

March 2019

Version Information

Forescout eyeExtend for ServiceNow® version 2.0.
This section describes requirements for this version.

Forescout Requirements

- Forescout version 8.1.
- A module license for Forescout eyeExtend for ServiceNow. See [Forescout eyeExtend \(Extended Module\) Licensing Requirements](#).

Supported Vendor Requirements

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

 *HTTPS is always assumed for this connection.*

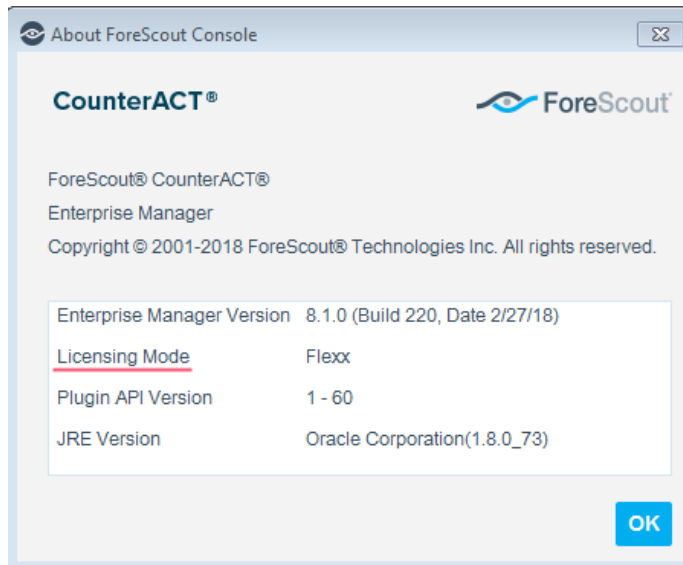
Forescout eyeExtend (Extended Module) Licensing Requirements

This Forescout eyeExtend product requires a valid license. Licensing requirements differ based on which licensing mode your deployment is operating in:

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

To identify your licensing mode:

- From the Console, select **Help > About ForeScout**.




Per-Appliance Licensing Mode

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

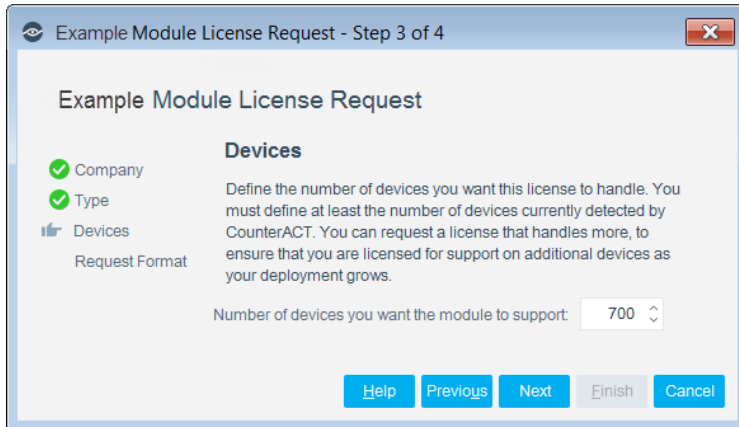
Demo license extension requests and permanent license requests are made from the Console.

-  *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 Forescout Administration Guide for more information.*

Requesting a License

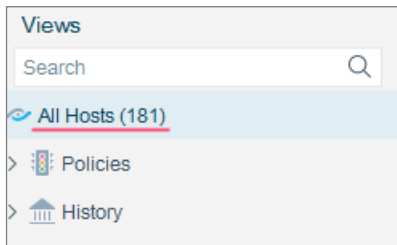
When requesting a demo license extension or permanent license, you are asked to provide the device *capacity* requirements. This is the number of devices that you want this license to handle. You must define at least the number of devices currently detected by the Forescout platform. You can request 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 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 Forescout deployment, you must activate a license file containing valid licenses for each feature you want to work with in your deployment, including eyeExtend products. After the initial license file has been activated, you can update the file to add additional eyeExtend licenses or change endpoint capacity for existing eyeExtend products. For more information on obtaining eyeExtend licenses, contact your Forescout sales 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 eyeExtend license has an associated capacity, indicating the number of endpoints the license can handle. The capacity of each eyeExtend license varies by module, but does not exceed the capacity of the Forescout eyeSight license.

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

More License Information

For more information on eyeExtend (Extended Module) licenses:

- **Per-Appliance Licensing.** Refer to the *ForeScout Administration Guide*.
- **Flexx Licensing.** Refer to the *Flexx Licensing How-to Guide*.

You can also contact your ForeScout sales representative for more information.

About This Release

This release:

- Supports the ability to enable and disable server certificate validation.
- Supports Certification Compliance mode. For information about this mode, refer to the *ForeScout Installation Guide*.

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

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

See also:

- [Access the ForeScout Apps](#)
- [Upgrade from ServiceNow 1.x to 2.0](#)
- [How to Install](#)

Fixed Issues

There are no fixed issues for this release.

Known Issues

This section describes known issues for this release.

Issue	Description
SRN-184	For a composite property configured in ServiceNow Properties, if the property refers to the same record, but there are changes in the record in the reference table, the ForeScout platform will not receive an update from ServiceNow. If the property is configured as a policy condition, it will be updated during the next recheck.

Access the Forescout Apps

You must install and configure both the Forescout platform and ServiceNow.

To access the Forescout Apps:

1. Go to <https://store.servicenow.com>.
2. Search for "Forescout App". The following apps are available for this release:
 - Forescout App for Asset Management
 - Forescout App for IT Incidents
 - Forescout App for SOC Incidents
3. Select **More** to view the details of each app.
4. Select **Get** to download the Forescout apps you want.
5. Download and read the installation and configuration guides for each app you download. The guides are located under Supporting Links & Docs.

Upgrade from ServiceNow 1.x to 2.0

If you previously installed ServiceNow 1.x, you can upgrade to 2.0. After the upgrade:

- Install the Forescout App for Asset Management. You can leave the 1.x Forescout App for CMDB installed or you can uninstall it.
- If there are assets populated in CMDB, go to **Forescout App for Asset Management-> Scheduled Jobs**. Select **Initialize Tenant ID in Configuration Items**. Edit Run this script section by adding necessary queries after line 9 and replacing 'counteract tenant id' in line 16 with the Tenant ID displayed in **Options->ServiceNow->General Settings**. Click **Update** and **Execute Now**.
- Add a new role for the user `x_ftpp_now_plat.integration`. Refer to the *Forescout App for Asset Management* for details.
- Edit the actions in the 1.x policies as follows:
 - Replace the **Add Asset to CMDB (Deprecated)** action with the **Add Asset to CMDB** action.
 - Replace the **Update Asset to CMDB (Deprecated)** action with the **Update Asset to CMDB** action.

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** from the Console.

2. Download the module `.fpi` file.
3. Save the file to the machine where the Console is installed.
4. Log into the 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.