/1.1.0/1.1.0-11000017/RN.pdf>

<https://updates.forescout.com/support/files/plugins/snow/1.0.0/1.0.0-10000062/RN.pdf>

Contact Information

Forescout Technologies, Inc.

190 West Tasman Drive

San Jose, CA 95134 USA

<https://www.forescout.com/support/>

Toll-Free (US): 1.866.377.8771

Tel (Intl): 1.408.213.3191

Support: 1.708.237.6591

About the Documentation

- Refer to the Resources page on the Forescout website for additional technical documentation: <https://www.forescout.com/company/resources/>
- Have feedback or questions? Write to us at documentation@forescout.com

Legal Notice

© 2019 Forescout Technologies, Inc. All rights reserved. Forescout Technologies, Inc. is a Delaware corporation. A list of our trademarks and patents can be found at <https://www.forescout.com/company/legal/intellectual-property-patents-trademarks>. Other brands, products, or service names may be trademarks or service marks of their respective owners.

2019-05-16 12:05