

June 2020

Version Information

Forescout eyeExtend for ServiceNow® version 2.2.
This section describes requirements for this version.

Forescout Requirements

- Forescout version 8.1 or 8.2.
- A module license for Forescout eyeExtend for ServiceNow. See [Forescout eyeExtend \(Extended Module\) Licensing Requirements](#) for details.

Supported Vendor Requirements

- ServiceNow Cloud Service version New York or Orlando.
- For information about the vendor models (hardware/software) and versions (product/OS) that are validated for integration with this Forescout component, refer to the [Forescout Compatibility Matrix](#).

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

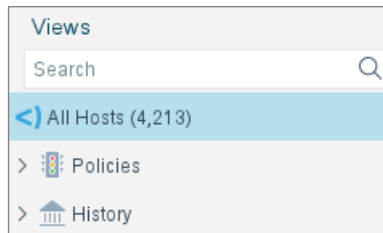
When requesting a demo license extension or permanent license, you are asked to provide the device *capacity* requirements. This is the number of devices that you want this license to handle. You must define at least the number of devices currently detected by the ForeScout platform. You can request 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 section describes updates and important information related to the component delivered in this version. This release also includes enhancements and fixes provided in previous versions. See [Previous Releases](#).

See also:

- [Feature Enhancements](#)
- [Fixed Issues](#)
- [Known Issues](#)
- [Access the Forescout Apps](#)
- [Upgrade from ServiceNow 1.x to 2.1 or 2.2](#)
- [Upgrade from ServiceNow 2.0 to 2.1 or 2.2](#)
- [Upgrade from ServiceNow 2.1 to 2.2](#)

Feature Enhancements

This section describes the new features and/or feature enhancements for this release.

New ServiceNow Lookup Properties

Use ServiceNow lookup properties to configure user-defined fields to query CMDB tables. Define the lookup table and lookup column using the ServiceNow Lookup Properties tab. You can use custom columns as a key to look up data from cmdb_ci tables.

Duplicate Outbound Mappings

In previous releases, it was possible to create duplicate outbound mappings.

If there was a duplicate entry for the Forescout CI Staging Table, it will be removed when you upgrade to version 2.2.

If you have any policies that use duplicate Forescout CI Staging Tables, you should export those policies.

Fixed Issues

This section describes the fixed issues for this version of Forescout eyeExtend for ServiceNow.

Issue	Description
SRN-458	Could not create additional outbound mapping tables. Duplicate outbound mappings can no longer be created and an error message is displayed.
SRN-460	Could not synchronize eyeExtend for ServiceNow tables, such as Configuration Management Database (CMDB), Incident, and Security Incident tables. The table sync operation works now.
SRN-467	Multiple entries for the same ServiceNow Table name should not be allowed. If you try to add multiple tables with the same table name, an error message is displayed.
SRN-475	Some policy and action requests timed out and were dropped. Now the actions complete and the HTTP connections do not time out.

Known Issues

This section describes the known issues for this version of Forescout eyeExtend for ServiceNow.

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.
SRN-338	When upgrading Forescout eyeExtend for ServiceNow from 1.3 to 2.0 or above, if the MAC address separator was configured in 1.3, it is not carried forward into the 2.0 or above version and must be reconfigured in the General Settings tab.

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 2.1 or 2.2

If you previously installed ServiceNow 1.x, you can upgrade to 2.1 or 2.2. Refer to the *Forescout eyeExtend for ServiceNow Configuration Guide* for details.

Upgrade from ServiceNow 2.0 to 2.1 or 2.2

If you previously installed ServiceNow 2.0, you can upgrade to 2.1 or 2.2. Refer to the *Forescout eyeExtend for ServiceNow Configuration Guide* for details.

Upgrade from ServiceNow 2.1 to 2.2

You can upgrade from ServiceNow 2.1 to 2.2 without any additional steps.


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 .**fp**i 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 .**fp**i 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 cannot proceed unless you agree to the license agreement.

 *The installation begins 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://www.forescout.com/company/resources/eyeextend-for-servicenow-release-notes-2-1-0/>

<https://www.forescout.com/company/resources/eyeextend-for-servicenow-2-0-release-notes/>

<https://www.forescout.com/company/resources/extended-module-for-servicenow-1-3-release-notes/>

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About the Documentation

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

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